



**Performance Results**  
**April 2010 - March 2011**  
**Qwest's Performance Assurance Plans (PAPs)**

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| PID Description   | Month   | CLEC          |             | CLEC Result | Standard Deviation | Qwest     |             | Q Result | Modified Z | Parity   |          |
|---|---|---------------|-------------|-------------|--------------------|-----------|-------------|----------|------------|----------|----------|
|   |   | Numerator     | Denominator |             |                    | Numerator | Denominator |          |            |          |          |
| BI-1A Time to Provide Usage Records<br>UNEs and Resale Aggregate Parity           | March 2011  | 15418789      | 6522724     | 2           | 0.5                | 2437696   | 801430      | 3        | -150.46    | (92.48)  |          |
|   | February 2011   | 8720922       | 3644742     | 2           | 0.5                | 2859409   | 905557      | 3        | -175.51    | (107.70) |          |
|   | January 2011  | 12588527      | 5318404     | 2           | 0.54               | 3100524   | 1006732     | 3        | -180.74    | (110.88) |          |
|   | December 2010   | 12193942      | 5125389     | 2           | 0.51               | 3107216   | 1029056     | 3        | -155.53    | (95.56)  |          |
|   | November 2010   | 12182444      | 5104998     | 2           | 0.51               | 3136357   | 987111      | 3        | -172.14    | (105.66) |          |
|   | October 2010  | 13198268      | 5577238     | 2           | 0.51               | 3142483   | 1069533     | 3        | -154.99    | (95.23)  |          |
|   | September 2010  | 13586400      | 5618537     | 2           | 0.52               | 3561474   | 1169930     | 3        | -168.93    | (103.70) |          |
|   | August 2010   | 13163699      | 5513274     | 2           | 0.53               | 3321752   | 1097881     | 3        | -165.16    | (101.41) |          |
|   | July 2010   | 15200073      | 6033320     | 3           | 0.64               | 3840631   | 1240531     | 3        | -163.09    | (100.15) |          |
|   | June 2010   | 13225356      | 5453486     | 2           | 0.53               | 3241282   | 1076922     | 3        | -152.28    | (93.58)  |          |
|   | May 2010  | 13660514      | 5711546     | 2           | 0.53               | 3542084   | 1142708     | 3        | -181.29    | (111.22) |          |
|   | April 2010  | 15777041      | 6314895     | 3           | 0.57               | 3839169   | 1288791     | 3        | -151.16    | (92.90)  |          |
|   | BI-1B Time to Provide Usage Records<br>Jointly-provided Switched Access<br>Benchmark 0.95 | March 2011    | 25725655    | 25725828    | 100%               | 0.0026    | 0           | 0        | 0%         | 0.00     | (0.16)   |
|   |   | February 2011 | 27789856    | 27789856    | 100%               | 0         | 0           | 0        | 0%         | 0.00     | (0.16)   |
| January 2011  |   | 28374132      | 28374184    | 100%        | 0.0014             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| December 2010   |   | 32310270      | 32310270    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| November 2010   |   | 31332091      | 31332156    | 100%        | 0.0014             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| October 2010  |   | 30062726      | 30062741    | 100%        | 0.0007             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| September 2010  |   | 31469947      | 31471167    | 100%        | 0.0062             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| August 2010   |   | 30403015      | 30403022    | 100%        | 0.0005             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| July 2010   |   | 30996140      | 30996140    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| June 2010   |   | 27960654      | 27960686    | 100%        | 0.0011             | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| May 2010  |   | 29068375      | 29068375    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |          |
| April 2010  | 35341151  | 35341423      | 100%        | 0.0028      | 0                  | 0         | 0%          | 0.00     | (0.16)     |          |          |
| BI-1C-1 Time to Provide Usage Records<br>[CAT11] UNEs and Resale Aggregate Parity | March 2011  | 7442783       | 3180154     | 2           | 0.49               | 2437696   | 801430      | 3        | -147.43    | (90.63)  |          |
|   | February 2011   | 6803          | 2836        | 2           | 0.53               | 2859409   | 905557      | 3        | -10.87     | (7.61)   |          |
|   | January 2011  | 2780897       | 1200684     | 2           | 0.53               | 3100524   | 1006732     | 3        | -155.74    | (95.69)  |          |
|   | December 2010   | 2686310       | 1145736     | 2           | 0.51               | 3107216   | 1029056     | 3        | -130.37    | (80.26)  |          |
|   | November 2010   | 2834950       | 1206968     | 2           | 0.51               | 3136357   | 987111      | 3        | -146.10    | (89.82)  |          |
|   | October 2010  | 3070477       | 1313291     | 2           | 0.51               | 3142483   | 1069533     | 3        | -131.86    | (81.17)  |          |
|   | September 2010  | 3215209       | 1347920     | 2           | 0.51               | 3561474   | 1169930     | 3        | -142.99    | (87.93)  |          |
|   | August 2010   | 3185371       | 1355642     | 2           | 0.57               | 3321752   | 1097881     | 3        | -142.43    | (87.59)  |          |
|   | July 2010   | 3267867       | 1310164     | 2           | 0.62               | 3840631   | 1240531     | 3        | -133.93    | (82.42)  |          |
|   | June 2010   | 3059234       | 1279206     | 2           | 0.52               | 3241282   | 1076922     | 3        | -129.85    | (79.94)  |          |
|   | May 2010  | 3152166       | 1337577     | 2           | 0.5                | 3542084   | 1142708     | 3        | -153.08    | (94.06)  |          |
|   | April 2010  | 3705975       | 1502957     | 2           | 0.56               | 3839169   | 1288791     | 3        | -129.96    | (80.01)  |          |
|   | March 2011  | 7976006       | 3342570     | 2           | 0.51               | 2437696   | 801430      | 3        | -138.48    | (85.19)  |          |
|   | BI-1C-2 Time to Provide Usage Records<br>[CAT10] UNEs and Resale Aggregate Parity         | February 2011 | 8714119     | 3641906     | 2                  | 0.5       | 2859409     | 905557   | 3          | -175.50  | (107.70) |
| January 2011  |   | 9807630       | 4117720     | 2           | 0.54               | 3100524   | 1006732     | 3        | -173.01    | (106.18) |          |
| December 2010   |   | 9507632       | 3979653     | 2           | 0.51               | 3107216   | 1029056     | 3        | -149.56    | (91.93)  |          |
| November 2010   |   | 9347494       | 3898030     | 2           | 0.51               | 3136357   | 987111      | 3        | -165.51    | (101.62) |          |
| October 2010  |   | 10127791      | 4263947     | 2           | 0.51               | 3142483   | 1069533     | 3        | -148.97    | (91.56)  |          |
| September 2010  |   | 10371191      | 4270617     | 2           | 0.52               | 3561474   | 1169930     | 3        | -161.79    | (99.36)  |          |
| August 2010   |   | 9978328       | 4157632     | 2           | 0.52               | 3321752   | 1097881     | 3        | -157.74    | (96.90)  |          |
| July 2010   |   | 11932206      | 4723156     | 3           | 0.64               | 3840631   | 1240531     | 3        | -157.43    | (96.71)  |          |

|  |  |            |         |         |        |         |         |        |         |          |
|--|--|------------|---------|---------|--------|---------|---------|--------|---------|----------|
|  | June 2010  | 10166122   | 4174280 | 2       | 0.53   | 3241282 | 1076922 | 3      | -145.96 | (89.74)  |
|  | May 2010   | 10508348   | 4373969 | 2       | 0.54   | 3542084 | 1142708 | 3      | -174.16 | (106.88) |
|  | April 2010   | 12071066   | 4811938 | 3       | 0.57   | 3839169 | 1288791 | 3      | -144.19 | (88.66)  |
| BI-2 Invoices Delivered within 10 Days All Parity by Design                            | March 2011   | 1195       | 1196    | 100%    | 2.89%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | February 2011  | 1304       | 1306    | 100%    | 3.91%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | January 2011   | 1449       | 1449    | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | December 2010  | 1174       | 1175    | 100%    | 2.92%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | November 2010  | 1360       | 1362    | 100%    | 3.83%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | October 2010   | 1264       | 1266    | 100%    | 3.97%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | September 2010   | 1231       | 1236    | 100%    | 6.35%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | August 2010  | 1293       | 1295    | 100%    | 3.93%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | July 2010  | 1185       | 1194    | 99%     | 8.65%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | June 2010  | 1144       | 1144    | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | May 2010   | 1176       | 1180    | 100%    | 5.81%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | April 2010   | 1180       | 1180    | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | 0.00     |
|  | BI-3A Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Benchmark 0.98 | March 2011 | 2821048 | 2822613 | 100%   | 2.35%   | 0       | 0      | 0%      | 0.00     |
| February 2011  |  | 2183804    | 2183804 | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| January 2011   |  | 2428628    | 2430681 | 100%    | 2.91%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| December 2010  |  | 2452028    | 2452780 | 100%    | 1.75%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| November 2010  |  | 2454232    | 2454608 | 100%    | 1.24%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| October 2010   |  | 2419432    | 2443884 | 99%     | 9.95%  | 0       | 0       | 0%     | 0.00    | (0.03)   |
| September 2010   |  | 2468037    | 2469166 | 100%    | 2.14%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| August 2010  |  | 2456385    | 2456517 | 100%    | 0.73%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| July 2010  |  | 2573502    | 2574469 | 100%    | 1.94%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| June 2010  |  | 2332420    | 2332638 | 100%    | 0.97%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| May 2010   |  | 2509030    | 2509713 | 100%    | 1.65%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| April 2010   |  | 2480024    | 2481000 | 100%    | 1.98%  | 0       | 0       | 0%     | 0.00    | (0.06)   |
| BI-3B Billing Accuracy - Adjustments for Errors Reciprocal Compensation Benchmark 0.95 |  | March 2011 | 0       | 29213   | 0%     | 0.00%   | 0       | 0      | 0%      | 0.00     |
|  | February 2011  | 29759      | 29759   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | January 2011   | 31468      | 31468   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | December 2010  | 33224      | 33224   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | November 2010  | 32664      | 32664   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | October 2010   | 31756      | 31756   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | September 2010   | 32785      | 32785   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | August 2010  | 29456      | 29456   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | July 2010  | 29611      | 29611   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | June 2010  | 31628      | 31628   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | May 2010   | 31764      | 31764   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |
|  | April 2010   | 18850      | 28994   | 65%     | 47.69% | 0       | 0       | 0%     | 0.00    | 0.95     |
|  | BI-4A Billing Completeness UNEs and Resale Aggregate Parity                              | March 2011 | 6223    | 6236    | 100%   | 4.56%   | 137955  | 138912 | 99%     | -4.49    |
| February 2011  |  | 5415       | 5429    | 100%    | 5.07%  | 99304   | 100029  | 99%    | -3.95   | (3.40)   |
| January 2011   |  | 5409       | 5421    | 100%    | 4.70%  | 89826   | 90260   | 100%   | -2.68   | (2.63)   |
| December 2010  |  | 8116       | 8122    | 100%    | 2.72%  | 101270  | 101651  | 100%   | -4.27   | (3.60)   |
| November 2010  |  | 6585       | 6592    | 100%    | 3.26%  | 105008  | 105233  | 100%   | -1.84   | (2.12)   |
| October 2010   |  | 6442       | 6455    | 100%    | 4.48%  | 105736  | 106018  | 100%   | -0.98   | (1.59)   |
| September 2010   |  | 7082       | 7097    | 100%    | 4.59%  | 104648  | 105259  | 99%    | -3.96   | (3.41)   |
| August 2010  |  | 7019       | 7032    | 100%    | 4.30%  | 106905  | 108210  | 99%    | -7.60   | (5.62)   |
| July 2010  |  | 6731       | 6753    | 100%    | 5.70%  | 95593   | 96694   | 99%    | -6.09   | (4.70)   |
| June 2010  |  | 6980       | 6993    | 100%    | 4.31%  | 98973   | 99885   | 99%    | -6.18   | (4.76)   |
| May 2010   |  | 12373      | 12376   | 100%    | 1.56%  | 97225   | 97674   | 100%   | -6.75   | (5.10)   |
| April 2010   |  | 7050       | 7062    | 100%    | 4.12%  | 88143   | 88612   | 99%    | -4.01   | (3.44)   |
| BI-4B Billing Completeness Reciprocal Compensation Benchmark 0.95                      |  | March 2011 | 29213   | 29213   | 100%   | 0.00%   | 0       | 0      | 0%      | 0.00     |
|  | February 2011  | 29759      | 29759   | 100%    | 0.00%  | 0       | 0       | 0%     | 0.00    | (0.16)   |

|   |                |       |       |      |        |   |    |      |      |        |
|---|----------------|-------|-------|------|--------|---|----|------|------|--------|
|   | January 2011   | 31468 | 31468 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | December 2010  | 33224 | 33224 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | November 2010  | 32664 | 32664 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | October 2010   | 31756 | 31756 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | September 2010 | 32785 | 32785 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | August 2010    | 29456 | 29456 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | July 2010      | 29611 | 29611 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | June 2010      | 31628 | 31628 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | May 2010       | 31764 | 31764 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | April 2010     | 28994 | 28994 | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
| BI-5A Billing Accuracy & Claims Processing<br>- Acknowledgment All Benchmark 0.95 | March 2011     | 89    | 89    | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | February 2011  | 245   | 245   | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | January 2011   | 168   | 169   | 99%  | 7.67%  | 0 | 0  | 0%   | 0.00 | (0.14) |
|   | December 2010  | 199   | 199   | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | November 2010  | 184   | 188   | 98%  | 14.43% | 0 | 0  | 0%   | 0.00 | (0.09) |
|   | October 2010   | 140   | 144   | 97%  | 16.43% | 0 | 0  | 0%   | 0.00 | (0.07) |
|   | September 2010 | 174   | 179   | 97%  | 16.48% | 0 | 0  | 0%   | 0.00 | (0.07) |
|   | August 2010    | 171   | 172   | 99%  | 7.60%  | 0 | 0  | 0%   | 0.00 | (0.14) |
|   | July 2010      | 146   | 154   | 95%  | 22.19% | 0 | 0  | 0%   | 0.00 | 0.01   |
|   | June 2010      | 85    | 87    | 98%  | 14.99% | 0 | 0  | 0%   | 0.00 | (0.09) |
|   | May 2010       | 158   | 160   | 99%  | 11.11% | 0 | 0  | 0%   | 0.00 | (0.12) |
|   | April 2010     | 116   | 116   | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
| BI-5B Billing Accuracy & Claims Processing<br>- Resolution All Benchmark 0.95     | March 2011     | 141   | 160   | 88%  | 32.35% | 0 | 0  | 0%   | 0.00 | 0.22   |
|   | February 2011  | 212   | 212   | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | January 2011   | 120   | 120   | 100% | 0.00%  | 0 | 0  | 0%   | 0.00 | (0.16) |
|   | December 2010  | 228   | 231   | 99%  | 11.32% | 0 | 0  | 0%   | 0.00 | (0.12) |
|   | November 2010  | 144   | 148   | 97%  | 16.22% | 0 | 0  | 0%   | 0.00 | (0.07) |
|   | October 2010   | 178   | 186   | 96%  | 20.29% | 0 | 0  | 0%   | 0.00 | (0.02) |
|   | September 2010 | 169   | 268   | 63%  | 48.26% | 0 | 0  | 0%   | 0.00 | 1.01   |
|   | August 2010    | 147   | 151   | 97%  | 16.06% | 0 | 0  | 0%   | 0.00 | (0.07) |
|   | July 2010      | 110   | 114   | 96%  | 18.40% | 0 | 0  | 0%   | 0.00 | (0.05) |
|   | June 2010      | 132   | 141   | 94%  | 24.44% | 0 | 0  | 0%   | 0.00 | 0.04   |
|   | May 2010       | 99    | 107   | 93%  | 26.30% | 0 | 0  | 0%   | 0.00 | 0.08   |
|   | April 2010     | 123   | 133   | 92%  | 26.37% | 0 | 0  | 0%   | 0.00 | 0.08   |
| CP-1A Scheduled Interval 90 Calendar<br>Days or Less All Benchmark 90             | March 2011     | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | February 2011  | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | January 2011   | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | December 2010  | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | November 2010  | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | October 2010   | 58    | 1     | 58   | 0      | 0 | 0  | 0%   | 0.00 | (1.07) |
|   | September 2010 | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | August 2010    | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | July 2010      | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | June 2010      | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | May 2010       | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | April 2010     | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
| CP-1B Scheduled Interval 91 to 120<br>Calendar Days All Benchmark 120             | March 2011     | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | February 2011  | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | January 2011   | 65    | 1     | 65   | 0      | 0 | 0  | 0%   | 0.00 | (1.38) |
|   | December 2010  | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
|   | November 2010  | 106   | 1     | 106  | 0      | 0 | 0  | 0%   | 0.00 | (0.35) |
|   | October 2010   | 0     | 0     | 0    | 0      | 0 | 0  | 0%   | 0.00 | 0.00   |
| September 2010  | 0              | 0     | 0     | 0    | 0      | 0 | 0% | 0.00 | 0.00 |        |

|   |                |     |    |      |       |   |   |    |      |        |
|---|----------------|-----|----|------|-------|---|---|----|------|--------|
|   | August 2010    | 443 | 4  | 111  | 9.98  | 0 | 0 | 0  | 0.00 | (0.23) |
|   | July 2010      | 459 | 5  | 92   | 23.46 | 0 | 0 | 0  | 0.00 | (0.71) |
|   | June 2010      | 120 | 1  | 120  | 0     | 0 | 0 | 0  | 0.00 | 0.00   |
|   | May 2010       | 79  | 1  | 79   | 0     | 0 | 0 | 0  | 0.00 | (1.03) |
|   | April 2010     | 86  | 1  | 86   | 0     | 0 | 0 | 0  | 0.00 | (0.85) |
| CP-1C Scheduled Interval 121 to 150<br>Calendar Days All Benchmark 150      | March 2011     | 0   | 0  | 0    | 0.00  | 0 | 0 | 0  | 0.00 | 0.00   |
|   | February 2011  | 153 | 2  | 77   | 21.92 | 0 | 0 | 0  | 0.00 | (1.47) |
|   | January 2011   | 0   | 0  | 0    | 0.00  | 0 | 0 | 0  | 0.00 | 0.00   |
|   | December 2010  | 0   | 0  | 0    | 0.00  | 0 | 0 | 0  | 0.00 | 0.00   |
|   | November 2010  | 121 | 1  | 121  | 0.00  | 0 | 0 | 0  | 0.00 | (0.58) |
|   | October 2010   | 0   | 0  | 0    | 0.00  | 0 | 0 | 0  | 0.00 | 0.00   |
|   | September 2010 | 90  | 1  | 90   | 0.00  | 0 | 0 | 0  | 0.00 | (1.20) |
|   | August 2010    | 119 | 1  | 119  | 0.00  | 0 | 0 | 0  | 0.00 | (0.62) |
|   | July 2010      | 398 | 3  | 133  | 4.93  | 0 | 0 | 0  | 0.00 | (0.35) |
|   | June 2010      | 0   | 0  | 0    | 0.00  | 0 | 0 | 0  | 0.00 | 0.00   |
| CP-2B Non-Forecasted & Late Forecasted<br>Collocations All Benchmark 0.9    | May 2010       | 379 | 3  | 126  | 10.97 | 0 | 0 | 0  | 0.00 | (0.47) |
|   | April 2010     | 132 | 1  | 132  | 0.00  | 0 | 0 | 0  | 0.00 | (0.36) |
|   | March 2011     | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | February 2011  | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | January 2011   | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | December 2010  | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | November 2010  | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | October 2010   | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | September 2010 | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | August 2010    | 4   | 4  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| CP-2C Collocations with Intervals Longer<br>than 120 Days All Benchmark 0.9 | July 2010      | 5   | 5  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | June 2010      | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | May 2010       | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | April 2010     | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | March 2011     | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | February 2011  | 2   | 2  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | January 2011   | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | December 2010  | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | November 2010  | 2   | 2  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | October 2010   | 1   | 1  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
| CP-3 Collocation Feasibility Study Interval<br>All Benchmark 10             | September 2010 | 3   | 3  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | August 2010    | 2   | 2  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | July 2010      | 7   | 7  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | June 2010      | 0   | 0  | 0%   | 0.00% | 0 | 0 | 0% | 0.00 | 0.00   |
|   | May 2010       | 3   | 3  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | April 2010     | 2   | 2  | 100% | 0.00% | 0 | 0 | 0% | 0.00 | (0.33) |
|   | March 2011     | 68  | 7  | 10   | 0.49  | 0 | 0 | 0  | 0.00 | (0.09) |
|   | February 2011  | 39  | 4  | 10   | 0.5   | 0 | 0 | 0  | 0.00 | (0.08) |
|   | January 2011   | 9   | 1  | 9    | 0     | 0 | 0 | 0  | 0.00 | (0.30) |
|   | December 2010  | 0   | 0  | 0    | 0     | 0 | 0 | 0  | 0.00 | 0.00   |
| CP-3 Collocation Feasibility Study Interval<br>All Benchmark 10             | November 2010  | 39  | 4  | 10   | 0.5   | 0 | 0 | 0  | 0.00 | (0.08) |
|   | October 2010   | 10  | 1  | 10   | 0     | 0 | 0 | 0  | 0.00 | 0.00   |
|   | September 2010 | 0   | 0  | 0    | 0     | 0 | 0 | 0  | 0.00 | 0.00   |
|   | August 2010    | 9   | 1  | 9    | 0     | 0 | 0 | 0  | 0.00 | (0.30) |
|   | July 2010      | 27  | 3  | 9    | 1     | 0 | 0 | 0  | 0.00 | (0.30) |
|   | June 2010      | 34  | 4  | 9    | 1.29  | 0 | 0 | 0  | 0.00 | (0.45) |
|   | May 2010       | 44  | 5  | 9    | 1.1   | 0 | 0 | 0  | 0.00 | (0.36) |
|   | April 2010     | 107 | 12 | 9    | 1.16  | 0 | 0 | 0  | 0.00 | (0.33) |

|   |   |               |          |       |       |      |      |       |      |        |      |
|---|---|---------------|----------|-------|-------|------|------|-------|------|--------|------|
| CP-4 Collocation Feasibility Study<br>Commitments Met All Benchmark 0.9 | March 2011  | 7             | 7        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | February 2011   | 4             | 4        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | January 2011  | 1             | 1        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | December 2010   | 0             | 0        | 0%    | 0.00% | 0    | 0    | 0%    | 0.00 | 0.00   |      |
|   | November 2010   | 4             | 4        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | October 2010  | 1             | 1        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | September 2010  | 0             | 0        | 0%    | 0.00% | 0    | 0    | 0%    | 0.00 | 0.00   |      |
|   | August 2010   | 2             | 2        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | July 2010   | 3             | 3        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | June 2010   | 4             | 4        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | May 2010  | 6             | 6        | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | April 2010  | 12            | 12       | 100%  | 0.00% | 0    | 0    | 0%    | 0.00 | (0.33) |      |
|   | DA-1 Speed of Answer - Directory<br>Assistance Parity by Design | March 2011    | 0        | 0     | :00   | :00  | 8.19 | 1     | :36  | 0.00   | 0.00 |
|   |   | February 2011 | 0        | 0     | :00   | :00  | 8.01 | 1     | :24  | 0.00   | 0.00 |
| January 2011  |   | 0             | 0        | :00   | :00   | 7.08 | 1    | :12   | 0.00 | 0.00   |      |
| December 2010   |   | 0             | 0        | :00   | :00   | 7.75 | 1    | :00   | 0.00 | 0.00   |      |
| November 2010   |   | 0             | 0        | :00   | :00   | 7.9  | 1    | :00   | 0.00 | 0.00   |      |
| October 2010  |   | 0             | 0        | :00   | :00   | 8.07 | 1    | :48   | 0.00 | 0.00   |      |
| September 2010  |   | 0             | 0        | :00   | :00   | 8.1  | 1    | :00   | 0.00 | 0.00   |      |
| August 2010   |   | 0             | 0        | :00   | :00   | 8.93 | 1    | :12   | 0.00 | 0.00   |      |
| July 2010   |   | 0             | 0        | :00   | :00   | 8.32 | 1    | :48   | 0.00 | 0.00   |      |
| June 2010   |   | 0             | 0        | :00   | :00   | 8.32 | 1    | :48   | 0.00 | 0.00   |      |
| May 2010  |   | 0             | 0        | :00   | :00   | 7.31 | 1    | :24   | 0.00 | 0.00   |      |
| April 2010  |   | 0             | 0        | :00   | :00   | 7.84 | 1    | :36   | 0.00 | 0.00   |      |
| DB-1A Time to Update Databases E911<br>Parity by Design                 | March 2011  | 56.6833333    | 38790    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | February 2011   | 45.7763889    | 39381    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | January 2011  | 52.7277778    | 42525    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | December 2010   | 53.8923611    | 42386    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | November 2010   | 58.2395833    | 45309    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | October 2010  | 69.0222222    | 49953    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | September 2010  | 69.1090278    | 51779    | 00:02 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | August 2010   | 152.700694    | 46483    | 00:05 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | July 2010   | 156.059722    | 53591    | 00:04 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | June 2010   | 149.434722    | 46364    | 00:05 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | May 2010  | 224.072222    | 51544    | 00:06 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
|   | April 2010  | 353.264583    | 53307    | 00:10 | 00:00 | 0    | 0    | 00:00 | 0.00 | 0.00   |      |
| DB-1B Time to Update Databases LIDB<br>Parity by Design                 | March 2011  | 5106899       | 4924252  | :36   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | February 2011   | 11828665      | 11653960 | :24   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | January 2011  | 5396211       | 5204562  | :36   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | December 2010   | 6956904       | 6740725  | :12   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | November 2010   | 6030704       | 5857315  | :12   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | October 2010  | 6376949       | 6163020  | :12   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | September 2010  | 6430047       | 6052595  | :24   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | August 2010   | 6221463       | 5861923  | :24   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | July 2010   | 4167250       | 3899359  | :48   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | June 2010   | 3356852       | 3174801  | :24   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | May 2010  | 3480920       | 3265407  | :48   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | April 2010  | 3499541       | 3330475  | :00   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
| DB-1C-1 Time to Update Databases<br>Directory Listing Parity by Design  | March 2011  | 41732.31      | 149964   | :12   | :00   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | February 2011   | 36796.6       | 158242   | :12   | :48   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | January 2011  | 35014.85      | 164217   | :24   | :24   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | December 2010   | 46592.19      | 174401   | :48   | :36   | 0    | 0    | :00   | 0.00 | 0.00   |      |
|   | November 2010   | 42690         | 193032   | :48   | :48   | 0    | 0    | :00   | 0.00 | 0.00   |      |

|   |   |            |        |       |        |       |   |     |      |      |
|---|---|------------|--------|-------|--------|-------|---|-----|------|------|
|   | October 2010  | 43113.46   | 200281 | :48   | :24    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | September 2010  | 45450.01   | 209232 | :48   | :24    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | August 2010   | 50009.19   | 185817 | :48   | :36    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | July 2010   | 44845.55   | 203430 | :48   | :24    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | June 2010   | 39952.87   | 177558 | :12   | :48    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | May 2010  | 43323.04   | 196068 | :48   | :24    | 0     | 0 | :00 | 0.00 | 0.00 |
|   | April 2010  | 48631.85   | 210979 | :12   | :48    | 0     | 0 | :00 | 0.00 | 0.00 |
| DB-2C-1 Accurate Database Updates<br>Directory Listing Parity by Design | March 2011  | 112253     | 114167 | 98%   | 12.84% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | February 2011   | 117904     | 119953 | 98%   | 12.96% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | January 2011  | 123485     | 125473 | 98%   | 12.49% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | December 2010   | 129763     | 131762 | 98%   | 12.22% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | November 2010   | 145559     | 147969 | 98%   | 12.66% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | October 2010  | 151517     | 153794 | 99%   | 12.08% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | September 2010  | 159855     | 162577 | 98%   | 12.83% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | August 2010   | 138636     | 140996 | 98%   | 12.83% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | July 2010   | 155990     | 158541 | 98%   | 12.58% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | June 2010   | 134238     | 136288 | 99%   | 12.17% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | May 2010  | 146142     | 148426 | 98%   | 12.31% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | April 2010  | 166885     | 169548 | 98%   | 12.43% | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | GA-1 Gateway Availability - IMA-GUI All<br>Benchmark 0.9925 | March 2011 | 27306  | 27360 | 100%   | 0.00% | 0 | 0   | 0%   | 0.00 |
| February 2011   |   | 29871      | 29880  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| January 2011  |   | 30600      | 30600  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| December 2010   |   | 29488      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| November 2010   |   | 28391      | 28480  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| October 2010  |   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| September 2010  |   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| August 2010   |   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| July 2010   |   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| June 2010   |   | 29827      | 29880  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| May 2010  |   | 28388      | 28440  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| April 2010  |   | 30600      | 30600  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI SIA<br>Benchmark 0.9925             |   | March 2011 | 27360  | 27360 | 100%   | 0.00% | 0 | 0   | 0%   | 0.00 |
|   | February 2011   | 29880      | 29880  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | January 2011  | 30600      | 30600  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | December 2010   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | November 2010   | 29880      | 29880  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | October 2010  | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | September 2010  | 30060      | 30060  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | August 2010   | 30420      | 30420  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | July 2010   | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | June 2010   | 29880      | 29880  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | May 2010  | 29520      | 29520  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | April 2010  | 30600      | 30600  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
|   | GA-3 Gateway Availability - EB-TA<br>Benchmark 0.9925       | March 2011 | 38880  | 38880 | 100%   | 0.00% | 0 | 0   | 0%   | 0.00 |
| February 2011   |   | 42840      | 42840  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| January 2011  |   | 43200      | 43200  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| December 2010   |   | 41760      | 41760  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| November 2010   |   | 42750      | 42840  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| October 2010  |   | 41760      | 41760  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| September 2010  |   | 42900      | 42900  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| August 2010   |   | 43034      | 43140  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| July 2010   |   | 41339      | 41760  | 99%   | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |
| June 2010   |   | 42765      | 42840  | 100%  | 0.00%  | 0     | 0 | 0%  | 0.00 | 0.00 |

|   |                |       |       |      |       |   |    |     |      |        |
|---|----------------|-------|-------|------|-------|---|----|-----|------|--------|
|   | May 2010       | 41760 | 41760 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | April 2010     | 43030 | 43200 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
| GA-4 System Availability - EXACT<br>Benchmark 0.9925  | March 2011     | 20160 | 20160 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | February 2011  | 21600 | 21600 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | January 2011   | 22860 | 22860 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | December 2010  | 21960 | 21960 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | November 2010  | 21600 | 21600 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | October 2010   | 21960 | 21960 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | September 2010 | 21960 | 21960 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | August 2010    | 22500 | 22500 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | July 2010      | 21960 | 21960 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | June 2010      | 21600 | 21600 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | May 2010       | 21960 | 21960 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | April 2010     | 22860 | 22860 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
| GA-6 Gateway Availability - GUI - Repair<br>Benchmark 0.9925                                      | March 2011     | 37860 | 37860 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | February 2011  | 41565 | 41565 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | January 2011   | 42180 | 42180 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | December 2010  | 40740 | 40740 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | November 2010  | 41565 | 41565 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | October 2010   | 40740 | 40740 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | September 2010 | 41820 | 41820 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | August 2010    | 41925 | 41925 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | July 2010      | 40402 | 40740 | 99%  | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | June 2010      | 41565 | 41565 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | May 2010       | 40740 | 40740 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | April 2010     | 42070 | 42180 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
| GA-7 Timely Outage Resolution following<br>Software Releases GA-7 XML Reporting<br>Benchmark 0.95 | March 2011     | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | February 2011  | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | January 2011   | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | December 2010  | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | November 2010  | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | October 2010   | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | September 2010 | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | August 2010    | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | July 2010      | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | June 2010      | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | May 2010       | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | April 2010     | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
| GA-8 Gateway Availability - IMA-XML GA-8<br>XML Reporting Benchmark 0.9925                        | March 2011     | 27308 | 27360 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | February 2011  | 29880 | 29880 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | January 2011   | 30600 | 30600 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | December 2010  | 29488 | 29520 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | November 2010  | 28383 | 28480 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | October 2010   | 29520 | 29520 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | September 2010 | 29520 | 29520 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | August 2010    | 29520 | 29520 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | July 2010      | 29520 | 29520 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | June 2010      | 29850 | 29880 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | May 2010       | 28440 | 28440 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | April 2010     | 30600 | 30600 | 100% | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Basic Rate ISDN Parity                    | March 2011     | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | February 2011  | 0     | 0     | 0%   | 0.00% | 0 | 0  | 0%  | 0.00 | 0.00   |
|   | January 2011   | 1     | 1     | 100% | 0.00% | 5 | 11 | 45% | 1.05 | (1.00) |

|   |  |            |    |      |        |       |      |     |       |        |
|---|--|------------|----|------|--------|-------|------|-----|-------|--------|
|   | December 2010  | 1          | 1  | 100% | 0.00%  | 5     | 15   | 33% | 1.37  | (0.81) |
|   | November 2010  | 0          | 1  | 0%   | 0.00%  | 6     | 17   | 35% | -0.72 | (1.44) |
|   | October 2010   | 1          | 1  | 100% | 0.00%  | 5     | 21   | 24% | 1.75  | (0.63) |
|   | September 2010   | 0          | 1  | 0%   | 0.00%  | 4     | 18   | 22% | -0.52 | (1.32) |
|   | August 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010  | 0          | 1  | 0%   | 0.00%  | 9     | 22   | 41% | -0.81 | (1.49) |
|   | May 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Business Parity   | March 2011   | 3          | 7  | 43%  | 49.49% | 611   | 1697 | 36% | 0.38  | (0.99) |
|   | February 2011  | 6          | 14 | 43%  | 49.49% | 784   | 2235 | 35% | 0.61  | (0.79) |
|   | January 2011   | 7          | 16 | 44%  | 49.61% | 796   | 2320 | 34% | 0.79  | (0.67) |
|   | December 2010  | 8          | 13 | 62%  | 48.65% | 724   | 2078 | 35% | 2.01  | 0.03   |
|   | November 2010  | 2          | 11 | 18%  | 38.57% | 742   | 2026 | 37% | -1.27 | (1.77) |
|   | October 2010   | 5          | 18 | 28%  | 44.79% | 730   | 2069 | 35% | -0.66 | (1.40) |
|   | September 2010   | 5          | 11 | 45%  | 49.79% | 706   | 1942 | 36% | 0.63  | (0.80) |
|   | August 2010  | 3          | 10 | 30%  | 45.83% | 698   | 2009 | 35% | -0.31 | (1.19) |
|   | July 2010  | 4          | 10 | 40%  | 48.99% | 742   | 2227 | 33% | 0.45  | (0.91) |
|   | June 2010  | 4          | 12 | 33%  | 47.14% | 691   | 1911 | 36% | -0.20 | (1.12) |
|   | May 2010   | 2          | 9  | 22%  | 41.57% | 676   | 2004 | 34% | -0.73 | (1.44) |
|   | April 2010   | 4          | 14 | 29%  | 45.18% | 795   | 2272 | 35% | -0.50 | (1.31) |
|   | MR-10 Customer and Non-Qwest Related<br>Trouble Reports Centrex Parity | March 2011 | 0  | 0    | 0%     | 0.00% | 0    | 0   | 0%    | 0.00   |
| February 2011   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| January 2011  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| December 2010   |  | 0          | 1  | 0%   | 0.00%  | 30    | 75   | 40% | -0.81 | (1.49) |
| November 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| October 2010  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| September 2010  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| August 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| July 2010   |  | 0          | 1  | 0%   | 0.00%  | 32    | 86   | 37% | -0.77 | (1.47) |
| June 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| May 2010  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| April 2010  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Centrex 21 Parity |  | March 2011 | 0  | 1    | 0%     | 0.00% | 1    | 14  | 7%    | -0.27  |
|   | February 2011  | 0          | 1  | 0%   | 0.00%  | 11    | 31   | 35% | -0.73 | (1.44) |
|   | January 2011   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 1          | 1  | 100% | 0.00%  | 5     | 25   | 20% | 1.96  | (0.55) |
|   | November 2010  | 0          | 1  | 0%   | 0.00%  | 12    | 30   | 40% | -0.80 | (1.49) |
|   | October 2010   | 0          | 3  | 0%   | 0.00%  | 9     | 23   | 39% | -1.31 | (1.79) |
|   | September 2010   | 5          | 6  | 83%  | 37.27% | 8     | 34   | 24% | 3.18  | 0.43   |
|   | August 2010  | 1          | 3  | 33%  | 47.14% | 4     | 33   | 12% | 1.08  | (0.80) |
|   | July 2010  | 1          | 4  | 25%  | 43.30% | 8     | 30   | 27% | -0.07 | (1.04) |
|   | June 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010   | 1          | 1  | 100% | 0.00%  | 7     | 36   | 19% | 2.01  | (0.52) |
|   | April 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
|   | MR-10 Customer and Non-Qwest Related<br>Trouble Reports DS0 Parity     | March 2011 | 2  | 2    | 100%   | 0.00% | 48   | 186 | 26%   | 2.39   |
| February 2011   |  | 1          | 2  | 50%  | 50.00% | 55    | 162  | 34% | 0.48  | (1.10) |
| January 2011  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| December 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| November 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| October 2010  |  | 2          | 2  | 100% | 0.00%  | 48    | 169  | 28% | 2.23  | (0.16) |
| September 2010  |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |
| August 2010   |  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%  | 0.00  | 0.00   |



|  |                |   |   |      |        |     |     |     |        |        |
|--|----------------|---|---|------|--------|-----|-----|-----|--------|--------|
|  | July 2010      | 3 | 3 | 100% | 0.00%  | 50  | 207 | 24% | 3.05   | 0.31   |
|  | June 2010      | 0 | 3 | 0%   | 0.00%  | 62  | 209 | 30% | -1.12  | (1.68) |
|  | May 2010       | 1 | 1 | 100% | 0.00%  | 51  | 166 | 31% | 1.50   | (0.70) |
|  | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports DS1 Parity         | March 2011     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | February 2011  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | January 2011   | 1 | 2 | 50%  | 50.00% | 74  | 223 | 33% | 0.50   | (1.09) |
|  | December 2010  | 0 | 3 | 0%   | 0.00%  | 90  | 284 | 32% | -1.17  | (1.71) |
|  | November 2010  | 0 | 2 | 0%   | 0.00%  | 49  | 163 | 30% | -0.92  | (1.56) |
|  | October 2010   | 3 | 4 | 75%  | 43.30% | 63  | 219 | 29% | 2.02   | (0.14) |
|  | September 2010 | 2 | 3 | 67%  | 47.14% | 71  | 201 | 35% | 1.13   | (0.67) |
|  | August 2010    | 0 | 1 | 0%   | 0.00%  | 62  | 158 | 39% | -0.80  | (1.49) |
|  | July 2010      | 1 | 4 | 25%  | 43.30% | 39  | 169 | 23% | 0.09   | (1.24) |
|  | June 2010      | 0 | 1 | 0%   | 0.00%  | 60  | 189 | 32% | -0.68  | (1.41) |
|  | May 2010       | 0 | 3 | 0%   | 0.00%  | 52  | 169 | 31% | -1.14  | (1.70) |
|  | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports DS3 Parity         | March 2011     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | February 2011  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | January 2011   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | December 2010  | 1 | 1 | 100% | 0.00%  | 1   | 2   | 50% | 0.82   | (1.26) |
|  | November 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | October 2010   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | September 2010 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | June 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | May 2010       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports E911 Parity        | March 2011     | 0 | 2 | 0%   | 0.00%  | 94  | 100 | 94% | -5.54  | (4.37) |
|  | February 2011  | 0 | 1 | 0%   | 0.00%  | 103 | 106 | 97% | -5.83  | (4.55) |
|  | January 2011   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | November 2010  | 0 | 1 | 0%   | 0.00%  | 105 | 116 | 91% | -3.08  | (2.87) |
|  | October 2010   | 0 | 1 | 0%   | 0.00%  | 126 | 131 | 96% | -5.00  | (4.04) |
|  | September 2010 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | August 2010    | 0 | 2 | 0%   | 0.00%  | 119 | 125 | 95% | -6.25  | (4.80) |
|  | July 2010      | 0 | 1 | 0%   | 0.00%  | 116 | 121 | 96% | -4.80  | (3.92) |
|  | June 2010      | 1 | 1 | 100% | 0.00%  | 133 | 140 | 95% | 0.23   | (2.00) |
|  | May 2010       | 0 | 5 | 0%   | 0.00%  | 126 | 130 | 97% | -12.32 | (8.49) |
|  | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Frame Relay Parity | March 2011     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | February 2011  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | January 2011   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | November 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | October 2010   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | September 2010 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | June 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
|  | May 2010       | 1 | 1 | 100% | 0.00%  | 2   | 13  | 15% | 2.26   | (0.52) |
|  | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%  | 0.00   | 0.00   |
| MR-10 Customer and Non-Qwest Related                                       | March 2011     | 0 | 1 | 0%   | 0.00%  | 48  | 97  | 49% | -0.98  | (1.60) |

|  |  |               |    |      |        |        |       |       |       |        |
|--|--|---------------|----|------|--------|--------|-------|-------|-------|--------|
| Trouble Reports ISDN Primary Parity  | February 2011  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | January 2011   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | December 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | November 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | October 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | September 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | August 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | July 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | June 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | May 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | April 2010   | 1             | 1  | 100% | 0.00%  | 27     | 88    | 31%   | 1.49  | (0.71) |
|  | March 2011   | 11            | 12 | 92%  | 27.64% | 6      | 6     | 100%  | 0.00  | 0.00   |
|  | MR-10 Customer and Non-Qwest Related<br>Trouble Reports LIS Trunk Parity | February 2011 | 10 | 12   | 83%    | 37.27% | 2     | 3     | 67%   | 0.55   |
| January 2011   |  | 9             | 10 | 90%  | 30.00% | 3      | 3     | 100%  | 0.00  | 0.00   |
| December 2010  |  | 8             | 12 | 67%  | 47.14% | 7      | 9     | 78%   | -0.61 | (1.37) |
| November 2010  |  | 14            | 15 | 93%  | 24.94% | 3      | 3     | 100%  | 0.00  | 0.00   |
| October 2010   |  | 5             | 6  | 83%  | 37.27% | 2      | 5     | 40%   | 1.46  | (0.48) |
| September 2010   |  | 4             | 9  | 44%  | 49.69% | 3      | 5     | 60%   | -0.57 | (1.35) |
| August 2010  |  | 4             | 5  | 80%  | 40.00% | 3      | 3     | 100%  | 0.00  | 0.00   |
| July 2010  |  | 13            | 17 | 76%  | 42.42% | 2      | 5     | 40%   | 1.46  | (0.40) |
| June 2010  |  | 8             | 10 | 80%  | 40.00% | 4      | 8     | 50%   | 1.26  | (0.49) |
| May 2010   |  | 10            | 12 | 83%  | 37.27% | 4      | 7     | 57%   | 1.11  | (0.56) |
| April 2010   |  | 5             | 8  | 63%  | 48.41% | 6      | 7     | 86%   | -1.28 | (1.78) |
| March 2011   |  | 0             | 1  | 0%   | 0.00%  | 12     | 22    | 55%   | -1.07 | (1.65) |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports PBX Parity                     |  | February 2011 | 0  | 0    | 0%     | 0.00%  | 0     | 0     | 0%    | 0.00   |
|  | January 2011   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | December 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | November 2010  | 0             | 2  | 0%   | 0.00%  | 10     | 23    | 43%   | -1.19 | (1.72) |
|  | October 2010   | 2             | 4  | 50%  | 50.00% | 7      | 21    | 33%   | 0.65  | (0.94) |
|  | September 2010   | 0             | 1  | 0%   | 0.00%  | 10     | 32    | 31%   | -0.66 | (1.40) |
|  | August 2010  | 0             | 1  | 0%   | 0.00%  | 7      | 21    | 33%   | -0.69 | (1.42) |
|  | July 2010  | 0             | 2  | 0%   | 0.00%  | 10     | 26    | 38%   | -1.08 | (1.65) |
|  | June 2010  | 1             | 1  | 100% | 0.00%  | 16     | 31    | 52%   | 0.95  | (1.05) |
|  | May 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | April 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
|  | March 2011   | 1             | 2  | 50%  | 50.00% | 3602   | 10063 | 36%   | 0.42  | (1.13) |
|  | MR-10 Customer and Non-Qwest Related<br>Trouble Reports Residence Parity | February 2011 | 0  | 2    | 0%     | 0.00%  | 4632  | 13945 | 33%   | -1.00  |
| January 2011   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0     | 0%    | 0.00  | 0.00   |
| December 2010  |  | 2             | 4  | 50%  | 50.00% | 4971   | 14639 | 34%   | 0.68  | (0.88) |
| November 2010  |  | 1             | 3  | 33%  | 47.14% | 4637   | 12399 | 37%   | -0.15 | (1.09) |
| October 2010   |  | 4             | 7  | 57%  | 49.49% | 4698   | 12754 | 37%   | 1.11  | (0.55) |
| September 2010   |  | 0             | 1  | 0%   | 0.00%  | 3887   | 11399 | 34%   | -0.72 | (1.44) |
| August 2010  |  | 0             | 2  | 0%   | 0.00%  | 3987   | 11723 | 34%   | -1.02 | (1.62) |
| July 2010  |  | 1             | 4  | 25%  | 43.30% | 4287   | 12810 | 33%   | -0.36 | (1.22) |
| June 2010  |  | 4             | 9  | 44%  | 49.69% | 4018   | 12273 | 33%   | 0.75  | (0.74) |
| May 2010   |  | 2             | 4  | 50%  | 50.00% | 3946   | 11356 | 35%   | 0.64  | (0.90) |
| April 2010   |  | 1             | 4  | 25%  | 43.30% | 4354   | 12286 | 35%   | -0.44 | (1.27) |
| March 2011   |  | 0             | 1  | 0%   | 0.00%  | 5      | 11    | 45%   | -0.87 | (1.53) |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports UDIT Above DS1 Level<br>Parity |  | February 2011 | 1  | 5    | 20%    | 40.00% | 3     | 8     | 38%   | -0.63  |
|  | January 2011   | 3             | 3  | 100% | 0.00%  | 3      | 7     | 43%   | 1.67  | (0.41) |
|  | December 2010  | 2             | 2  | 100% | 0.00%  | 1      | 2     | 50%   | 1.00  | (1.00) |
|  | November 2010  | 3             | 4  | 75%  | 43.30% | 5      | 9     | 56%   | 0.65  | (0.98) |
|  | October 2010   | 5             | 6  | 83%  | 37.27% | 3      | 5     | 60%   | 0.79  | (0.88) |

|   |                |    |     |      |        |    |     |     |       |        |
|---|----------------|----|-----|------|--------|----|-----|-----|-------|--------|
|   | September 2010 | 1  | 1   | 100% | 0.00%  | 2  | 5   | 40% | 1.12  | (1.00) |
|   | August 2010    | 4  | 4   | 100% | 0.00%  | 5  | 8   | 63% | 1.26  | (0.60) |
|   | July 2010      | 0  | 1   | 0%   | 0.00%  | 5  | 6   | 83% | -2.07 | (2.26) |
|   | June 2010      | 8  | 9   | 89%  | 31.43% | 6  | 8   | 75% | 0.66  | (0.93) |
|   | May 2010       | 1  | 2   | 50%  | 50.00% | 2  | 4   | 50% | 0.00  | (1.00) |
|   | April 2010     | 6  | 9   | 67%  | 47.14% | 6  | 11  | 55% | 0.54  | (0.95) |
| MR-10 Customer and Non-Qwest Related    | March 2011     | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
| Trouble Reports UDIT DS1 Parity         | February 2011  | 1  | 1   | 100% | 0.00%  | 52 | 197 | 26% | 1.67  | (0.62) |
|   | January 2011   | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 1  | 1   | 100% | 0.00%  | 90 | 284 | 32% | 1.47  | (0.71) |
|   | November 2010  | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 2  | 2   | 100% | 0.00%  | 63 | 219 | 29% | 2.22  | (0.17) |
|   | September 2010 | 1  | 1   | 100% | 0.00%  | 71 | 201 | 35% | 1.35  | (0.78) |
|   | August 2010    | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0  | 1   | 0%   | 0.00%  | 40 | 161 | 25% | -0.57 | (1.35) |
| MR-10 Customer and Non-Qwest Related    | March 2011     | 51 | 90  | 57%  | 49.55% | 6  | 12  | 50% | 0.43  | (0.92) |
| Trouble Reports Unbundled Loop - 2 Wire | February 2011  | 56 | 105 | 53%  | 49.89% | 6  | 16  | 38% | 1.22  | (0.45) |
| Non-Loaded Parity                       | January 2011   | 66 | 114 | 58%  | 49.37% | 5  | 11  | 45% | 0.79  | (0.71) |
|   | December 2010  | 53 | 110 | 48%  | 49.97% | 5  | 15  | 33% | 1.14  | (0.51) |
|   | November 2010  | 65 | 112 | 58%  | 49.35% | 6  | 17  | 35% | 1.83  | (0.09) |
|   | October 2010   | 60 | 98  | 61%  | 48.72% | 5  | 21  | 24% | 3.65  | 0.77   |
|   | September 2010 | 81 | 124 | 65%  | 47.59% | 4  | 18  | 22% | 4.11  | 0.96   |
|   | August 2010    | 58 | 98  | 59%  | 49.15% | 13 | 22  | 59% | 0.01  | (1.14) |
|   | July 2010      | 54 | 101 | 53%  | 49.88% | 9  | 18  | 50% | 0.27  | (0.99) |
|   | June 2010      | 65 | 109 | 60%  | 49.06% | 9  | 22  | 41% | 1.63  | (0.16) |
|   | May 2010       | 43 | 106 | 41%  | 49.10% | 7  | 19  | 37% | 0.31  | (0.98) |
|   | April 2010     | 41 | 96  | 43%  | 49.47% | 6  | 11  | 55% | -0.75 | (1.45) |
| MR-10 Customer and Non-Qwest Related    | March 2011     | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
| Trouble Reports Unbundled Loop - 4 Wire | February 2011  | 0  | 1   | 0%   | 0.00%  | 52 | 197 | 26% | -0.60 | (1.36) |
| Non-Loaded Parity                       | January 2011   | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2010    | 1  | 2   | 50%  | 50.00% | 62 | 158 | 39% | 0.31  | (1.21) |
|   | July 2010      | 1  | 1   | 100% | 0.00%  | 39 | 169 | 23% | 1.82  | (0.56) |
|   | June 2010      | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 1  | 1   | 100% | 0.00%  | 52 | 169 | 31% | 1.50  | (0.70) |
|   | April 2010     | 1  | 1   | 100% | 0.00%  | 40 | 161 | 25% | 1.73  | (0.60) |
| MR-10 Customer and Non-Qwest Related    | March 2011     | 19 | 50  | 38%  | 48.54% | 6  | 12  | 50% | -0.75 | (1.45) |
| Trouble Reports Unbundled Loop - ADSL   | February 2011  | 15 | 35  | 43%  | 49.49% | 6  | 16  | 38% | 0.37  | (0.97) |
| Qualified Parity                        | January 2011   | 29 | 54  | 54%  | 49.86% | 5  | 11  | 45% | 0.50  | (0.90) |
|   | December 2010  | 33 | 49  | 67%  | 46.89% | 5  | 15  | 33% | 2.45  | 0.24   |
|   | November 2010  | 45 | 68  | 66%  | 47.31% | 6  | 17  | 35% | 2.38  | 0.24   |
|   | October 2010   | 32 | 52  | 62%  | 48.65% | 5  | 21  | 24% | 3.43  | 0.64   |
|   | September 2010 | 32 | 59  | 54%  | 49.82% | 4  | 18  | 22% | 2.86  | 0.31   |
|   | August 2010    | 33 | 51  | 65%  | 47.79% | 13 | 22  | 59% | 0.45  | (0.88) |
|   | July 2010      | 38 | 53  | 72%  | 45.05% | 9  | 18  | 50% | 1.59  | (0.16) |
|   | June 2010      | 49 | 70  | 70%  | 45.83% | 9  | 22  | 41% | 2.42  | 0.33   |
|   | May 2010       | 37 | 56  | 66%  | 47.35% | 7  | 19  | 37% | 2.28  | 0.19   |

|  |   |               |     |      |        |        |       |       |       |        |        |
|--|---|---------------|-----|------|--------|--------|-------|-------|-------|--------|--------|
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Unbundled Loop - DS1<br>Capable Parity | April 2010  | 23            | 38  | 61%  | 48.88% | 6      | 11    | 55%   | 0.35  | (0.99) |        |
|  | March 2011  | 46            | 125 | 37%  | 48.23% | 49     | 166   | 30%   | 1.35  | (0.28) |        |
|  | February 2011   | 37            | 129 | 29%  | 45.23% | 52     | 197   | 26%   | 0.46  | (0.80) |        |
|  | January 2011  | 56            | 153 | 37%  | 48.17% | 74     | 223   | 33%   | 0.69  | (0.65) |        |
|  | December 2010   | 43            | 137 | 31%  | 46.41% | 90     | 284   | 32%   | -0.06 | (1.04) |        |
|  | November 2010   | 47            | 150 | 31%  | 46.38% | 49     | 163   | 30%   | 0.25  | (0.93) |        |
|  | October 2010  | 47            | 154 | 31%  | 46.05% | 63     | 219   | 29%   | 0.37  | (0.85) |        |
|  | September 2010  | 32            | 121 | 26%  | 44.10% | 71     | 201   | 35%   | -1.61 | (1.98) |        |
|  | August 2010   | 37            | 128 | 29%  | 45.33% | 62     | 158   | 39%   | -1.78 | (2.08) |        |
|  | July 2010   | 28            | 116 | 24%  | 42.79% | 39     | 169   | 23%   | 0.21  | (0.96) |        |
|  | June 2010   | 31            | 116 | 27%  | 44.25% | 60     | 189   | 32%   | -0.91 | (1.56) |        |
|  | May 2010  | 35            | 113 | 31%  | 46.24% | 52     | 169   | 31%   | 0.04  | (1.06) |        |
|  | April 2010  | 29            | 115 | 25%  | 43.43% | 40     | 161   | 25%   | 0.07  | (1.04) |        |
|  | MR-10 Customer and Non-Qwest Related<br>Trouble Reports Unbundled Loop - XDSL<br>Parity       | March 2011    | 2   | 4    | 50%    | 50.00% | 49    | 166   | 30%   | 0.89   | (0.76) |
| February 2011  |   | 2             | 3   | 67%  | 47.14% | 52     | 197   | 26%   | 1.57  | (0.44) |        |
| January 2011   |   | 2             | 3   | 67%  | 47.14% | 74     | 223   | 33%   | 1.22  | (0.61) |        |
| December 2010  |   | 2             | 3   | 67%  | 47.14% | 90     | 284   | 32%   | 1.30  | (0.57) |        |
| November 2010  |   | 4             | 6   | 67%  | 47.14% | 49     | 163   | 30%   | 1.92  | (0.14) |        |
| October 2010   |   | 2             | 4   | 50%  | 50.00% | 63     | 219   | 29%   | 0.93  | (0.74) |        |
| September 2010   |   | 2             | 2   | 100% | 0.00%  | 71     | 201   | 35%   | 1.90  | (0.31) |        |
| August 2010  |   | 0             | 3   | 0%   | 0.00%  | 62     | 158   | 39%   | -1.38 | (1.84) |        |
| July 2010  |   | 1             | 1   | 100% | 0.00%  | 39     | 169   | 23%   | 1.82  | (0.56) |        |
| June 2010  |   | 1             | 5   | 20%  | 40.00% | 60     | 189   | 32%   | -0.56 | (1.34) |        |
| May 2010   |   | 2             | 3   | 67%  | 47.14% | 52     | 169   | 31%   | 1.34  | (0.56) |        |
| April 2010   |   | 3             | 5   | 60%  | 48.99% | 39     | 160   | 24%   | 1.83  | (0.24) |        |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports Unbundled Loop Analog<br>Parity        |   | March 2011    | 202 | 340  | 59%    | 49.11% | 4213  | 11760 | 36%   | 8.94   | 3.83   |
|  |   | February 2011 | 192 | 387  | 50%    | 50.00% | 5416  | 16180 | 33%   | 6.65   | 2.90   |
|  | January 2011  | 216           | 481 | 45%  | 49.74% | 6187   | 18817 | 33%   | 5.54  | 2.26   |        |
|  | December 2010   | 204           | 369 | 55%  | 49.72% | 5695   | 16717 | 34%   | 8.51  | 3.83   |        |
|  | November 2010   | 189           | 361 | 52%  | 49.94% | 5379   | 14425 | 37%   | 5.85  | 2.46   |        |
|  | October 2010  | 130           | 303 | 43%  | 49.49% | 5428   | 14823 | 37%   | 2.25  | 0.32   |        |
|  | September 2010  | 171           | 338 | 51%  | 50.00% | 4593   | 13341 | 34%   | 6.18  | 2.62   |        |
|  | August 2010   | 157           | 328 | 48%  | 49.95% | 4685   | 13732 | 34%   | 5.19  | 2.05   |        |
|  | July 2010   | 147           | 329 | 45%  | 49.72% | 5029   | 15037 | 33%   | 4.27  | 1.51   |        |
|  | June 2010   | 144           | 298 | 48%  | 49.97% | 4709   | 14184 | 33%   | 5.49  | 2.21   |        |
|  | May 2010  | 179           | 359 | 50%  | 50.00% | 4622   | 13360 | 35%   | 6.00  | 2.53   |        |
|  | April 2010  | 163           | 354 | 46%  | 49.84% | 5149   | 14558 | 35%   | 4.15  | 1.45   |        |
|  | MR-10 Customer and Non-Qwest Related<br>Trouble Reports Unbundled Loop ISDN<br>Capable Parity | March 2011    | 0   | 1    | 0%     | 0.00%  | 6     | 12    | 50%   | -0.96  | (1.58) |
|  |   | February 2011 | 0   | 4    | 0%     | 0.00%  | 6     | 16    | 38%   | -1.39  | (1.84) |
| January 2011   |   | 5             | 12  | 42%  | 49.30% | 5      | 11    | 45%   | -0.18 | (1.11) |        |
| December 2010  |   | 2             | 4   | 50%  | 50.00% | 5      | 15    | 33%   | 0.63  | (0.96) |        |
| November 2010  |   | 2             | 3   | 67%  | 47.14% | 6      | 17    | 35%   | 1.05  | (0.76) |        |
| October 2010   |   | 2             | 4   | 50%  | 50.00% | 5      | 21    | 24%   | 1.13  | (0.69) |        |
| September 2010   |   | 6             | 12  | 50%  | 50.00% | 4      | 18    | 22%   | 1.79  | (0.28) |        |
| August 2010  |   | 5             | 8   | 63%  | 48.41% | 13     | 22    | 59%   | 0.17  | (1.16) |        |
| July 2010  |   | 3             | 5   | 60%  | 48.99% | 9      | 18    | 50%   | 0.40  | (1.07) |        |
| June 2010  |   | 1             | 5   | 20%  | 40.00% | 9      | 22    | 41%   | -0.86 | (1.52) |        |
| May 2010   |   | 1             | 7   | 14%  | 34.99% | 7      | 19    | 37%   | -1.06 | (1.64) |        |
| April 2010   |   | 4             | 9   | 44%  | 49.69% | 6      | 11    | 55%   | -0.45 | (1.27) |        |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports UNE - P (POTS) Parity                  |   | March 2011    | 78  | 191  | 41%    | 49.15% | 4213  | 11760 | 36%   | 1.43   | (0.18) |
|  |   | February 2011 | 0   | 0    | 0%     | 0.00%  | 0     | 0     | 0%    | 0.00   | 0.00   |
|  | January 2011  | 34            | 81  | 42%  | 49.35% | 6187   | 18817 | 33%   | 1.74  | (0.03) |        |
|  | December 2010   | 24            | 57  | 42%  | 49.37% | 5695   | 16717 | 34%   | 1.28  | (0.31) |        |

|  |  |            |       |      |        |        |        |        |        |         |
|--|--|------------|-------|------|--------|--------|--------|--------|--------|---------|
|  | November 2010  | 13         | 49    | 27%  | 44.15% | 5379   | 14425  | 37%    | -1.55  | (1.95)  |
|  | October 2010   | 29         | 67    | 43%  | 49.55% | 5428   | 14823  | 37%    | 1.13   | (0.39)  |
|  | September 2010   | 24         | 53    | 45%  | 49.78% | 4593   | 13341  | 34%    | 1.66   | (0.09)  |
|  | August 2010  | 15         | 61    | 25%  | 43.06% | 4685   | 13732  | 34%    | -1.57  | (1.95)  |
|  | July 2010  | 11         | 41    | 27%  | 44.31% | 5029   | 15037  | 33%    | -0.90  | (1.55)  |
|  | June 2010  | 9          | 37    | 24%  | 42.90% | 4709   | 14184  | 33%    | -1.14  | (1.70)  |
|  | May 2010   | 15         | 42    | 36%  | 47.92% | 4622   | 13360  | 35%    | 0.15   | (1.00)  |
|  | April 2010   | 21         | 54    | 39%  | 48.75% | 5149   | 14558  | 35%    | 0.54   | (0.75)  |
| MR-10 Customer and Non-Qwest Related<br>Trouble Reports UNE P (Centrex 21) Parity      | March 2011   | 0          | 2     | 0%   | 0.00%  | 1      | 14     | 7%     | -0.37  | (1.22)  |
|  | February 2011  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | January 2011   | 0          | 3     | 0%   | 0.00%  | 13     | 38     | 34%    | -1.20  | (1.73)  |
|  | December 2010  | 0          | 2     | 0%   | 0.00%  | 5      | 25     | 20%    | -0.68  | (1.41)  |
|  | November 2010  | 0          | 2     | 0%   | 0.00%  | 12     | 30     | 40%    | -1.12  | (1.68)  |
|  | October 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | September 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | August 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | July 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | June 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | May 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | April 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | MR-10 Customer and Non-Qwest Related<br>Trouble Reports UNE P (Centrex) Parity   | March 2011 | 0     | 0    | 0%     | 0.00%  | 0      | 0      | 0%     | 0.00    |
| February 2011  |  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| January 2011   |  | 0          | 1     | 0%   | 0.00%  | 26     | 80     | 33%    | -0.69  | (1.42)  |
| December 2010  |  | 0          | 1     | 0%   | 0.00%  | 30     | 75     | 40%    | -0.81  | (1.49)  |
| November 2010  |  | 1          | 1     | 100% | 0.00%  | 19     | 57     | 33%    | 1.40   | (0.76)  |
| October 2010   |  | 0          | 2     | 0%   | 0.00%  | 26     | 66     | 39%    | -1.12  | (1.68)  |
| September 2010   |  | 1          | 3     | 33%  | 47.14% | 16     | 58     | 28%    | 0.22   | (1.20)  |
| August 2010  |  | 0          | 1     | 0%   | 0.00%  | 18     | 67     | 27%    | -0.60  | (1.37)  |
| July 2010  |  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| June 2010  |  | 0          | 3     | 0%   | 0.00%  | 20     | 66     | 30%    | -1.12  | (1.68)  |
| May 2010   |  | 0          | 1     | 0%   | 0.00%  | 19     | 55     | 35%    | -0.72  | (1.44)  |
| April 2010   |  | 1          | 3     | 33%  | 47.14% | 26     | 71     | 37%    | -0.12  | (1.07)  |
| MR-11B LNP Trouble Reports Cleared<br>within 48 Hours - All Volumes LNP Parity<br>0.95 |  | March 2011 | 1     | 1    | 100%   | 0.00%  | 764    | 774    | 99%    | -0.11   |
|  | February 2011  | 1          | 1     | 100% | 0.00%  | 858    | 899    | 95%    | -0.22  | (1.13)  |
|  | January 2011   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | December 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | November 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | October 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | September 2010   | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | August 2010  | 1          | 1     | 100% | 0.00%  | 963    | 976    | 99%    | -0.12  | (1.07)  |
|  | July 2010  | 1          | 2     | 50%  | 50.00% | 1114   | 1143   | 97%    | 4.26   | (0.01)  |
|  | June 2010  | 0          | 0     | 0%   | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | May 2010   | 1          | 1     | 100% | 0.00%  | 966    | 975    | 99%    | -0.10  | (1.06)  |
|  | April 2010   | 1          | 1     | 100% | 0.00%  | 1031   | 1035   | 100%   | -0.06  | (1.04)  |
|  | MR-2 Calls Answered within 20 seconds -<br>Interconnect Repair Center All Parity | March 2011 | 8364  | 9087 | 92%    | 27.06% | 198007 | 223057 | 89%    | -9.69   |
| February 2011  |  | 8587       | 9537  | 90%  | 29.95% | 211131 | 242678 | 87%    | -8.65  | (6.26)  |
| January 2011   |  | 7977       | 9779  | 82%  | 38.77% | 191585 | 266850 | 72%    | -21.10 | (13.83) |
| December 2010  |  | 7339       | 9003  | 82%  | 38.82% | 200836 | 257119 | 78%    | -7.68  | (5.67)  |
| November 2010  |  | 7924       | 9471  | 84%  | 36.97% | 202078 | 293643 | 69%    | -30.70 | (19.67) |
| October 2010   |  | 8274       | 10122 | 82%  | 38.63% | 213016 | 282059 | 76%    | -14.30 | (9.70)  |
| September 2010   |  | 9626       | 11339 | 85%  | 35.81% | 220560 | 340864 | 65%    | -44.25 | (27.90) |
| August 2010  |  | 7889       | 10249 | 77%  | 42.10% | 193248 | 313384 | 62%    | -31.37 | (20.07) |
|  | July 2010  | 7722       | 10391 | 74%  | 43.69% | 215841 | 308479 | 70%    | -9.50  | (6.78)  |

|   |                |      |      |      |        |        |        |      |        |         |
|---|----------------|------|------|------|--------|--------|--------|------|--------|---------|
|   | June 2010      | 6536 | 7525 | 87%  | 33.79% | 208512 | 256840 | 81%  | -12.41 | (8.55)  |
|   | May 2010       | 6552 | 7514 | 87%  | 33.41% | 210184 | 265601 | 79%  | -16.96 | (11.31) |
|   | April 2010     | 7418 | 9015 | 82%  | 38.18% | 222709 | 290718 | 77%  | -12.54 | (8.63)  |
| MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity | March 2011     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | February 2011  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | January 2011   | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | December 2010  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | November 2010  | 1    | 1    | 100% | 0.00%  | 6      | 6      | 100% | 0.00   | 0.00    |
|   | October 2010   | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | September 2010 | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | August 2010    | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | July 2010      | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | June 2010      | 1    | 1    | 100% | 0.00%  | 3      | 3      | 100% | 0.00   | 0.00    |
|   | May 2010       | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | April 2010     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
| MR-3A Out of Service Cleared within 24 Hours Business Parity        | March 2011     | 2    | 2    | 100% | 0.00%  | 393    | 591    | 67%  | -1.00  | (1.61)  |
|   | February 2011  | 1    | 4    | 25%  | 43.30% | 300    | 805    | 37%  | 0.51   | (1.04)  |
|   | January 2011   | 2    | 6    | 33%  | 47.14% | 398    | 903    | 44%  | 0.53   | (0.94)  |
|   | December 2010  | 0    | 1    | 0%   | 0.00%  | 317    | 765    | 41%  | 0.84   | (1.13)  |
|   | November 2010  | 1    | 8    | 13%  | 33.07% | 345    | 716    | 48%  | 2.01   | 0.03    |
|   | October 2010   | 3    | 9    | 33%  | 47.14% | 447    | 785    | 57%  | 1.42   | (0.34)  |
|   | September 2010 | 4    | 4    | 100% | 0.00%  | 453    | 695    | 65%  | -1.46  | (1.89)  |
|   | August 2010    | 5    | 6    | 83%  | 37.27% | 510    | 741    | 69%  | -0.76  | (1.46)  |
|   | July 2010      | 1    | 2    | 50%  | 50.00% | 644    | 819    | 79%  | 0.99   | (0.82)  |
|   | June 2010      | 3    | 3    | 100% | 0.00%  | 559    | 674    | 83%  | -0.78  | (1.48)  |
|   | May 2010       | 3    | 4    | 75%  | 43.30% | 571    | 681    | 84%  | 0.48   | (1.01)  |
|   | April 2010     | 1    | 1    | 100% | 0.00%  | 671    | 775    | 87%  | -0.39  | (1.24)  |
| MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity      | March 2011     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | February 2011  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | January 2011   | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | December 2010  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | November 2010  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | October 2010   | 1    | 3    | 33%  | 47.14% | 2      | 5      | 40%  | 0.19   | (1.34)  |
|   | September 2010 | 1    | 1    | 100% | 0.00%  | 6      | 14     | 43%  | -1.12  | (1.68)  |
|   | August 2010    | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | July 2010      | 1    | 2    | 50%  | 50.00% | 11     | 13     | 85%  | 1.26   | (0.80)  |
|   | June 2010      | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | May 2010       | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | April 2010     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
| MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity    | March 2011     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | February 2011  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | January 2011   | 2    | 3    | 67%  | 47.14% | 3166   | 7315   | 43%  | -0.82  | (1.50)  |
|   | December 2010  | 0    | 1    | 0%   | 0.00%  | 2552   | 6504   | 39%  | 0.80   | (1.17)  |
|   | November 2010  | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | October 2010   | 1    | 1    | 100% | 0.00%  | 3001   | 5195   | 58%  | -0.85  | (1.52)  |
|   | September 2010 | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | August 2010    | 3    | 3    | 100% | 0.00%  | 3618   | 5019   | 72%  | -1.08  | (1.66)  |
|   | July 2010      | 0    | 2    | 0%   | 0.00%  | 4117   | 5244   | 79%  | 2.70   | 0.02    |
|   | June 2010      | 0    | 1    | 0%   | 0.00%  | 4415   | 5193   | 85%  | 2.38   | (0.37)  |
|   | May 2010       | 0    | 1    | 0%   | 0.00%  | 3653   | 4410   | 83%  | 2.20   | (0.42)  |
|   | April 2010     | 2    | 2    | 100% | 0.00%  | 4232   | 4871   | 87%  | -0.55  | (1.33)  |
| MR-3A Out of Service Cleared within 24 Hours Line Splitting Parity  | March 2011     | 0    | 0    | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | February 2011  | 0    | 1    | 0%   | 0.00%  | 2118   | 5960   | 36%  | 0.74   | (1.23)  |

|  |                |    |    |      |        |      |      |     |       |        |
|--|----------------|----|----|------|--------|------|------|-----|-------|--------|
|  | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0  | 2  | 0%   | 0.00%  | 2552 | 6504 | 39% | 1.14  | (0.80) |
|  | November 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 3618 | 5019 | 72% | -0.62 | (1.38) |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | May 2010       | 5  | 5  | 100% | 0.00%  | 3653 | 4410 | 83% | -1.02 | (1.62) |
|  | April 2010     | 4  | 4  | 100% | 0.00%  | 4232 | 4871 | 87% | -0.78 | (1.47) |
| MR-3A Out of Service Cleared within 24 Hours PBX Parity                | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | July 2010      | 1  | 1  | 100% | 0.00%  | 8    | 9    | 89% | -0.34 | (1.20) |
|  | June 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
| MR-3A Out of Service Cleared within 24 Hours Residence Parity          | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0  | 1  | 0%   | 0.00%  | 1818 | 5155 | 35% | 0.74  | (1.23) |
|  | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 1  | 1  | 100% | 0.00%  | 2235 | 5739 | 39% | -1.25 | (1.76) |
|  | November 2010  | 0  | 2  | 0%   | 0.00%  | 2115 | 4460 | 47% | 1.34  | (0.64) |
|  | October 2010   | 0  | 2  | 0%   | 0.00%  | 2554 | 4410 | 58% | 1.66  | (0.44) |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 1  | 0%   | 0.00%  | 3108 | 4278 | 73% | 1.63  | (0.63) |
|  | July 2010      | 1  | 1  | 100% | 0.00%  | 3473 | 4425 | 78% | -0.52 | (1.32) |
|  | June 2010      | 2  | 2  | 100% | 0.00%  | 3856 | 4519 | 85% | -0.59 | (1.36) |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | April 2010     | 1  | 1  | 100% | 0.00%  | 3561 | 4096 | 87% | -0.39 | (1.24) |
| MR-3A Out of Service Cleared within 24 Hours UNE - P (POTS) Parity     | March 2011     | 35 | 61 | 57%  | 49.45% | 2732 | 4125 | 66% | 1.45  | (0.21) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 18 | 28 | 64%  | 47.92% | 3166 | 7315 | 43% | -2.24 | (2.36) |
|  | December 2010  | 11 | 20 | 55%  | 49.75% | 2552 | 6504 | 39% | -1.44 | (1.88) |
|  | November 2010  | 6  | 14 | 43%  | 49.49% | 2460 | 5176 | 48% | 0.35  | (0.95) |
|  | October 2010   | 13 | 24 | 54%  | 49.83% | 3001 | 5195 | 58% | 0.36  | (0.90) |
|  | September 2010 | 12 | 17 | 71%  | 45.56% | 3061 | 4560 | 67% | -0.30 | (1.18) |
|  | August 2010    | 17 | 24 | 71%  | 45.45% | 3618 | 5019 | 72% | 0.14  | (1.03) |
|  | July 2010      | 10 | 12 | 83%  | 37.27% | 4117 | 5244 | 79% | -0.41 | (1.25) |
|  | June 2010      | 11 | 15 | 73%  | 44.22% | 4415 | 5193 | 85% | 1.27  | (0.44) |
|  | May 2010       | 9  | 10 | 90%  | 30.00% | 3653 | 4410 | 83% | -0.60 | (1.36) |
|  | April 2010     | 18 | 19 | 95%  | 22.33% | 4232 | 4871 | 87% | -1.01 | (1.62) |
| MR-3A Out of Service Cleared within 24 Hours UNE P (Centrex 21) Parity | March 2011     | 1  | 1  | 100% | 0.00%  | 4    | 6    | 67% | -0.65 | (1.40) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 1  | 3  | 33%  | 47.14% | 4    | 16   | 25% | -0.31 | (1.19) |
|  | December 2010  | 0  | 1  | 0%   | 0.00%  | 3    | 10   | 30% | 0.62  | (1.37) |
|  | November 2010  | 0  | 2  | 0%   | 0.00%  | 4    | 7    | 57% | 1.44  | (0.64) |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%  | 0.00  | 0.00   |

|   |                |   |   |      |        |     |     |      |       |        |
|---|----------------|---|---|------|--------|-----|-----|------|-------|--------|
|   | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-3A Out of Service Cleared within 24 Hours UNE P (Centrex) Parity | March 2011     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 1 | 1 | 100% | 0.00%  | 12  | 24  | 50%  | -0.98 | (1.60) |
|   | December 2010  | 0 | 1 | 0%   | 0.00%  | 10  | 26  | 38%  | 0.78  | (1.20) |
|   | November 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 2 | 2 | 100% | 0.00%  | 18  | 24  | 75%  | -0.78 | (1.48) |
|   | September 2010 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 2 | 2 | 100% | 0.00%  | 15  | 19  | 79%  | -0.69 | (1.42) |
|   | May 2010       | 1 | 1 | 100% | 0.00%  | 18  | 19  | 95%  | -0.23 | (1.14) |
|   | April 2010     | 1 | 1 | 100% | 0.00%  | 17  | 24  | 71%  | -0.63 | (1.38) |
| MR-3B Out of Service Cleared within 24 Hours Business Parity        | March 2011     | 1 | 1 | 100% | 0.00%  | 103 | 144 | 72%  | -0.63 | (1.38) |
|   | February 2011  | 1 | 1 | 100% | 0.00%  | 125 | 200 | 63%  | -0.77 | (1.47) |
|   | January 2011   | 3 | 3 | 100% | 0.00%  | 116 | 248 | 47%  | -1.84 | (2.12) |
|   | December 2010  | 1 | 2 | 50%  | 50.00% | 112 | 190 | 59%  | 0.26  | (1.24) |
|   | November 2010  | 1 | 1 | 100% | 0.00%  | 124 | 183 | 68%  | -0.69 | (1.42) |
|   | October 2010   | 1 | 1 | 100% | 0.00%  | 135 | 196 | 69%  | -0.67 | (1.41) |
|   | September 2010 | 1 | 1 | 100% | 0.00%  | 126 | 186 | 68%  | -0.69 | (1.42) |
|   | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 1 | 2 | 50%  | 50.00% | 168 | 220 | 76%  | 0.87  | (0.88) |
|   | June 2010      | 3 | 3 | 100% | 0.00%  | 140 | 168 | 83%  | -0.77 | (1.47) |
|   | May 2010       | 1 | 1 | 100% | 0.00%  | 134 | 161 | 83%  | -0.45 | (1.27) |
|   | April 2010     | 5 | 5 | 100% | 0.00%  | 181 | 211 | 86%  | -0.90 | (1.55) |
| MR-3B Out of Service Cleared within 24 Hours Centrex 21 Parity      | March 2011     | 1 | 1 | 100% | 0.00%  | 3   | 4   | 75%  | -0.52 | (1.31) |
|   | February 2011  | 1 | 1 | 100% | 0.00%  | 2   | 2   | 100% | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-3B Out of Service Cleared within 24 Hours PBX Parity             | March 2011     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 2 | 2 | 100% | 0.00%  | 3   | 3   | 100% | 0.00  | 0.00   |
|   | September 2010 | 1 | 1 | 100% | 0.00%  | 4   | 4   | 100% | 0.00  | 0.00   |
|   | August 2010    | 1 | 1 | 100% | 0.00%  | 4   | 5   | 80%  | -0.46 | (1.28) |
|   | July 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |



|   |  |               |   |      |        |       |      |      |       |        |
|---|--|---------------|---|------|--------|-------|------|------|-------|--------|
| MR-3B Out of Service Cleared within 24 Hours Residence Parity       | March 2011   | 1             | 1 | 100% | 0.00%  | 592   | 902  | 66%  | -0.72 | (1.44) |
|   | February 2011  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010  | 1             | 1 | 100% | 0.00%  | 1094  | 1345 | 81%  | -0.48 | (1.29) |
|   | May 2010   | 2             | 2 | 100% | 0.00%  | 1003  | 1251 | 80%  | -0.70 | (1.43) |
|   | April 2010   | 1             | 2 | 50%  | 50.00% | 1055  | 1266 | 83%  | 1.26  | (0.69) |
|   | March 2011   | 5             | 9 | 56%  | 49.69% | 695   | 1046 | 66%  | 0.69  | (0.78) |
|   | MR-3B Out of Service Cleared within 24 Hours UNE - P (POTS) Parity | February 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| January 2011  |  | 3             | 5 | 60%  | 48.99% | 904   | 1841 | 49%  | -0.49 | (1.30) |
| December 2010   |  | 4             | 4 | 100% | 0.00%  | 801   | 1545 | 52%  | -1.93 | (2.17) |
| November 2010   |  | 2             | 3 | 67%  | 47.14% | 879   | 1332 | 66%  | -0.02 | (1.02) |
| October 2010  |  | 4             | 5 | 80%  | 40.00% | 969   | 1465 | 66%  | -0.65 | (1.40) |
| September 2010  |  | 1             | 3 | 33%  | 47.14% | 1088  | 1511 | 72%  | 1.49  | (0.47) |
| August 2010   |  | 8             | 8 | 100% | 0.00%  | 990   | 1349 | 73%  | -1.70 | (2.03) |
| July 2010   |  | 2             | 3 | 67%  | 47.14% | 1294  | 1650 | 78%  | 0.49  | (1.03) |
| June 2010   |  | 3             | 3 | 100% | 0.00%  | 1234  | 1513 | 82%  | -0.82 | (1.50) |
| May 2010  |  | 2             | 2 | 100% | 0.00%  | 1137  | 1412 | 81%  | -0.70 | (1.42) |
| April 2010  |  | 5             | 5 | 100% | 0.00%  | 1236  | 1477 | 84%  | -0.99 | (1.60) |
| March 2011  |  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| February 2011   |  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| January 2011  |  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-3B Out of Service Cleared within 24 Hours UNE P (Centrex) Parity | December 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010   | 1             | 1 | 100% | 0.00%  | 1     | 3    | 33%  | -1.22 | (1.74) |
|   | August 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | March 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-3C Out of Service Cleared within 24 Hours Basic Rate ISDN Parity | October 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010   | 1             | 1 | 100% | 0.00%  | 8     | 8    | 100% | 0.00  | 0.00   |
|   | August 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | March 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-3C Out of Service Cleared within 24 Hours Business Parity        | March 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0             | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |

|  |  |               |    |       |        |       |     |      |       |        |        |
|--|--|---------------|----|-------|--------|-------|-----|------|-------|--------|--------|
|  | October 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | September 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | August 2010  | 0             | 1  | 0%    | 0.00%  | 53    | 59  | 90%  | 2.95  | (0.28) |        |
|  | July 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | June 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | May 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | April 2010   | 1             | 1  | 100%  | 0.00%  | 64    | 68  | 94%  | -0.25 | (1.15) |        |
| MR-3C Out of Service Cleared within 24 Hours Line Sharing Parity   | March 2011   | 1             | 1  | 100%  | 0.00%  | 196   | 228 | 86%  | -0.40 | (1.25) |        |
|  | February 2011  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | January 2011   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | December 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | November 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | October 2010   | 1             | 1  | 100%  | 0.00%  | 237   | 304 | 78%  | -0.53 | (1.32) |        |
|  | September 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | August 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | July 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | June 2010  | 2             | 2  | 100%  | 0.00%  | 336   | 353 | 95%  | -0.32 | (1.19) |        |
|  | May 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | April 2010   | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | MR-3C Out of Service Cleared within 24 Hours Residence Parity          | March 2011    | 0  | 0     | 0%     | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00   |
|  |  | February 2011 | 0  | 0     | 0%     | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00   |
| January 2011   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| December 2010  |  | 0             | 1  | 0%    | 0.00%  | 167   | 235 | 71%  | 1.56  | (0.67) |        |
| November 2010  |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| October 2010   |  | 1             | 1  | 100%  | 0.00%  | 198   | 254 | 78%  | -0.53 | (1.32) |        |
| September 2010   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| August 2010  |  | 1             | 1  | 100%  | 0.00%  | 264   | 292 | 90%  | -0.33 | (1.20) |        |
| July 2010  |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| June 2010  |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| May 2010   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| April 2010   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| MR-3C Out of Service Cleared within 24 Hours UNE - P (POTS) Parity |  | March 2011    | 3  | 3     | 100%   | 0.00% | 196 | 228  | 86%   | -0.70  | (1.42) |
|  |  | February 2011 | 0  | 0     | 0%     | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011   | 2             | 2  | 100%  | 0.00%  | 243   | 334 | 73%  | -0.86 | (1.52) |        |
|  | December 2010  | 1             | 1  | 100%  | 0.00%  | 202   | 279 | 72%  | -0.62 | (1.37) |        |
|  | November 2010  | 4             | 4  | 100%  | 0.00%  | 215   | 242 | 89%  | -0.70 | (1.43) |        |
|  | October 2010   | 3             | 3  | 100%  | 0.00%  | 237   | 304 | 78%  | -0.92 | (1.56) |        |
|  | September 2010   | 5             | 6  | 83%   | 37.27% | 285   | 319 | 89%  | 0.47  | (1.00) |        |
|  | August 2010  | 4             | 4  | 100%  | 0.00%  | 317   | 351 | 90%  | -0.65 | (1.40) |        |
|  | July 2010  | 1             | 1  | 100%  | 0.00%  | 426   | 458 | 93%  | -0.27 | (1.17) |        |
|  | June 2010  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
|  | May 2010   | 6             | 6  | 100%  | 0.00%  | 291   | 319 | 91%  | -0.75 | (1.46) |        |
|  | April 2010   | 2             | 2  | 100%  | 0.00%  | 324   | 336 | 96%  | -0.27 | (1.16) |        |
|  | MR-3C Out of Service Cleared within 24 Hours UNE P (Centrex 21) Parity | March 2011    | 1  | 1     | 100%   | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00   |
|  |  | February 2011 | 0  | 0     | 0%     | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00   |
| January 2011   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| December 2010  |  | 1             | 1  | 100%  | 0.00%  | 0     | 1   | 0%   | 0.00  | 0.00   |        |
| November 2010  |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| October 2010   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| September 2010   |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| August 2010  |  | 0             | 0  | 0%    | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |        |
| July 2010  | 0  | 0             | 0% | 0.00% | 0      | 0     | 0%  | 0.00 | 0.00  |        |        |
| June 2010  | 0  | 0             | 0% | 0.00% | 0      | 0     | 0%  | 0.00 | 0.00  |        |        |

|  |                |     |     |      |        |      |      |      |        |        |
|--|----------------|-----|-----|------|--------|------|------|------|--------|--------|
|  | May 2010       | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | April 2010     | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
| MR-3D Out of Service Cleared within 24   | March 2011     | 22  | 22  | 100% | 0.00%  | 6    | 6    | 100% | 0.00   | 0.00   |
| Hours Unbundled Loop - 2 Wire Non-Loaded | February 2011  | 34  | 34  | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
| Parity                                   | January 2011   | 30  | 30  | 100% | 0.00%  | 5    | 5    | 100% | 0.00   | 0.00   |
|  | December 2010  | 30  | 30  | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
|  | November 2010  | 31  | 31  | 100% | 0.00%  | 10   | 10   | 100% | 0.00   | 0.00   |
|  | October 2010   | 23  | 23  | 100% | 0.00%  | 14   | 14   | 100% | 0.00   | 0.00   |
|  | September 2010 | 24  | 24  | 100% | 0.00%  | 13   | 13   | 100% | 0.00   | 0.00   |
|  | August 2010    | 26  | 26  | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
|  | July 2010      | 29  | 30  | 97%  | 17.95% | 6    | 6    | 100% | 0.00   | (1.59) |
|  | June 2010      | 31  | 31  | 100% | 0.00%  | 10   | 10   | 100% | 0.00   | 0.00   |
|  | May 2010       | 38  | 38  | 100% | 0.00%  | 11   | 11   | 100% | 0.00   | 0.00   |
|  | April 2010     | 29  | 29  | 100% | 0.00%  | 4    | 4    | 100% | 0.00   | 0.00   |
| MR-3D Out of Service Cleared within 24   | March 2011     | 21  | 21  | 100% | 0.00%  | 6    | 6    | 100% | 0.00   | 0.00   |
| Hours Unbundled Loop - ADSL Qualified    | February 2011  | 15  | 15  | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
| Parity                                   | January 2011   | 22  | 22  | 100% | 0.00%  | 5    | 5    | 100% | 0.00   | 0.00   |
|  | December 2010  | 9   | 9   | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
|  | November 2010  | 16  | 16  | 100% | 0.00%  | 10   | 10   | 100% | 0.00   | 0.00   |
|  | October 2010   | 13  | 13  | 100% | 0.00%  | 14   | 14   | 100% | 0.00   | 0.00   |
|  | September 2010 | 23  | 23  | 100% | 0.00%  | 13   | 13   | 100% | 0.00   | 0.00   |
|  | August 2010    | 10  | 10  | 100% | 0.00%  | 9    | 9    | 100% | 0.00   | 0.00   |
|  | July 2010      | 10  | 10  | 100% | 0.00%  | 6    | 6    | 100% | 0.00   | 0.00   |
|  | June 2010      | 15  | 15  | 100% | 0.00%  | 10   | 10   | 100% | 0.00   | 0.00   |
|  | May 2010       | 13  | 13  | 100% | 0.00%  | 11   | 11   | 100% | 0.00   | 0.00   |
|  | April 2010     | 13  | 13  | 100% | 0.00%  | 4    | 4    | 100% | 0.00   | 0.00   |
| MR-3D Out of Service Cleared within 24   | March 2011     | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
| Hours Unbundled Loop - XDSLi Parity      | February 2011  | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | January 2011   | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | December 2010  | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | November 2010  | 1   | 1   | 100% | 0.00%  | 56   | 56   | 100% | 0.00   | 0.00   |
|  | October 2010   | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | September 2010 | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | August 2010    | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | July 2010      | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | June 2010      | 1   | 1   | 100% | 0.00%  | 65   | 65   | 100% | 0.00   | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | April 2010     | 2   | 2   | 100% | 0.00%  | 60   | 60   | 100% | 0.00   | 0.00   |
| MR-3D Out of Service Cleared within 24   | March 2011     | 82  | 85  | 96%  | 18.45% | 2897 | 4315 | 67%  | -5.70  | (4.47) |
| Hours Unbundled Loop Analog Parity       | February 2011  | 108 | 120 | 90%  | 30.00% | 2283 | 6189 | 37%  | -11.94 | (8.26) |
|  | January 2011   | 144 | 156 | 92%  | 26.65% | 3365 | 7592 | 44%  | -11.94 | (8.26) |
|  | December 2010  | 95  | 97  | 98%  | 14.21% | 2725 | 6743 | 40%  | -11.46 | (7.97) |
|  | November 2010  | 103 | 104 | 99%  | 9.76%  | 2653 | 5393 | 49%  | -10.07 | (7.12) |
|  | October 2010   | 114 | 117 | 97%  | 15.81% | 3213 | 5463 | 59%  | -8.40  | (6.11) |
|  | September 2010 | 115 | 115 | 100% | 0.00%  | 3304 | 4828 | 68%  | -7.20  | (5.38) |
|  | August 2010    | 83  | 84  | 99%  | 10.85% | 3898 | 5325 | 73%  | -5.26  | (4.20) |
|  | July 2010      | 124 | 127 | 98%  | 15.19% | 4420 | 5568 | 79%  | -5.03  | (4.06) |
|  | June 2010      | 85  | 93  | 91%  | 28.04% | 4708 | 5495 | 86%  | -1.56  | (1.95) |
|  | May 2010       | 118 | 118 | 100% | 0.00%  | 3904 | 4682 | 83%  | -4.79  | (3.91) |
|  | April 2010     | 120 | 122 | 98%  | 12.70% | 4514 | 5164 | 87%  | -3.60  | (3.19) |
| MR-3D Out of Service Cleared within 24   | March 2011     | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
| Hours Unbundled Loop ISDN Capable Parity | February 2011  | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |
|  | January 2011   | 0   | 0   | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00   | 0.00   |

|  |                |    |      |        |        |      |      |       |        |        |
|--|----------------|----|------|--------|--------|------|------|-------|--------|--------|
|  | December 2010  | 1  | 1    | 100%   | 0.00%  | 9    | 9    | 100%  | 0.00   | 0.00   |
|  | November 2010  | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | October 2010   | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | September 2010 | 2  | 2    | 100%   | 0.00%  | 13   | 13   | 100%  | 0.00   | 0.00   |
|  | August 2010    | 2  | 2    | 100%   | 0.00%  | 9    | 9    | 100%  | 0.00   | 0.00   |
|  | July 2010      | 1  | 1    | 100%   | 0.00%  | 6    | 6    | 100%  | 0.00   | 0.00   |
|  | June 2010      | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | May 2010       | 1  | 1    | 100%   | 0.00%  | 11   | 11   | 100%  | 0.00   | 0.00   |
|  | April 2010     | 2  | 2    | 100%   | 0.00%  | 4    | 4    | 100%  | 0.00   | 0.00   |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | March 2011     | 1  | 1    | 100%   | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 4  | 4    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | January 2011   | 1  | 1    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | December 2010  | 5  | 5    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | November 2010  | 4  | 4    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | October 2010   | 1  | 1    | 100%   | 0.00%  | 2    | 2    | 100%  | 0.00   | 0.00   |
|  | September 2010 | 4  | 4    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | August 2010    | 2  | 2    | 100%   | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 1  | 1    | 100%   | 0.00%  | 3    | 3    | 100%  | 0.00   | 0.00   |
|  | May 2010       | 3  | 3    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | April 2010     | 3  | 3    | 100%   | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|  | March 2011     | 2  | 2    | 100%   | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| January 2011   | 1              | 1  | 100% | 0.00%  | 1      | 1    | 100% | 0.00  | 0.00   |        |
| December 2010  | 5              | 5  | 100% | 0.00%  | 1      | 1    | 100% | 0.00  | 0.00   |        |
| November 2010  | 0              | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| October 2010   | 5              | 5  | 100% | 0.00%  | 2      | 2    | 100% | 0.00  | 0.00   |        |
| September 2010   | 2              | 2  | 100% | 0.00%  | 1      | 1    | 100% | 0.00  | 0.00   |        |
| August 2010  | 0              | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| July 2010  | 3              | 3  | 100% | 0.00%  | 3      | 3    | 100% | 0.00  | 0.00   |        |
| June 2010  | 1              | 1  | 100% | 0.00%  | 3      | 3    | 100% | 0.00  | 0.00   |        |
| May 2010   | 3              | 3  | 100% | 0.00%  | 1      | 1    | 100% | 0.00  | 0.00   |        |
| April 2010   | 1              | 1  | 100% | 0.00%  | 1      | 1    | 100% | 0.00  | 0.00   |        |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity    | March 2011     | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011   | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | December 2010  | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | November 2010  | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | October 2010   | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | September 2010 | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | August 2010    | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 1  | 1    | 100%   | 0.00%  | 64   | 64   | 100%  | 0.00   | 0.00   |
|  | May 2010       | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | April 2010     | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|  | March 2011     | 24 | 25   | 96%    | 19.60% | 726  | 1084 | 67%   | -3.05  | (2.85) |
|  | February 2011  | 15 | 15   | 100%   | 0.00%  | 956  | 1651 | 58%   | -3.29  | (3.00) |
| January 2011   | 30             | 33 | 91%  | 28.75% | 948    | 1898 | 50%  | -4.67 | (3.84) |        |
| December 2010  | 24             | 26 | 92%  | 26.65% | 830    | 1585 | 52%  | -4.04 | (3.46) |        |
| November 2010  | 14             | 15 | 93%  | 24.94% | 901    | 1357 | 66%  | -2.20 | (2.34) |        |
| October 2010   | 17             | 18 | 94%  | 22.91% | 994    | 1501 | 66%  | -2.52 | (2.53) |        |
| September 2010   | 17             | 17 | 100% | 0.00%  | 1130   | 1562 | 72%  | -2.54 | (2.54) |        |
| August 2010  | 19             | 19 | 100% | 0.00%  | 1027   | 1394 | 74%  | -2.59 | (2.57) |        |

|   |                |    |    |      |        |      |      |      |       |        |
|---|----------------|----|----|------|--------|------|------|------|-------|--------|
|   | July 2010      | 10 | 10 | 100% | 0.00%  | 1417 | 1784 | 79%  | -1.60 | (1.98) |
|   | June 2010      | 15 | 16 | 94%  | 24.21% | 1277 | 1564 | 82%  | -1.24 | (1.76) |
|   | May 2010       | 15 | 15 | 100% | 0.00%  | 1177 | 1459 | 81%  | -1.89 | (2.15) |
|   | April 2010     | 18 | 18 | 100% | 0.00%  | 1278 | 1520 | 84%  | -1.84 | (2.12) |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity | March 2011     | 1  | 1  | 100% | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 1  | 1  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 1  | 1  | 100% | 0.00%  | 2    | 2    | 100% | 0.00  | 0.00   |
|   | September 2010 | 1  | 1  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
|   | August 2010    | 1  | 1  | 100% | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 1  | 1  | 100% | 0.00%  | 3    | 3    | 100% | 0.00  | 0.00   |
|   | June 2010      | 3  | 3  | 100% | 0.00%  | 3    | 3    | 100% | 0.00  | 0.00   |
|   | May 2010       | 2  | 2  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
|   | April 2010     | 1  | 1  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours Basic Rate ISDN Parity               | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 1  | 1  | 100% | 0.00%  | 6    | 6    | 100% | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010      | 1  | 1  | 100% | 0.00%  | 3    | 3    | 100% | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours Business Parity                      | March 2011     | 2  | 2  | 100% | 0.00%  | 637  | 682  | 93%  | -0.38 | (1.23) |
|   | February 2011  | 5  | 5  | 100% | 0.00%  | 627  | 897  | 70%  | -1.46 | (1.89) |
|   | January 2011   | 3  | 6  | 50%  | 50.00% | 756  | 1003 | 75%  | 1.44  | (0.41) |
|   | December 2010  | 3  | 3  | 100% | 0.00%  | 631  | 856  | 74%  | -1.03 | (1.63) |
|   | November 2010  | 6  | 8  | 75%  | 43.30% | 704  | 819  | 86%  | 0.89  | (0.71) |
|   | October 2010   | 9  | 10 | 90%  | 30.00% | 791  | 887  | 89%  | -0.08 | (1.05) |
|   | September 2010 | 4  | 4  | 100% | 0.00%  | 708  | 783  | 90%  | -0.65 | (1.39) |
|   | August 2010    | 5  | 6  | 83%  | 37.27% | 784  | 840  | 93%  | 0.98  | (0.75) |
|   | July 2010      | 1  | 2  | 50%  | 50.00% | 870  | 910  | 96%  | 3.14  | (0.18) |
|   | June 2010      | 3  | 4  | 75%  | 43.30% | 765  | 781  | 98%  | 3.23  | (0.16) |
|   | May 2010       | 5  | 5  | 100% | 0.00%  | 816  | 844  | 97%  | -0.41 | (1.25) |
|   | April 2010     | 1  | 1  | 100% | 0.00%  | 898  | 917  | 98%  | -0.15 | (1.09) |
| MR-4A All Troubles Cleared within 48 Hours Centrex Parity                       | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0  | 1  | 0%   | 0.00%  | 34   | 36   | 94%  | 4.07  | (0.15) |
|   | June 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours                                      | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |

|  |  |              |   |      |        |       |      |      |       |        |
|--|--|--------------|---|------|--------|-------|------|------|-------|--------|
| Hours Centrex 21 Parity  | February 2011  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 3            | 3 | 100% | 0.00%  | 7     | 9    | 78%  | -0.80 | (1.49) |
|  | September 2010   | 1            | 1 | 100% | 0.00%  | 16    | 19   | 84%  | -0.42 | (1.26) |
|  | August 2010  | 0            | 1 | 0%   | 0.00%  | 23    | 24   | 96%  | 4.70  | (0.15) |
|  | July 2010  | 3            | 3 | 100% | 0.00%  | 16    | 16   | 100% | 0.00  | 0.00   |
|  | June 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | MR-4A All Troubles Cleared within 48 Hours Line Sharing Parity | January 2011 | 3 | 3    | 100%   | 0.00% | 6637 | 8926 | 74%   | -1.02  |
| December 2010  |  | 0            | 1 | 0%   | 0.00%  | 5567  | 7764 | 72%  | 1.59  | (0.65) |
| November 2010  |  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| October 2010   |  | 1            | 1 | 100% | 0.00%  | 5656  | 6292 | 90%  | -0.34 | (1.20) |
| September 2010   |  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| August 2010  |  | 3            | 3 | 100% | 0.00%  | 5647  | 6055 | 93%  | -0.47 | (1.28) |
| July 2010  |  | 3            | 3 | 100% | 0.00%  | 6159  | 6467 | 95%  | -0.39 | (1.24) |
| June 2010  |  | 1            | 1 | 100% | 0.00%  | 6139  | 6287 | 98%  | -0.16 | (1.09) |
| May 2010   |  | 1            | 1 | 100% | 0.00%  | 5430  | 5565 | 98%  | -0.16 | (1.10) |
| April 2010   |  | 2            | 2 | 100% | 0.00%  | 6007  | 6141 | 98%  | -0.21 | (1.13) |
| March 2011   |  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| February 2011  |  | 0            | 2 | 0%   | 0.00%  | 4974  | 7349 | 68%  | 2.05  | (0.24) |
| January 2011   |  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| December 2010  |  | 2            | 3 | 67%  | 47.14% | 5567  | 7764 | 72%  | 0.19  | (1.20) |
| MR-4A All Troubles Cleared within 48 Hours Line Splitting Parity | November 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010  | 1            | 1 | 100% | 0.00%  | 5647  | 6055 | 93%  | -0.27 | (1.16) |
|  | July 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010   | 5            | 5 | 100% | 0.00%  | 5430  | 5565 | 98%  | -0.35 | (1.21) |
|  | April 2010   | 4            | 4 | 100% | 0.00%  | 6007  | 6141 | 98%  | -0.30 | (1.18) |
|  | March 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours PBX Parity            | September 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010  | 1            | 1 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
|  | June 2010  | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 2            | 2 | 100% | 0.00%  | 4347  | 6452 | 67%  | -0.98 | (1.60) |
|  | January 2011   | 0            | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 1            | 1 | 100% | 0.00%  | 4936  | 6908 | 71%  | -0.63 | (1.38) |
|  | November 2010  | 2            | 2 | 100% | 0.00%  | 4460  | 5328 | 84%  | -0.62 | (1.38) |
|  | October 2010   | 1            | 2 | 50%  | 50.00% | 4865  | 5405 | 90%  | 1.89  | (0.47) |

|  |                |    |    |      |        |      |      |      |       |        |
|--|----------------|----|----|------|--------|------|------|------|-------|--------|
|  | September 2010 | 1  | 1  | 100% | 0.00%  | 4387 | 4835 | 91%  | -0.32 | (1.19) |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 4863 | 5215 | 93%  | -0.27 | (1.16) |
|  | July 2010      | 1  | 1  | 100% | 0.00%  | 5289 | 5557 | 95%  | -0.23 | (1.14) |
|  | June 2010      | 3  | 3  | 100% | 0.00%  | 5374 | 5506 | 98%  | -0.27 | (1.16) |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 1  | 1  | 100% | 0.00%  | 5109 | 5224 | 98%  | -0.15 | (1.09) |
| MR-4A All Troubles Cleared within 48 Hours UNE - P (POTS) Parity     | March 2011     | 72 | 78 | 92%  | 26.65% | 4712 | 5061 | 93%  | 0.28  | (0.93) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 28 | 32 | 88%  | 33.07% | 6637 | 8926 | 74%  | -1.70 | (2.03) |
|  | December 2010  | 13 | 21 | 62%  | 48.56% | 5567 | 7764 | 72%  | 1.00  | (0.53) |
|  | November 2010  | 14 | 20 | 70%  | 45.83% | 5164 | 6147 | 84%  | 1.71  | (0.18) |
|  | October 2010   | 25 | 26 | 96%  | 19.23% | 5656 | 6292 | 90%  | -1.06 | (1.64) |
|  | September 2010 | 15 | 17 | 88%  | 32.22% | 5095 | 5618 | 91%  | 0.35  | (0.97) |
|  | August 2010    | 26 | 28 | 93%  | 25.75% | 5647 | 6055 | 93%  | 0.09  | (1.11) |
|  | July 2010      | 12 | 13 | 92%  | 26.65% | 6159 | 6467 | 95%  | 0.50  | (0.95) |
|  | June 2010      | 15 | 16 | 94%  | 24.21% | 6139 | 6287 | 98%  | 1.03  | (0.71) |
|  | May 2010       | 10 | 10 | 100% | 0.00%  | 5430 | 5565 | 98%  | -0.50 | (1.30) |
|  | April 2010     | 23 | 23 | 100% | 0.00%  | 6007 | 6141 | 98%  | -0.71 | (1.43) |
| MR-4A All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity | March 2011     | 1  | 1  | 100% | 0.00%  | 5    | 6    | 83%  | -0.41 | (1.25) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 3  | 3  | 100% | 0.00%  | 10   | 17   | 59%  | -1.34 | (1.81) |
|  | December 2010  | 1  | 1  | 100% | 0.00%  | 11   | 12   | 92%  | -0.29 | (1.18) |
|  | November 2010  | 2  | 2  | 100% | 0.00%  | 8    | 8    | 100% | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours UNE P (Centrex) Parity    | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 19   | 27   | 70%  | -0.64 | (1.39) |
|  | December 2010  | 1  | 1  | 100% | 0.00%  | 24   | 27   | 89%  | -0.35 | (1.21) |
|  | November 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 2  | 2  | 100% | 0.00%  | 25   | 26   | 96%  | -0.27 | (1.17) |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 29   | 31   | 94%  | -0.26 | (1.16) |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 3  | 3  | 100% | 0.00%  | 19   | 20   | 95%  | -0.37 | (1.23) |
|  | May 2010       | 1  | 1  | 100% | 0.00%  | 21   | 21   | 100% | 0.00  | 0.00   |
|  | April 2010     | 1  | 1  | 100% | 0.00%  | 23   | 25   | 92%  | -0.29 | (1.18) |
| MR-4B All Troubles Cleared within 48 Hours Business Parity           | March 2011     | 2  | 2  | 100% | 0.00%  | 149  | 164  | 91%  | -0.45 | (1.27) |
|  | February 2011  | 1  | 1  | 100% | 0.00%  | 196  | 228  | 86%  | -0.40 | (1.25) |
|  | January 2011   | 3  | 3  | 100% | 0.00%  | 227  | 275  | 83%  | -0.79 | (1.48) |
|  | December 2010  | 1  | 2  | 50%  | 50.00% | 194  | 223  | 87%  | 1.55  | (0.59) |
|  | November 2010  | 1  | 1  | 100% | 0.00%  | 196  | 209  | 94%  | -0.26 | (1.16) |
|  | October 2010   | 1  | 1  | 100% | 0.00%  | 204  | 217  | 94%  | -0.25 | (1.15) |
|  | September 2010 | 1  | 1  | 100% | 0.00%  | 205  | 220  | 93%  | -0.27 | (1.16) |
|  | August 2010    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 2  | 2  | 100% | 0.00%  | 245  | 256  | 96%  | -0.30 | (1.18) |
|  | June 2010      | 3  | 3  | 100% | 0.00%  | 193  | 204  | 95%  | -0.41 | (1.25) |
|  | May 2010       | 1  | 1  | 100% | 0.00%  | 202  | 209  | 97%  | -0.19 | (1.11) |

|   |  |               |    |      |        |        |      |      |       |        |        |
|---|--|---------------|----|------|--------|--------|------|------|-------|--------|--------|
| MR-4B All Troubles Cleared within 48 Hours Centrex 21 Parity      | April 2010   | 6             | 6  | 100% | 0.00%  | 230    | 238  | 97%  | -0.45 | (1.27) |        |
|   | March 2011   | 1             | 1  | 100% | 0.00%  | 3      | 4    | 75%  | -0.52 | (1.31) |        |
|   | February 2011  | 1             | 1  | 100% | 0.00%  | 3      | 3    | 100% | 0.00  | 0.00   |        |
|   | January 2011   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | November 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | October 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | September 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | August 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | July 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | June 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | May 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | April 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | MR-4B All Troubles Cleared within 48 Hours PBX Parity            | March 2011    | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| February 2011   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| January 2011  |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| December 2010   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| November 2010   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| October 2010  |  | 2             | 2  | 100% | 0.00%  | 3      | 3    | 100% | 0.00  | 0.00   |        |
| September 2010  |  | 1             | 1  | 100% | 0.00%  | 4      | 4    | 100% | 0.00  | 0.00   |        |
| August 2010   |  | 1             | 1  | 100% | 0.00%  | 4      | 5    | 80%  | -0.46 | (1.28) |        |
| July 2010   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| June 2010   |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| May 2010  |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| April 2010  |  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| MR-4B All Troubles Cleared within 48 Hours Residence Parity       |  | March 2011    | 1  | 1    | 100%   | 0.00%  | 1044 | 1167 | 89%   | -0.34  | (1.21) |
|   |  | February 2011 | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | January 2011   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | November 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | October 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | September 2010   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | August 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | July 2010  | 1             | 1  | 100% | 0.00%  | 1664   | 1783 | 93%  | -0.27 | (1.16) |        |
|   | June 2010  | 1             | 1  | 100% | 0.00%  | 1574   | 1654 | 95%  | -0.23 | (1.14) |        |
|   | May 2010   | 2             | 2  | 100% | 0.00%  | 1518   | 1585 | 96%  | -0.30 | (1.18) |        |
|   | April 2010   | 2             | 2  | 100% | 0.00%  | 1513   | 1592 | 95%  | -0.32 | (1.20) |        |
|   | MR-4B All Troubles Cleared within 48 Hours UNE - P (POTS) Parity | March 2011    | 14 | 16   | 88%    | 33.07% | 1193 | 1331 | 90%   | 0.28   | (1.01) |
|   |  | February 2011 | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| January 2011  |  | 4             | 5  | 80%  | 40.00% | 1896   | 2292 | 83%  | 0.16  | (1.17) |        |
| December 2010   |  | 4             | 4  | 100% | 0.00%  | 1557   | 1919 | 81%  | -0.96 | (1.59) |        |
| November 2010   |  | 3             | 4  | 75%  | 43.30% | 1442   | 1605 | 90%  | 0.98  | (0.77) |        |
| October 2010  |  | 5             | 5  | 100% | 0.00%  | 1656   | 1827 | 91%  | -0.72 | (1.44) |        |
| September 2010  |  | 3             | 3  | 100% | 0.00%  | 1699   | 1867 | 91%  | -0.54 | (1.33) |        |
| August 2010   |  | 8             | 8  | 100% | 0.00%  | 1566   | 1688 | 93%  | -0.79 | (1.48) |        |
| July 2010   |  | 3             | 4  | 75%  | 43.30% | 1909   | 2039 | 94%  | 1.52  | (0.56) |        |
| June 2010   |  | 3             | 3  | 100% | 0.00%  | 1767   | 1858 | 95%  | -0.39 | (1.24) |        |
| May 2010  |  | 2             | 2  | 100% | 0.00%  | 1720   | 1794 | 96%  | -0.29 | (1.18) |        |
| April 2010  |  | 5             | 5  | 100% | 0.00%  | 1743   | 1830 | 95%  | -0.50 | (1.30) |        |
| MR-4B All Troubles Cleared within 48 Hours UNE P (Centrex) Parity |  | March 2011    | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |  | February 2011 | 0  | 0    | 0%     | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | January 2011   | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0  | 0%   | 0.00%  | 0      | 0    | 0%   | 0.00  | 0.00   |        |



|   |                |   |   |      |       |     |     |      |       |        |
|---|----------------|---|---|------|-------|-----|-----|------|-------|--------|
|   | November 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 1 | 1 | 100% | 0.00% | 3   | 3   | 100% | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | March 2011     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Basic Rate ISDN Parity | February 2011  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 1 | 1 | 100% | 0.00% | 8   | 8   | 100% | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Business Parity        | March 2011     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 2 | 2 | 100% | 0.00% | 157 | 161 | 98%  | -0.22 | (1.14) |
|   | January 2011   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 1 | 1 | 100% | 0.00% | 148 | 149 | 99%  | -0.08 | (1.05) |
|   | September 2010 | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 1 | 1 | 100% | 0.00% | 150 | 152 | 99%  | -0.12 | (1.07) |
|   | July 2010      | 1 | 1 | 100% | 0.00% | 202 | 204 | 99%  | -0.10 | (1.06) |
|   | June 2010      | 1 | 1 | 100% | 0.00% | 120 | 120 | 100% | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 3 | 3 | 100% | 0.00% | 199 | 199 | 100% | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Centrex Parity         | March 2011     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 1 | 1 | 100% | 0.00% | 7   | 7   | 100% | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Centrex 21 Parity      | March 2011     | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 1 | 1 | 100% | 0.00% | 4   | 4   | 100% | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 1 | 1 | 100% | 0.00% | 3   | 3   | 100% | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |

|  |                |    |    |      |       |     |     |      |       |        |
|--|----------------|----|----|------|-------|-----|-----|------|-------|--------|
|  | June 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Line Sharing Parity   | March 2011     | 1  | 1  | 100% | 0.00% | 764 | 774 | 99%  | -0.11 | (1.07) |
|  | February 2011  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | October 2010   | 1  | 1  | 100% | 0.00% | 879 | 907 | 97%  | -0.18 | (1.11) |
|  | September 2010 | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2010      | 2  | 2  | 100% | 0.00% | 962 | 972 | 99%  | -0.14 | (1.09) |
|  | May 2010       | 1  | 1  | 100% | 0.00% | 966 | 975 | 99%  | -0.10 | (1.06) |
|  | April 2010     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Line Splitting Parity | March 2011     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2010       | 1  | 1  | 100% | 0.00% | 966 | 975 | 99%  | -0.10 | (1.06) |
|  | April 2010     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours PBX Parity            | March 2011     | 1  | 1  | 100% | 0.00% | 2   | 2   | 100% | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | November 2010  | 2  | 2  | 100% | 0.00% | 5   | 5   | 100% | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Residence Parity      | March 2011     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | December 2010  | 1  | 1  | 100% | 0.00% | 740 | 785 | 94%  | -0.25 | (1.15) |
|  | November 2010  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | October 2010   | 1  | 1  | 100% | 0.00% | 731 | 758 | 96%  | -0.19 | (1.12) |
|  | September 2010 | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00% | 813 | 824 | 99%  | -0.12 | (1.07) |
|  | July 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours UNE - P (POTS) Parity | March 2011     | 12 | 12 | 100% | 0.00% | 764 | 774 | 99%  | -0.39 | (1.24) |
|  | February 2011  | 0  | 0  | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |

|  |   |            |    |      |        |       |      |      |       |        |
|--|---|------------|----|------|--------|-------|------|------|-------|--------|
|  | January 2011  | 5          | 5  | 100% | 0.00%  | 951   | 996  | 95%  | -0.49 | (1.29) |
|  | December 2010   | 4          | 4  | 100% | 0.00%  | 889   | 938  | 95%  | -0.47 | (1.28) |
|  | November 2010   | 9          | 9  | 100% | 0.00%  | 926   | 931  | 99%  | -0.22 | (1.13) |
|  | October 2010  | 4          | 4  | 100% | 0.00%  | 879   | 907  | 97%  | -0.36 | (1.22) |
|  | September 2010  | 7          | 8  | 88%  | 33.07% | 938   | 952  | 99%  | 2.58  | (0.28) |
|  | August 2010   | 7          | 7  | 100% | 0.00%  | 963   | 976  | 99%  | -0.31 | (1.19) |
|  | July 2010   | 8          | 8  | 100% | 0.00%  | 1114  | 1143 | 97%  | -0.45 | (1.28) |
|  | June 2010   | 7          | 7  | 100% | 0.00%  | 962   | 972  | 99%  | -0.27 | (1.16) |
|  | May 2010  | 9          | 9  | 100% | 0.00%  | 966   | 975  | 99%  | -0.29 | (1.18) |
|  | April 2010  | 5          | 5  | 100% | 0.00%  | 1031  | 1035 | 100% | -0.14 | (1.08) |
| MR-4C All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity                 | March 2011  | 1          | 1  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010   | 1          | 1  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |
|  | November 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010  | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | MR-4C All Troubles Cleared within 48 Hours UNE P (Centrex) Parity                 | March 2011 | 0  | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| February 2011  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| January 2011   |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| December 2010  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| November 2010  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| October 2010   |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| September 2010   |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| August 2010  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2010  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2010  |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2010   |   | 0          | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2010   |   | 1          | 1  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity |   | March 2011 | 38 | 38   | 100%   | 0.00% | 6    | 6    | 100%  | 0.00   |
|  | February 2011   | 44         | 44 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
|  | January 2011  | 46         | 46 | 100% | 0.00%  | 5     | 5    | 100% | 0.00  | 0.00   |
|  | December 2010   | 51         | 51 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
|  | November 2010   | 43         | 43 | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |
|  | October 2010  | 37         | 37 | 100% | 0.00%  | 14    | 14   | 100% | 0.00  | 0.00   |
|  | September 2010  | 38         | 38 | 100% | 0.00%  | 13    | 13   | 100% | 0.00  | 0.00   |
|  | August 2010   | 36         | 36 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
|  | July 2010   | 47         | 47 | 100% | 0.00%  | 6     | 6    | 100% | 0.00  | 0.00   |
|  | June 2010   | 43         | 43 | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |
|  | May 2010  | 59         | 59 | 100% | 0.00%  | 11    | 11   | 100% | 0.00  | 0.00   |
|  | April 2010  | 51         | 51 | 100% | 0.00%  | 4     | 4    | 100% | 0.00  | 0.00   |
|  | MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | March 2011 | 28 | 28   | 100%   | 0.00% | 6    | 6    | 100%  | 0.00   |
| February 2011  |   | 19         | 19 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
| January 2011   |   | 23         | 23 | 100% | 0.00%  | 5     | 5    | 100% | 0.00  | 0.00   |
| December 2010  |   | 11         | 11 | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |
| November 2010  |   | 21         | 21 | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |
| October 2010   |   | 14         | 14 | 100% | 0.00%  | 14    | 14   | 100% | 0.00  | 0.00   |
| September 2010   |   | 25         | 25 | 100% | 0.00%  | 13    | 13   | 100% | 0.00  | 0.00   |

|   |  |               |     |      |        |       |      |      |       |        |        |
|---|--|---------------|-----|------|--------|-------|------|------|-------|--------|--------|
|   | August 2010  | 18            | 18  | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |        |
|   | July 2010  | 12            | 12  | 100% | 0.00%  | 6     | 6    | 100% | 0.00  | 0.00   |        |
|   | June 2010  | 19            | 19  | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |        |
|   | May 2010   | 16            | 16  | 100% | 0.00%  | 11    | 11   | 100% | 0.00  | 0.00   |        |
|   | April 2010   | 14            | 14  | 100% | 0.00%  | 4     | 4    | 100% | 0.00  | 0.00   |        |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity      | March 2011   | 1             | 1   | 100% | 0.00%  | 65    | 65   | 100% | 0.00  | 0.00   |        |
|   | February 2011  | 1             | 1   | 100% | 0.00%  | 72    | 72   | 100% | 0.00  | 0.00   |        |
|   | January 2011   | 0             | 0   | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
|   | December 2010  | 1             | 1   | 100% | 0.00%  | 83    | 83   | 100% | 0.00  | 0.00   |        |
|   | November 2010  | 2             | 2   | 100% | 0.00%  | 56    | 56   | 100% | 0.00  | 0.00   |        |
|   | October 2010   | 2             | 2   | 100% | 0.00%  | 88    | 88   | 100% | 0.00  | 0.00   |        |
|   | September 2010   | 0             | 0   | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
|   | August 2010  | 1             | 1   | 100% | 0.00%  | 46    | 46   | 100% | 0.00  | 0.00   |        |
|   | July 2010  | 0             | 0   | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
|   | June 2010  | 3             | 3   | 100% | 0.00%  | 65    | 65   | 100% | 0.00  | 0.00   |        |
|   | May 2010   | 1             | 1   | 100% | 0.00%  | 61    | 61   | 100% | 0.00  | 0.00   |        |
|   | April 2010   | 2             | 2   | 100% | 0.00%  | 60    | 60   | 100% | 0.00  | 0.00   |        |
|   | MR-4D All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity              | March 2011    | 110 | 111  | 99%    | 9.45% | 5352 | 5708 | 94%   | -2.30  | (2.40) |
|   |  | February 2011 | 170 | 170  | 100%   | 0.00% | 5683 | 8091 | 70%   | -8.40  | (6.11) |
| January 2011  |  | 225           | 226 | 100% | 6.64%  | 7411  | 9739 | 76%  | -8.18 | (5.97) |        |
| December 2010   |  | 131           | 132 | 99%  | 8.67%  | 6315  | 8554 | 74%  | -6.59 | (5.01) |        |
| November 2010   |  | 152           | 152 | 100% | 0.00%  | 5934  | 6919 | 86%  | -4.97 | (4.02) |        |
| October 2010  |  | 154           | 154 | 100% | 0.00%  | 6406  | 7065 | 91%  | -3.94 | (3.39) |        |
| September 2010  |  | 149           | 149 | 100% | 0.00%  | 5896  | 6428 | 92%  | -3.62 | (3.20) |        |
| August 2010   |  | 145           | 145 | 100% | 0.00%  | 6471  | 6887 | 94%  | -3.02 | (2.84) |        |
| July 2010   |  | 167           | 167 | 100% | 0.00%  | 7025  | 7347 | 96%  | -2.74 | (2.66) |        |
| June 2010   |  | 131           | 135 | 97%  | 16.96% | 6944  | 7100 | 98%  | 0.60  | (0.76) |        |
| May 2010  |  | 162           | 162 | 100% | 0.00%  | 6250  | 6391 | 98%  | -1.89 | (2.15) |        |
| April 2010  |  | 172           | 172 | 100% | 0.00%  | 6883  | 7018 | 98%  | -1.81 | (2.10) |        |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity |  | March 2011    | 0   | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |  | February 2011 | 3   | 3    | 100%   | 0.00% | 9    | 9    | 100%  | 0.00   | 0.00   |
|   | January 2011   | 5             | 5   | 100% | 0.00%  | 5     | 5    | 100% | 0.00  | 0.00   |        |
|   | December 2010  | 2             | 2   | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |        |
|   | November 2010  | 1             | 1   | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |        |
|   | October 2010   | 0             | 0   | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
|   | September 2010   | 5             | 5   | 100% | 0.00%  | 13    | 13   | 100% | 0.00  | 0.00   |        |
|   | August 2010  | 2             | 2   | 100% | 0.00%  | 9     | 9    | 100% | 0.00  | 0.00   |        |
|   | July 2010  | 1             | 1   | 100% | 0.00%  | 6     | 6    | 100% | 0.00  | 0.00   |        |
|   | June 2010  | 1             | 1   | 100% | 0.00%  | 10    | 10   | 100% | 0.00  | 0.00   |        |
|   | May 2010   | 4             | 4   | 100% | 0.00%  | 11    | 11   | 100% | 0.00  | 0.00   |        |
|   | April 2010   | 3             | 3   | 100% | 0.00%  | 4     | 4    | 100% | 0.00  | 0.00   |        |
|   | MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | March 2011    | 1   | 1    | 100%   | 0.00% | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |  | February 2011 | 5   | 5    | 100%   | 0.00% | 1    | 1    | 100%  | 0.00   | 0.00   |
| January 2011  |  | 2             | 2   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |
| December 2010   |  | 6             | 6   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |
| November 2010   |  | 4             | 4   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |
| October 2010  |  | 1             | 1   | 100% | 0.00%  | 2     | 2    | 100% | 0.00  | 0.00   |        |
| September 2010  |  | 5             | 5   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |
| August 2010   |  | 4             | 4   | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
| July 2010   |  | 0             | 0   | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |        |
| June 2010   |  | 1             | 1   | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |        |
| May 2010  |  | 4             | 4   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |
| April 2010  |  | 4             | 4   | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |        |

|   |  |               |    |      |        |       |      |      |       |        |      |
|---|--|---------------|----|------|--------|-------|------|------|-------|--------|------|
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | March 2011   | 3             | 3  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | February 2011  | 1             | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | January 2011   | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | December 2010  | 5             | 5  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | November 2010  | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | October 2010   | 6             | 6  | 100% | 0.00%  | 2     | 2    | 100% | 0.00  | 0.00   |      |
|   | September 2010   | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | August 2010  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | July 2010  | 3             | 3  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |      |
|   | June 2010  | 2             | 2  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |      |
|   | May 2010   | 3             | 3  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | April 2010   | 1             | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | March 2011   | 1             | 1  | 100% | 0.00%  | 52    | 52   | 100% | 0.00  | 0.00   |      |
|   | MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity | February 2011 | 0  | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   | 0.00 |
| January 2011  |  | 1             | 1  | 100% | 0.00%  | 78    | 78   | 100% | 0.00  | 0.00   |      |
| December 2010   |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| November 2010   |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| October 2010  |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| September 2010  |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| August 2010   |  | 2             | 2  | 100% | 0.00%  | 50    | 50   | 100% | 0.00  | 0.00   |      |
| July 2010   |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| June 2010   |  | 1             | 1  | 100% | 0.00%  | 64    | 64   | 100% | 0.00  | 0.00   |      |
| May 2010  |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| April 2010  |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| March 2011  |  | 27            | 27 | 100% | 0.00%  | 1317  | 1458 | 90%  | -1.68 | (2.02) |      |
| February 2011   |  | 25            | 25 | 100% | 0.00%  | 1834  | 2168 | 85%  | -2.12 | (2.29) |      |
| January 2011  |  | 37            | 39 | 95%  | 22.06% | 2073  | 2475 | 84%  | -1.87 | (2.14) |      |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity           | December 2010  | 33            | 33 | 100% | 0.00%  | 1698  | 2067 | 82%  | -2.66 | (2.62) |      |
|   | November 2010  | 20            | 20 | 100% | 0.00%  | 1598  | 1764 | 91%  | -1.43 | (1.87) |      |
|   | October 2010   | 19            | 19 | 100% | 0.00%  | 1785  | 1961 | 91%  | -1.36 | (1.83) |      |
|   | September 2010   | 18            | 18 | 100% | 0.00%  | 1836  | 2009 | 91%  | -1.30 | (1.79) |      |
|   | August 2010  | 26            | 26 | 100% | 0.00%  | 1705  | 1832 | 93%  | -1.38 | (1.84) |      |
|   | July 2010  | 15            | 15 | 100% | 0.00%  | 2157  | 2302 | 94%  | -1.00 | (1.61) |      |
|   | June 2010  | 19            | 19 | 100% | 0.00%  | 1924  | 2017 | 95%  | -0.95 | (1.58) |      |
|   | May 2010   | 18            | 18 | 100% | 0.00%  | 1866  | 1943 | 96%  | -0.86 | (1.52) |      |
|   | April 2010   | 19            | 19 | 100% | 0.00%  | 1898  | 1988 | 95%  | -0.94 | (1.57) |      |
|   | March 2011   | 1             | 1  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | February 2011  | 1             | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | January 2011   | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | December 2010  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | November 2010  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity     | October 2010   | 2             | 2  | 100% | 0.00%  | 2     | 2    | 100% | 0.00  | 0.00   |      |
|   | September 2010   | 1             | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | August 2010  | 1             | 1  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | July 2010  | 1             | 1  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |      |
|   | June 2010  | 3             | 3  | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |      |
|   | May 2010   | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | April 2010   | 2             | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |      |
|   | March 2011   | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | February 2011  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | January 2011   | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | December 2010  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | November 2010  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
|   | MR-5A All Troubles Cleared within 4 Hours DS0 Parity                     | March 2011    | 0  | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   | 0.00 |
|   |  | February 2011 | 0  | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   | 0.00 |
| January 2011  |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| December 2010   |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |
| November 2010   |  | 0             | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |      |

|  |  |            |    |      |        |        |    |      |       |        |
|--|--|------------|----|------|--------|--------|----|------|-------|--------|
|  | October 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0          | 2  | 0%   | 0.00%  | 64     | 76 | 84%  | 3.22  | 0.14   |
|  | May 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours<br>DS1 Parity  | March 2011   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 1          | 1  | 100% | 0.00%  | 49     | 71 | 69%  | -0.67 | (1.40) |
|  | December 2010  | 1          | 2  | 50%  | 50.00% | 65     | 83 | 78%  | 0.96  | (0.84) |
|  | November 2010  | 1          | 2  | 50%  | 50.00% | 48     | 56 | 86%  | 1.42  | (0.66) |
|  | October 2010   | 1          | 1  | 100% | 0.00%  | 58     | 88 | 66%  | -0.72 | (1.43) |
|  | September 2010   | 1          | 1  | 100% | 0.00%  | 54     | 69 | 78%  | -0.52 | (1.32) |
|  | August 2010  | 1          | 1  | 100% | 0.00%  | 35     | 46 | 76%  | -0.55 | (1.34) |
|  | July 2010  | 2          | 2  | 100% | 0.00%  | 40     | 50 | 80%  | -0.69 | (1.42) |
|  | June 2010  | 0          | 1  | 0%   | 0.00%  | 50     | 65 | 77%  | 1.81  | (0.58) |
|  | May 2010   | 3          | 3  | 100% | 0.00%  | 51     | 61 | 84%  | -0.75 | (1.46) |
|  | April 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | MR-5A All Troubles Cleared within 4 Hours<br>E911 Parity                                     | March 2011 | 2  | 2    | 100%   | 0.00%  | 3  | 3    | 100%  | 0.00   |
| February 2011  |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| January 2011   |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| December 2010  |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |  | 1          | 1  | 100% | 0.00%  | 7      | 7  | 100% | 0.00  | 0.00   |
| October 2010   |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |  | 1          | 1  | 100% | 0.00%  | 4      | 4  | 100% | 0.00  | 0.00   |
| June 2010  |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |  | 2          | 2  | 100% | 0.00%  | 2      | 2  | 100% | 0.00  | 0.00   |
| April 2010   |  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours<br>Enhanced Extended Loops - DS0 Capable<br>Diagnostic |  | March 2011 | 0  | 1    | 0%     | 0.00%  | 0  | 0    | 0%    | 0.00   |
|  | February 2011  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 1          | 1  | 100% | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 0          | 0  | 0%   | 0.00%  | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | MR-5A All Troubles Cleared within 4 Hours<br>Enhanced Extended Loops - DS1 Capable<br>Parity | March 2011 | 38 | 46   | 83%    | 37.90% | 53 | 65   | 82%   | -0.14  |
| February 2011  |  | 35         | 47 | 74%  | 43.60% | 50     | 72 | 69%  | -0.58 | (1.35) |
| January 2011   |  | 39         | 52 | 75%  | 43.30% | 49     | 71 | 69%  | -0.71 | (1.43) |
| December 2010  |  | 36         | 45 | 80%  | 40.00% | 65     | 83 | 78%  | -0.22 | (1.13) |
| November 2010  |  | 38         | 44 | 86%  | 34.32% | 48     | 56 | 86%  | -0.09 | (1.06) |
| October 2010   |  | 36         | 48 | 75%  | 43.30% | 58     | 88 | 66%  | -1.07 | (1.65) |
| September 2010   |  | 37         | 42 | 88%  | 32.38% | 54     | 69 | 78%  | -1.22 | (1.74) |
| August 2010  |  | 30         | 34 | 88%  | 32.22% | 35     | 46 | 76%  | -1.26 | (1.77) |
| July 2010  |  | 40         | 48 | 83%  | 37.27% | 40     | 50 | 80%  | -0.41 | (1.25) |
| June 2010  |  | 26         | 32 | 81%  | 39.03% | 50     | 65 | 77%  | -0.48 | (1.29) |

|  |                |    |    |      |        |    |    |      |       |        |
|--|----------------|----|----|------|--------|----|----|------|-------|--------|
|  | May 2010       | 26 | 33 | 79%  | 40.88% | 51 | 61 | 84%  | 0.60  | (0.81) |
|  | April 2010     | 31 | 40 | 78%  | 41.76% | 48 | 60 | 80%  | 0.31  | (0.96) |
| MR-5A All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS3 Capable Parity | March 2011     | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours LIS Trunk Parity                             | March 2011     | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 2  | 2  | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 4  | 4  | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|  | November 2010  | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010 | 4  | 4  | 100% | 0.00%  | 0  | 1  | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010      | 4  | 4  | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|  | June 2010      | 1  | 1  | 100% | 0.00%  | 3  | 3  | 100% | 0.00  | 0.00   |
|  | May 2010       | 1  | 1  | 100% | 0.00%  | 2  | 3  | 67%  | -0.61 | (1.37) |
|  | April 2010     | 2  | 3  | 67%  | 47.14% | 1  | 1  | 100% | 0.00  | (1.41) |
| MR-5A All Troubles Cleared within 4 Hours UDIT Above DS1 Level Parity                  | March 2011     | 1  | 1  | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|  | February 2011  | 4  | 4  | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1  | 1  | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|  | October 2010   | 1  | 1  | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010      | 1  | 1  | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|  | May 2010       | 1  | 1  | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|  | April 2010     | 2  | 2  | 100% | 0.00%  | 4  | 5  | 80%  | -0.60 | (1.36) |
| MR-5A All Troubles Cleared within 4 Hours Unbundled Loop - 4 Wire Non-Loaded Parity    | March 2011     | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 1  | 1  | 100% | 0.00%  | 50 | 72 | 69%  | -0.66 | (1.40) |
|  | January 2011   | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0.00%  | 35 | 46 | 76%  | -0.55 | (1.34) |
|  | July 2010      | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity          | March 2011     | 48 | 68 | 71%  | 45.56% | 53 | 65 | 82%  | 1.63  | (0.22) |
|  | February 2011  | 54 | 79 | 68%  | 46.51% | 50 | 72 | 69%  | 0.15  | (1.02) |
|  | January 2011   | 59 | 87 | 68%  | 46.72% | 49 | 71 | 69%  | 0.16  | (1.01) |

|  |                |    |       |        |        |    |       |       |        |        |
|--|----------------|----|-------|--------|--------|----|-------|-------|--------|--------|
|  | December 2010  | 59 | 77    | 77%    | 42.32% | 65 | 83    | 78%   | 0.26   | (0.96) |
|  | November 2010  | 71 | 89    | 80%    | 40.17% | 48 | 56    | 86%   | 1.00   | (0.59) |
|  | October 2010   | 73 | 95    | 77%    | 42.18% | 58 | 88    | 66%   | -1.56  | (1.95) |
|  | September 2010 | 62 | 72    | 86%    | 34.58% | 54 | 69    | 78%   | -1.13  | (1.69) |
|  | August 2010    | 63 | 75    | 84%    | 36.66% | 35 | 46    | 76%   | -0.99  | (1.60) |
|  | July 2010      | 56 | 73    | 77%    | 42.27% | 40 | 50    | 80%   | 0.45   | (0.88) |
|  | June 2010      | 54 | 71    | 76%    | 42.67% | 50 | 65    | 77%   | 0.12   | (1.05) |
|  | May 2010       | 52 | 63    | 83%    | 37.96% | 51 | 61    | 84%   | 0.16   | (1.05) |
|  | April 2010     | 40 | 70    | 57%    | 49.49% | 48 | 60    | 80%   | 3.25   | 0.59   |
| MR-5B All Troubles Cleared within 4 Hours<br>DS0 Parity                                      | March 2011     | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | February 2011  | 1  | 1     | 00:00  | 0      | 24 | 39    | 14:46 | -0.78  | (1.47) |
|  | January 2011   | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | December 2010  | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | November 2010  | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | October 2010   | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | September 2010 | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | August 2010    | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | July 2010      | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | June 2010      | 1  | 1     | 00:00  | 0      | 47 | 71    | 15:53 | -0.71  | (1.43) |
|  | May 2010       | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | April 2010     | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | March 2011     | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
| MR-5B All Troubles Cleared within 4 Hours<br>DS1 Parity                                      | February 2011  | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | January 2011   | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | December 2010  | 1  | 1     | 00:00  | 0      | 89 | 111   | 19:14 | -0.49  | (1.30) |
|  | November 2010  | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | October 2010   | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | September 2010 | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | August 2010    | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | July 2010      | 1  | 1     | 00:00  | 0      | 58 | 80    | 17:24 | -0.61  | (1.37) |
|  | June 2010      | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | May 2010       | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | April 2010     | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | March 2011     | 0  | 0     | 00:00  | 0      | 0  | 0     | 00:00 | 0.00   | 0.00   |
|  | February 2011  | 1  | 1     | 00:00  | 0      | 1  | 1     | 00:00 | 0.00   | 0.00   |
| January 2011   | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| December 2010  | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| November 2010  | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| October 2010   | 1              | 1  | 00:00 | 0      | 2      | 2  | 00:00 | 0.00  | 0.00   |        |
| September 2010   | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| August 2010  | 2              | 2  | 00:00 | 0      | 2      | 2  | 00:00 | 0.00  | 0.00   |        |
| July 2010  | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| June 2010  | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| May 2010   | 2              | 3  | 16:00 | 0.4714 | 2      | 2  | 00:00 | 0.00  | (1.15) |        |
| April 2010   | 0              | 0  | 00:00 | 0      | 0      | 0  | 00:00 | 0.00  | 0.00   |        |
| MR-5B All Troubles Cleared within 4 Hours<br>Enhanced Extended Loops - DS1 Capable<br>Parity | March 2011     | 8  | 11    | 17:27  | 0.4454 | 36 | 52    | 16:36 | -0.23  | (1.14) |
|  | February 2011  | 11 | 13    | 20:18  | 0.3608 | 56 | 73    | 18:24 | -0.62  | (1.38) |
|  | January 2011   | 8  | 11    | 17:27  | 0.4454 | 54 | 78    | 16:36 | -0.24  | (1.14) |
|  | December 2010  | 16 | 21    | 18:17  | 0.4259 | 89 | 111   | 19:14 | 0.42   | (0.90) |
|  | November 2010  | 16 | 21    | 18:17  | 0.4259 | 51 | 58    | 21:06 | 1.42   | (0.43) |
|  | October 2010   | 15 | 25    | 14:24  | 0.4899 | 53 | 68    | 18:42 | 1.85   | (0.12) |
|  | September 2010 | 9  | 10    | 21:36  | 0.3    | 46 | 61    | 18:05 | -0.99  | (1.60) |
|  | August 2010    | 7  | 8     | 21:00  | 0.3307 | 36 | 50    | 17:16 | -0.91  | (1.55) |



|   |                |    |    |       |        |    |    |       |       |        |
|---|----------------|----|----|-------|--------|----|----|-------|-------|--------|
|   | July 2010      | 17 | 21 | 19:25 | 0.3927 | 58 | 80 | 17:24 | -0.77 | (1.47) |
|   | June 2010      | 8  | 9  | 21:20 | 0.3143 | 51 | 64 | 19:07 | -0.64 | (1.39) |
|   | May 2010       | 9  | 10 | 21:36 | 0.3    | 46 | 56 | 19:42 | -0.60 | (1.36) |
|   | April 2010     | 12 | 16 | 18:00 | 0.433  | 50 | 61 | 19:40 | 0.65  | (0.81) |
| MR-5B All Troubles Cleared within 4 Hours | March 2011     | 1  | 1  | 00:00 | 0      | 20 | 22 | 21:49 | -0.31 | (1.19) |
| ISDN Primary Parity                       | February 2011  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| MR-5B All Troubles Cleared within 4 Hours | March 2011     | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| LIS Trunk Parity                          | February 2011  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 1  | 1  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0  | 1  | 00:00 | 0      | 1  | 1  | 00:00 | 0.00  | (1.00) |
|   | August 2010    | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 1  | 1  | 00:00 | 0      | 1  | 1  | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 1  | 1  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| MR-5B All Troubles Cleared within 4 Hours | March 2011     | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| UDIT Above DS1 Level Parity               | February 2011  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0  | 1  | 00:00 | 0      | 1  | 1  | 00:00 | 0.00  | (1.00) |
|   | June 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 1  | 1  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| MR-5B All Troubles Cleared within 4 Hours | March 2011     | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
| UDIT DS1 Parity                           | February 2011  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 00:00 | 0      | 0  | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 1  | 1  | 00:00 | 0      | 50 | 61 | 19:40 | -0.47 | (1.28) |
| MR-5B All Troubles Cleared within 4 Hours | March 2011     | 8  | 11 | 17:27 | 0.4454 | 36 | 52 | 16:36 | -0.23 | (1.14) |

|  |   |               |            |       |             |             |       |       |       |        |        |
|--|---|---------------|------------|-------|-------------|-------------|-------|-------|-------|--------|--------|
| Unbundled Loop - DS1 Capable Parity          | February 2011                                     | 10            | 13         | 18:27 | 0.4213      | 56          | 73    | 18:24 | -0.02 | (1.01) |        |
|  | January 2011                                      | 4             | 10         | 09:36 | 0.4899      | 54          | 78    | 16:36 | 1.89  | (0.11) |        |
|  | December 2010                                     | 11            | 17         | 15:31 | 0.4779      | 89          | 111   | 19:14 | 1.49  | (0.32) |        |
|  | November 2010                                     | 12            | 14         | 20:34 | 0.3499      | 51          | 58    | 21:06 | 0.23  | (1.09) |        |
|  | October 2010                                      | 10            | 12         | 19:59 | 0.3727      | 53          | 68    | 18:42 | -0.42 | (1.25) |        |
|  | September 2010                                    | 12            | 17         | 16:56 | 0.4556      | 46          | 61    | 18:05 | 0.41  | (0.93) |        |
|  | August 2010                                       | 13            | 16         | 19:30 | 0.3903      | 36          | 50    | 17:16 | -0.72 | (1.44) |        |
|  | July 2010   | 12            | 15         | 19:12 | 0.4         | 58          | 80    | 17:24 | -0.60 | (1.36) |        |
|  | June 2010   | 12            | 14         | 20:34 | 0.3499      | 51          | 64    | 19:07 | -0.51 | (1.31) |        |
|  | May 2010  | 13            | 15         | 20:48 | 0.3399      | 46          | 56    | 19:42 | -0.41 | (1.25) |        |
|  | April 2010  | 15            | 16         | 22:30 | 0.2421      | 50          | 61    | 19:40 | -1.09 | (1.66) |        |
|  | MR-6A Mean Time to Restore Basic Rate ISDN Parity | March 2011    | 0          | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   | 0.00   |
|  |   | February 2011 | 0          | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   | 0.00   |
|  |   | January 2011  | 0          | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   | 0.00   |
| December 2010                                |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| November 2010                                |   | 0.20972222    | 1          | 05:02 | 0           | 0.454861111 | 5     | 02:11 | 9.10  | (0.48) |        |
| October 2010                                 |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| September 2010                               |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| August 2010                                  |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| July 2010                                    |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| June 2010                                    |   | 0.35486111    | 1          | 08:31 | 0           | 1.020138889 | 3     | 08:10 | 0.05  | (0.97) |        |
| May 2010                                     |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| April 2010                                   |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| MR-6A Mean Time to Restore Business Parity   |   | March 2011    | 1.225      | 2     | 14:42       | 0.463888889 | 0     | 680   | 21:22 | -0.48  | (1.29) |
|  |   | February 2011 | 6.02361111 | 5     | 04:55       | 0.625694444 | 0     | 896   | 12:24 | -0.63  | (1.38) |
|  | January 2011                                      | 24.6930556    | 6          | 02:46 | 5.682638889 | 0           | 1003  | 12:02 | 4.68  | 0.57   |        |
|  | December 2010                                     | 3.31319444    | 3          | 02:30 | 0.660416667 | 0           | 856   | 10:19 | -0.49 | (1.30) |        |
|  | November 2010                                     | 12.2409722    | 8          | 12:43 | 0.5625      | 0           | 819   | 03:59 | 1.15  | (0.33) |        |
|  | October 2010                                      | 13.0430556    | 10         | 07:18 | 0.84375     | 0           | 887   | 01:29 | 0.78  | (0.43) |        |
|  | September 2010                                    | 2.10347222    | 4          | 12:37 | 0.275694444 | 0           | 783   | 23:04 | -0.87 | (1.53) |        |
|  | August 2010                                       | 6.39375       | 6          | 01:34 | 0.964583333 | 0           | 836   | 20:56 | 0.56  | (0.49) |        |
|  | July 2010   | 2.90833333    | 2          | 10:54 | 0.827777778 | 0           | 910   | 17:44 | 1.41  | (0.13) |        |
|  | June 2010   | 4.78611111    | 4          | 04:43 | 1.175       | 0           | 780   | 14:00 | 2.20  | 0.07   |        |
|  | May 2010  | 2.83263889    | 5          | 13:36 | 0.472222222 | 0           | 842   | 17:03 | -0.19 | (1.12) |        |
|  | April 2010  | 0.88472222    | 1          | 21:14 | 0           | 0           | 916   | 13:29 | 0.57  | (0.64) |        |
|  | MR-6A Mean Time to Restore Centrex Parity         | March 2011    | 0          | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   | 0.00   |
|  |   | February 2011 | 0          | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   | 0.00   |
| January 2011                                 |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| December 2010                                |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| November 2010                                |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| October 2010                                 |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| September 2010                               |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| August 2010                                  |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| July 2010                                    |   | 3.35555556    | 1          | 08:32 | 0           | 26.29027778 | 36    | 17:32 | 3.16  | (0.07) |        |
| June 2010                                    |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| May 2010                                     |   | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
| April 2010                                   | 0   | 0             | 00:00      | 0     | 0           | 0           | 00:00 | 0.00  | 0.00  |        |        |
| MR-6A Mean Time to Restore Centrex 21 Parity | March 2011  | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
|  | February 2011                                     | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
|  | January 2011                                      | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
|  | December 2010                                     | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
|  | November 2010                                     | 0             | 0          | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |        |
|  | October 2010                                      | 2.18819444    | 3          | 17:30 | 0.610416667 | 8.891666667 | 9     | 23:43 | -0.44 | (1.27) |        |

|  |                |            |   |       |             |             |      |       |       |        |
|--|----------------|------------|---|-------|-------------|-------------|------|-------|-------|--------|
|  | September 2010 | 0.49097222 | 1 | 11:47 | 0           | 17.91736111 | 19   | 22:38 | -0.50 | (1.30) |
|  | August 2010    | 2.26111111 | 1 | 06:16 | 0           | 17.99930556 | 24   | 18:00 | 2.33  | (0.15) |
|  | July 2010      | 2.4375     | 3 | 19:30 | 0.5625      | 8.975       | 16   | 13:28 | 0.98  | (0.31) |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6A Mean Time to Restore Line Sharing Parity   | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 2.67708333 | 3 | 21:25 | 0.720138889 | 0           | 8926 | 12:39 | -0.80 | (1.49) |
|  | December 2010  | 2.19652778 | 1 | 04:43 | 0           | 0           | 7764 | 12:40 | 0.55  | (0.47) |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0.86944444 | 1 | 20:52 | 0           | 0           | 6292 | 01:27 | -0.23 | (1.14) |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 1.43402778 | 3 | 11:28 | 0.308333333 | 0           | 6050 | 21:09 | -0.93 | (1.57) |
|  | July 2010      | 3.12152778 | 3 | 00:58 | 0.122916667 | 0           | 6462 | 19:10 | 0.44  | (0.46) |
|  | June 2010      | 1.04652778 | 1 | 01:07 | 0           | 0           | 6284 | 16:16 | 0.26  | (0.28) |
|  | May 2010       | 1.35277778 | 1 | 08:28 | 0           | 0           | 5558 | 17:12 | 0.61  | 0.10   |
|  | April 2010     | 0.75763889 | 2 | 09:05 | 0.036805556 | 0           | 6139 | 15:44 | -0.39 | (1.24) |
| MR-6A Mean Time to Restore Line Splitting Parity | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 6.15555556 | 2 | 01:52 | 0.054861111 | 0           | 7348 | 15:27 | 1.70  | 0.02   |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 5.31944444 | 3 | 18:33 | 0.436111111 | 0           | 7764 | 12:40 | 0.35  | (0.72) |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0.28611111 | 1 | 06:52 | 0           | 0           | 6050 | 21:09 | -0.79 | (1.48) |
|  | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 2.15347222 | 5 | 10:20 | 0.374305556 | 0           | 5558 | 17:12 | -0.61 | (1.37) |
|  | April 2010     | 1.46944444 | 4 | 08:49 | 0.426388889 | 0           | 6139 | 15:44 | -0.58 | (1.35) |
| MR-6A Mean Time to Restore PBX Parity            | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2010      | 0.9375     | 1 | 22:30 | 0           | 3.446527778 | 9    | 09:11 | 1.31  | (0.72) |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6A Mean Time to Restore Residence Parity      | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 2.18819444 | 2 | 02:15 | 0.131944444 | 0           | 6452 | 15:52 | -0.66 | (1.40) |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 0.97222222 | 1 | 23:20 | 0           | 0           | 6908 | 12:58 | -0.46 | (1.28) |
|  | November 2010  | 3.09791667 | 2 | 13:10 | 0.508333333 | 0           | 5328 | 06:15 | 0.46  | (0.58) |
|  | October 2010   | 3.39652778 | 2 | 16:45 | 0.592361111 | 0           | 5405 | 01:27 | 1.11  | (0.25) |
|  | September 2010 | 1.25277778 | 1 | 06:04 | 0           | 0           | 4833 | 23:40 | 0.32  | (0.48) |
|  | August 2010    | 1.97361111 | 1 | 23:22 | 0           | 0           | 5214 | 21:12 | 1.49  | (0.08) |
|  | July 2010      | 0.88888889 | 1 | 21:20 | 0           | 0           | 5552 | 19:24 | 0.08  | (0.78) |
|  | June 2010      | 1.31041667 | 3 | 10:29 | 0.446527778 | 0           | 5504 | 16:35 | -0.29 | (1.18) |
|  | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |

|   |  |               |             |       |             |             |             |       |       |        |        |
|---|--|---------------|-------------|-------|-------------|-------------|-------------|-------|-------|--------|--------|
| MR-6A Mean Time to Restore UNE - P (POTS) Parity  | April 2010   | 0.07708333    | 1           | 01:51 | 0           | 0           | 5223        | 16:08 | -0.56 | (1.34) |        |
|   | March 2011   | 73.7916667    | 78          | 22:42 | 0.789583333 | 0           | 5059        | 23:06 | -0.17 | (1.10) |        |
|   | February 2011  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | January 2011   | 36.975        | 32          | 03:44 | 1.033333333 | 0           | 8926        | 12:39 | -1.53 | (1.93) |        |
|   | December 2010  | 28.1534722    | 21          | 08:11 | 1.279861111 | 0           | 7764        | 12:40 | -0.71 | (1.43) |        |
|   | November 2010  | 24.2319444    | 20          | 05:05 | 1.188888889 | 0           | 6147        | 05:57 | -0.18 | (1.11) |        |
|   | October 2010   | 25.0979167    | 26          | 23:10 | 0.557638889 | 0           | 6292        | 01:27 | -0.58 | (1.35) |        |
|   | September 2010                                       | 20.0048611    | 17          | 04:15 | 1.122222222 | 0           | 5616        | 23:35 | 0.93  | (0.44) |        |
|   | August 2010  | 24.0638889    | 28          | 20:38 | 0.996527778 | 0           | 6050        | 21:09 | -0.16 | (1.09) |        |
|   | July 2010  | 10.8659722    | 13          | 20:04 | 0.961805556 | 0           | 6462        | 19:10 | 0.14  | (0.78) |        |
|   | June 2010  | 10.6625       | 16          | 16:00 | 0.726388889 | 0           | 6284        | 16:16 | -0.03 | (1.02) |        |
|   | May 2010   | 5.10625       | 10          | 12:15 | 0.372222222 | 0           | 5558        | 17:12 | -0.62 | (1.38) |        |
|   | April 2010   | 12.0840278    | 23          | 12:37 | 0.470833333 | 0           | 6139        | 15:44 | -0.62 | (1.38) |        |
|   | MR-6A Mean Time to Restore UNE P (Centrex 21) Parity | March 2011    | 0.811111111 | 1     | 19:28       | 0           | 6.130555556 | 6     | 00:31 | -0.12  | (1.07) |
| February 2011                                     |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| January 2011                                      |  | 2.381944444   | 3           | 19:03 | 0.511111111 | 27.92430556 | 17          | 15:25 | -1.24 | (1.76) |        |
| December 2010                                     |  | 1.123611111   | 1           | 02:58 | 0           | 15.76805556 | 12          | 07:32 | -0.23 | (1.14) |        |
| November 2010                                     |  | 2.996527778   | 2           | 11:57 | 0.647916667 | 5.695138889 | 8           | 17:05 | 1.82  | (0.10) |        |
| October 2010                                      |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010                                    |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010                                       |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| July 2010   |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| June 2010   |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| May 2010  |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| April 2010  |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| March 2011  |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6A Mean Time to Restore UNE P (Centrex) Parity |  | February 2011 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | January 2011   | 0.179861111   | 1           | 04:19 | 0           | 52.15625    | 27          | 22:22 | -0.80 | (1.49) |        |
|   | December 2010  | 1.818055556   | 1           | 19:38 | 0           | 32.74861111 | 26          | 06:14 | 0.48  | (0.54) |        |
|   | November 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | October 2010   | 1.705555556   | 2           | 20:28 | 0.163888889 | 22.11388889 | 26          | 20:25 | 0.00  | (0.96) |        |
|   | September 2010                                       | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | August 2010  | 0.92013889    | 1           | 22:05 | 0           | 23.00208333 | 30          | 18:24 | 0.18  | (0.91) |        |
|   | July 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | June 2010  | 1.91875       | 3           | 15:21 | 0.349305556 | 14.91666667 | 20          | 17:54 | -0.19 | (1.11) |        |
|   | May 2010   | 0.77569444    | 1           | 18:37 | 0           | 8.96875     | 21          | 10:15 | 0.91  | (0.77) |        |
|   | April 2010   | 0.18888889    | 1           | 04:32 | 0           | 21.77291667 | 25          | 20:54 | -0.66 | (1.40) |        |
|   | MR-6B Mean Time to Restore Business Parity           | March 2011    | 0.47708333  | 2     | 05:43       | 0.041666667 | 150.7569444 | 164   | 22:04 | -1.01  | (1.62) |
|   |  | February 2011 | 0.19305556  | 1     | 04:38       | 0           | 239.0506944 | 228   | 01:10 | -0.93  | (1.56) |
|   |  | January 2011  | 2.786111111 | 3     | 22:17       | 0.067361111 | 350.1326389 | 275   | 06:33 | -0.47  | (1.28) |
| December 2010                                     |  | 2.12569444    | 2           | 01:30 | 1.4125      | 220.1513889 | 223         | 23:42 | 0.12  | (0.73) |        |
| November 2010                                     |  | 0.123611111   | 1           | 02:58 | 0           | 167.0986111 | 209         | 19:11 | -0.83 | (1.51) |        |
| October 2010                                      |  | 0.28888889    | 1           | 06:56 | 0           | 180.4694444 | 216         | 20:03 | -0.80 | (1.49) |        |
| September 2010                                    |  | 0.96458333    | 1           | 23:09 | 0           | 191.4284722 | 220         | 20:53 | 0.12  | (0.79) |        |
| August 2010                                       |  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| July 2010   |  | 1.09930556    | 2           | 13:11 | 0.714583333 | 183.5368056 | 256         | 17:12 | -0.32 | (1.20) |        |
| June 2010   |  | 1.39444444    | 3           | 11:09 | 0.427777778 | 133.1569444 | 204         | 15:40 | -0.38 | (1.23) |        |
| May 2010  |  | 0.09583333    | 1           | 02:18 | 0           | 125.1534722 | 208         | 14:26 | -0.71 | (1.43) |        |
| April 2010  |  | 1.375         | 6           | 05:30 | 0.248611111 | 131.5041667 | 237         | 13:19 | -1.38 | (1.84) |        |
| MR-6B Mean Time to Restore Centrex 21 Parity      |  | March 2011    | 0.94513889  | 1     | 22:41       | 0           | 4.595138889 | 4     | 03:34 | -0.16  | (1.09) |
|   |  | February 2011 | 0.86041667  | 1     | 20:39       | 0           | 1.472916667 | 3     | 11:47 | 0.56   | (0.74) |
|   | January 2011   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |

|   |                |            |    |       |             |             |      |       |       |        |
|---|----------------|------------|----|-------|-------------|-------------|------|-------|-------|--------|
|   | November 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6B Mean Time to Restore PBX Parity             | March 2011     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0.63541667 | 2  | 07:37 | 0.000694444 | 1.05625     | 3    | 08:27 | -0.10 | (1.06) |
|   | September 2010 | 0.33819444 | 1  | 08:07 | 0           | 1.505555556 | 4    | 09:02 | -0.12 | (1.07) |
|   | August 2010    | 0.82569444 | 1  | 19:49 | 0           | 3.114583333 | 5    | 14:57 | 0.24  | (0.53) |
|   | July 2010      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6B Mean Time to Restore Residence Parity       | March 2011     | 0.13958333 | 1  | 03:21 | 0           | 0           | 1167 | 23:57 | -0.88 | (1.54) |
|   | February 2011  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0.73055556 | 1  | 17:32 | 0           | 0           | 1783 | 19:16 | -0.08 | (1.05) |
|   | June 2010      | 0.78888889 | 1  | 18:56 | 0           | 0           | 1652 | 18:06 | 0.02  | (0.88) |
|   | May 2010       | 1.14375    | 2  | 13:43 | 0.604166667 | 0           | 1584 | 16:52 | -0.27 | (1.16) |
|   | April 2010     | 1.16944444 | 2  | 14:02 | 0.739583333 | 0           | 1592 | 17:00 | -0.21 | (1.13) |
| MR-6B Mean Time to Restore UNE - P (POTS) Parity  | March 2011     | 16.5326389 | 16 | 00:48 | 0.885416667 | 0           | 1331 | 23:43 | 0.19  | (0.75) |
|   | February 2011  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 9.72847222 | 5  | 22:42 | 2.236111111 | 0           | 2291 | 07:38 | 1.14  | (0.22) |
|   | December 2010  | 1.02013889 | 4  | 06:07 | 0.424305556 | 0           | 1919 | 06:39 | -1.64 | (2.00) |
|   | November 2010  | 3.83680556 | 4  | 23:01 | 0.829861111 | 0           | 1605 | 23:16 | -0.02 | (1.01) |
|   | October 2010   | 4.37083333 | 5  | 20:59 | 0.0875      | 0           | 1825 | 00:00 | -0.29 | (1.18) |
|   | September 2010 | 2.16180556 | 3  | 17:18 | 0.580555556 | 0           | 1859 | 22:34 | -0.32 | (1.19) |
|   | August 2010    | 3.19583333 | 8  | 09:35 | 0.353472222 | 0           | 1687 | 21:13 | -1.41 | (1.85) |
|   | July 2010      | 3.6875     | 4  | 22:07 | 1.272916667 | 0           | 2039 | 19:01 | 0.30  | (0.62) |
|   | June 2010      | 0.46736111 | 3  | 03:44 | 0.047916667 | 0           | 1856 | 17:50 | -0.59 | (1.36) |
|   | May 2010       | 1.11458333 | 2  | 13:22 | 0.441666667 | 0           | 1792 | 16:35 | -0.27 | (1.17) |
|   | April 2010     | 2.94513889 | 5  | 14:08 | 0.429166667 | 0           | 1829 | 16:31 | -0.28 | (1.17) |
| MR-6B Mean Time to Restore UNE P (Centrex) Parity | March 2011     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0.34097222 | 1  | 08:11 | 0           | 2.929166667 | 3    | 23:26 | -3.18 | (2.93) |
|   | August 2010    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |

|   |  |               |            |       |       |             |             |       |       |        |        |
|---|--|---------------|------------|-------|-------|-------------|-------------|-------|-------|--------|--------|
|   | June 2010                                    | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | May 2010                                     | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | April 2010                                   | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6C Mean Time to Restore Basic Rate ISDN Parity | March 2011                                   | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | February 2011                                | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | January 2011                                 | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | December 2010                                | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | November 2010                                | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | October 2010                                 | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | September 2010                               | 0.08680556    | 1          | 02:05 | 0     | 0.013888889 | 1           | 00:20 | 0.00  | 0.00   |        |
|   | August 2010                                  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | July 2010                                    | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | June 2010                                    | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | May 2010                                     | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | April 2010                                   | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | MR-6C Mean Time to Restore Business Parity   | March 2011    | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |  | February 2011 | 0.09375    | 1     | 02:15 | 0           | 35.5625     | 105   | 08:08 | -0.44  | (1.27) |
| January 2011                                      |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| December 2010                                     |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| November 2010                                     |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| October 2010                                      |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010                                    |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010                                       |  | 1.11527778    | 1          | 02:46 | 0     | 29.10833333 | 96          | 07:17 | 1.51  | (0.13) |        |
| July 2010   |  | 0.00277778    | 1          | 00:04 | 0     | 26.73611111 | 144         | 04:27 | -0.46 | (1.28) |        |
| June 2010   |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| May 2010  |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| April 2010  |  | 0.45069444    | 1          | 10:49 | 0     | 20.11319444 | 116         | 04:10 | 0.91  | (0.38) |        |
| MR-6C Mean Time to Restore Centrex 21 Parity      |  | March 2011    | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |  | February 2011 | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | January 2011                                 | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | December 2010                                | 0.00208333    | 1          | 00:03 | 0     | 2.06527778  | 7           | 07:05 | -0.64 | (1.39) |        |
|   | November 2010                                | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | October 2010                                 | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | September 2010                               | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | August 2010                                  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | July 2010                                    | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | June 2010                                    | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | May 2010                                     | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | April 2010                                   | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | MR-6C Mean Time to Restore Centrex 21 Parity | March 2011    | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |  | February 2011 | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
| January 2011                                      |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| December 2010                                     |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| November 2010                                     |  | 0.00486111    | 1          | 00:07 | 0     | 1.34375     | 2           | 16:07 | -0.57 | (1.35) |        |
| October 2010                                      |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010                                    |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010                                       |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| July 2010   |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| June 2010   |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| May 2010  |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| April 2010  |  | 0             | 0          | 00:00 | 0     | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6C Mean Time to Restore Line Sharing Parity    |  | March 2011    | 0.09652778 | 1     | 02:19 | 0           | 160.4861111 | 389   | 09:54 | -0.52  | (1.32) |
|   |  | February 2011 | 0          | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |

|  |                |            |   |       |             |             |     |       |       |        |
|--|----------------|------------|---|-------|-------------|-------------|-----|-------|-------|--------|
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0.83194444 | 1 | 19:58 | 0           | 309.8798611 | 489 | 15:13 | 0.27  | (0.70) |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2010      | 0.89930556 | 2 | 10:47 | 0.575694444 | 208.6083333 | 527 | 09:30 | 0.15  | (0.74) |
|  | May 2010       | 0.10347222 | 1 | 02:29 | 0           | 179.0222222 | 487 | 08:49 | -0.51 | (1.31) |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore Line Splitting Parity | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 0.04236111 | 1 | 01:01 | 0           | 179.0222222 | 487 | 08:49 | -0.63 | (1.38) |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore PBX Parity            | March 2011     | 1.04861111 | 1 | 01:10 | 0           | 0.158333333 | 1   | 03:48 | 0.00  | 0.00   |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0.00347222 | 2 | 00:02 | 0.000694444 | 0.35        | 3   | 02:48 | -1.04 | (1.63) |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore Residence Parity      | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | December 2010  | 1.04027778 | 1 | 00:58 | 0           | 348.38125   | 383 | 21:50 | 0.12  | (0.68) |
|  | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0.02777778 | 1 | 00:40 | 0           | 275.2180556 | 405 | 16:19 | -0.86 | (1.52) |
|  | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2010    | 0.01458333 | 1 | 00:21 | 0           | 217.5902778 | 435 | 12:00 | -0.86 | (1.52) |
|  | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore UNE - P (POTS) Parity | March 2011     | 2.07013889 | 9 | 05:31 | 0.342361111 | 160.4861111 | 389 | 09:54 | -0.90 | (1.55) |
|  | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 1.06875    | 4 | 06:25 | 0.2375      | 382.5583333 | 512 | 17:56 | -0.79 | (1.48) |
|  | December 2010  | 0.09027778 | 2 | 01:05 | 0.061805556 | 388.3465278 | 470 | 19:50 | -1.03 | (1.63) |
|  | November 2010  | 1.99930556 | 7 | 06:51 | 0.303472222 | 141.0840278 | 397 | 08:32 | -0.33 | (1.20) |
|  | October 2010   | 0.36041667 | 3 | 02:53 | 0.107638889 | 309.8798611 | 489 | 15:13 | -1.21 | (1.74) |
|  | September 2010 | 4.85138889 | 7 | 16:38 | 1.29375     | 240.0847222 | 528 | 10:55 | 1.05  | (0.38) |

|   |                |            |   |       |             |             |     |       |       |        |
|---|----------------|------------|---|-------|-------------|-------------|-----|-------|-------|--------|
|   | August 2010    | 1.38611111 | 5 | 06:39 | 0.378472222 | 246.6986111 | 531 | 11:09 | -0.74 | (1.45) |
|   | July 2010      | 1.02847222 | 7 | 03:32 | 0.340277778 | 332.3777778 | 671 | 11:53 | -1.26 | (1.76) |
|   | June 2010      | 0.78194444 | 7 | 02:41 | 0.290972222 | 208.6083333 | 527 | 09:30 | -1.48 | (1.90) |
|   | May 2010       | 0.15972222 | 6 | 00:38 | 0.036111111 | 179.0222222 | 487 | 08:49 | -1.61 | (1.98) |
|   | April 2010     | 0.09791667 | 4 | 00:35 | 0.027777778 | 138.1326389 | 483 | 06:52 | -1.26 | (1.77) |
| MR-6C Mean Time to Restore UNE P<br>(Centrex 21) Parity | March 2011     | 0.00277778 | 1 | 00:04 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0.05486111 | 1 | 01:19 | 0           | 1.791666667 | 2   | 21:30 | -0.54 | (1.33) |
|   | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore UNE P<br>(Centrex) Parity    | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0.74722222 | 1 | 17:56 | 0           | 0.647916667 | 3   | 05:11 | 1.53  | (0.73) |
| MR-6D Mean Time to Restore Dark Fiber -<br>IOF Parity   | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0.00138889 | 1 | 00:02 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6D Mean Time to Restore DS0 Parity                   | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | June 2010      | 0.77222222 | 2 | 09:16 | 0.034027778 | 13.89375    | 55  | 06:04 | 0.31  | (0.45) |
|   | May 2010       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |



|   |   |               |             |       |             |             |             |       |       |        |        |
|---|---|---------------|-------------|-------|-------------|-------------|-------------|-------|-------|--------|--------|
| MR-6D Mean Time to Restore DS1 Parity                                       | March 2011  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | February 2011   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | January 2011  | 0.11041667    | 1           | 02:39 | 0           | 13.25208333 | 62          | 05:08 | -0.41 | (1.25) |        |
|   | December 2010   | 0.40625       | 2           | 04:52 | 0.063194444 | 8.963194444 | 69          | 03:07 | 1.01  | (0.42) |        |
|   | November 2010   | 0.55347222    | 2           | 06:39 | 0.346527778 | 5.801388889 | 43          | 03:14 | 1.93  | (0.16) |        |
|   | October 2010  | 0.08055556    | 1           | 01:56 | 0           | 14.3        | 72          | 04:46 | -0.81 | (1.49) |        |
|   | September 2010  | 0.04375       | 1           | 01:03 | 0           | 10.53402778 | 51          | 04:57 | -0.39 | (1.24) |        |
|   | August 2010   | 0.07847222    | 1           | 01:53 | 0           | 5.515277778 | 36          | 03:41 | -0.69 | (1.42) |        |
|   | July 2010   | 0.26736111    | 2           | 03:13 | 0.041666667 | 5.59375     | 42          | 03:12 | 0.01  | (0.83) |        |
|   | June 2010   | 0.51180556    | 1           | 12:17 | 0           | 7.222916667 | 55          | 03:09 | 3.41  | 0.32   |        |
|   | May 2010  | 0.25277778    | 3           | 02:01 | 0.070138889 | 7.538194444 | 45          | 04:01 | -0.63 | (1.38) |        |
|   | April 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | MR-6D Mean Time to Restore E911 Parity                                  | March 2011    | 0.21111111  | 2     | 02:32       | 0.000694444 | 0.095833333 | 3     | 00:46 | 7.88   | (0.14) |
|   |   | February 2011 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | January 2011  | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | December 2010 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | November 2010 | 0.09097222  | 1     | 02:11       | 0           | 0.18125     | 5     | 00:52 | 1.17   | (0.73) |
| October 2010  |   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010  |   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010   |   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| July 2010   |   | 0.025         | 1           | 00:36 | 0           | 0.144444444 | 2           | 01:44 | -2.45 | (2.49) |        |
| June 2010   |   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| May 2010  |   | 0.08680556    | 2           | 01:02 | 0.018055556 | 0.140277778 | 1           | 03:22 | 0.00  | 0.00   |        |
| April 2010  |   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS0 Capable Diagnostic |   | March 2011    | 0.19930556  | 1     | 04:47       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | February 2011 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | January 2011  | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | December 2010 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | November 2010 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | October 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | September 2010  | 0.075         | 1           | 01:48 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | August 2010   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | July 2010   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | June 2010   | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | May 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | April 2010  | 0             | 0           | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|   | MR-6D Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity | March 2011    | 5.7125      | 46    | 02:59       | 0.107638889 | 6.340972222 | 51    | 02:59 | -0.01  | (1.01) |
|   |   | February 2011 | 6.358333333 | 45    | 03:23       | 0.095833333 | 11.38402778 | 61    | 04:29 | -1.61  | (1.98) |
|   |   | January 2011  | 10.0840278  | 51    | 04:45       | 0.341666667 | 13.25208333 | 62    | 05:08 | -0.33  | (1.20) |
|   |   | December 2010 | 6.688888889 | 43    | 03:44       | 0.208333333 | 8.963194444 | 69    | 03:07 | 1.31   | (0.47) |
|   |   | November 2010 | 4.93194444  | 42    | 02:49       | 0.066666667 | 5.801388889 | 43    | 03:14 | -0.79  | (1.48) |
| October 2010  |   | 7.27708333    | 46          | 03:48 | 0.154166667 | 14.3        | 72          | 04:46 | -1.48 | (1.90) |        |
| September 2010  |   | 4.19861111    | 39          | 02:35 | 0.068055556 | 10.53402778 | 51          | 04:57 | -1.12 | (1.68) |        |
| August 2010   |   | 3.90277778    | 34          | 02:45 | 0.097222222 | 5.515277778 | 36          | 03:41 | -1.50 | (1.91) |        |
| July 2010   |   | 5.45          | 48          | 02:43 | 0.079166667 | 5.59375     | 42          | 03:12 | -1.01 | (1.62) |        |
| June 2010   |   | 4.00486111    | 30          | 03:12 | 0.11875     | 7.222916667 | 55          | 03:09 | 0.09  | (0.89) |        |
| May 2010  |   | 6.41527778    | 33          | 04:40 | 0.3625      | 7.538194444 | 45          | 04:01 | 0.53  | (0.72) |        |
| April 2010  |   | 5.22847222    | 40          | 03:08 | 0.105555556 | 6.954861111 | 51          | 03:16 | -0.22 | (1.13) |        |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic |   | March 2011    | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | February 2011 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | January 2011  | 0.09791667  | 1     | 02:21       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | December 2010 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   |   | November 2010 | 0           | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |

|  |  |               |            |       |             |             |             |       |       |        |        |
|--|--|---------------|------------|-------|-------------|-------------|-------------|-------|-------|--------|--------|
|  | October 2010   | 0.02361111    | 1          | 00:34 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | September 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | August 2010  | 0.04236111    | 1          | 01:01 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | July 2010  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | June 2010  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | May 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | April 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6D Mean Time to Restore LIS Trunk Parity                          | March 2011   | 0.00625       | 1          | 00:09 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | February 2011  | 0.03611111    | 2          | 00:26 | 0.007638889 | 0.0625      | 1           | 01:30 | 0.00  | 0.00   |        |
|  | January 2011   | 0.05069444    | 1          | 01:13 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | December 2010  | 0.11666667    | 4          | 00:42 | 0.028472222 | 0.035416667 | 1           | 00:51 | 0.00  | 0.00   |        |
|  | November 2010  | 0.05          | 1          | 01:12 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | October 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | September 2010   | 0.25416667    | 4          | 01:31 | 0.060416667 | 0.711805556 | 1           | 17:05 | 0.00  | 0.00   |        |
|  | August 2010  | 0.00347222    | 1          | 00:05 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
|  | July 2010  | 0.15555556    | 4          | 00:56 | 0.046527778 | 0.174305556 | 2           | 02:05 | -0.51 | (1.31) |        |
|  | June 2010  | 0.14791667    | 1          | 03:33 | 0           | 0.154166667 | 3           | 01:14 | 3.77  | (0.76) |        |
|  | May 2010   | 0.11111111    | 1          | 02:40 | 0           | 0.543055556 | 3           | 04:21 | -0.23 | (1.14) |        |
|  | April 2010   | 0.44583333    | 3          | 03:34 | 0.220833333 | 0.025694444 | 1           | 00:37 | 0.00  | 0.00   |        |
|  | MR-6D Mean Time to Restore UDIT Above DS1 Level Parity               | March 2011    | 0.13055556 | 1     | 03:08       | 0           | 0.079166667 | 2     | 00:57 | 1.40   | (0.57) |
|  |  | February 2011 | 0.22430556 | 4     | 01:21       | 0.045833333 | 0.113194444 | 1     | 02:43 | 0.00   | 0.00   |
| January 2011   |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| December 2010  |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| November 2010  |  | 0.08263889    | 1          | 01:59 | 0           | 0.053472222 | 1           | 01:17 | 0.00  | 0.00   |        |
| October 2010   |  | 0.07222222    | 1          | 01:44 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010   |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010  |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| July 2010  |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| June 2010  |  | 0.05486111    | 1          | 01:19 | 0           | 0.077083333 | 1           | 01:51 | 0.00  | 0.00   |        |
| May 2010   |  | 0.06458333    | 1          | 01:33 | 0           | 0.029166667 | 1           | 00:42 | 0.00  | 0.00   |        |
| April 2010   |  | 0.17013889    | 2          | 02:02 | 0.068055556 | 0.557638889 | 3           | 04:28 | -0.86 | (1.52) |        |
| MR-6D Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity |  | March 2011    | 5.80694444 | 38    | 03:40       | 0.121527778 | 0           | 0     | 00:00 | 0.00   | 0.00   |
|  |  | February 2011 | 5.76597222 | 44    | 03:09       | 0.084722222 | 0.648611111 | 5     | 03:07 | 0.03   | (1.09) |
|  | January 2011   | 8.27222222    | 46         | 04:19 | 0.200694444 | 0.802777778 | 5           | 03:51 | 0.29  | (1.14) |        |
|  | December 2010  | 7.49166667    | 51         | 03:32 | 0.172916667 | 0.566666667 | 8           | 01:42 | 4.17  | 0.12   |        |
|  | November 2010  | 6.52222222    | 43         | 03:38 | 0.163194444 | 0.564583333 | 7           | 01:56 | 8.15  | 0.67   |        |
|  | October 2010   | 5.53958333    | 37         | 03:36 | 0.107638889 | 1.2625      | 12          | 02:32 | 2.32  | (0.23) |        |
|  | September 2010   | 4.96180556    | 38         | 03:08 | 0.117361111 | 0.68125     | 6           | 02:43 | 0.41  | (0.90) |        |
|  | August 2010  | 6.05972222    | 36         | 04:02 | 0.188888889 | 0.452083333 | 3           | 03:37 | 0.18  | (1.21) |        |
|  | July 2010  | 7.30625       | 47         | 03:44 | 0.172222222 | 0.811111111 | 6           | 03:15 | 0.44  | (0.93) |        |
|  | June 2010  | 4.79861111    | 43         | 02:41 | 0.084027778 | 1.681944444 | 10          | 04:02 | -0.90 | (1.54) |        |
|  | May 2010   | 7.15277778    | 59         | 02:55 | 0.104166667 | 0.936805556 | 8           | 02:49 | 0.21  | (0.98) |        |
|  | April 2010   | 5.75625       | 51         | 02:43 | 0.076388889 | 0.334722222 | 3           | 02:41 | 0.03  | (1.08) |        |
|  | MR-6D Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded Parity | March 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|  |  | February 2011 | 0.11805556 | 1     | 02:50       | 0           | 11.38402778 | 61    | 04:29 | -0.48  | (1.29) |
| January 2011   |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| December 2010  |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| November 2010  |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| October 2010   |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| September 2010   |  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| August 2010  |  | 0.06319444    | 1          | 01:31 | 0           | 5.51527778  | 36          | 03:41 | -0.83 | (1.50) |        |
| July 2010  | 0  | 0             | 00:00      | 0     | 0           | 0           | 00:00       | 0.00  | 0.00  |        |        |
| June 2010  | 0  | 0             | 00:00      | 0     | 0           | 0           | 00:00       | 0.00  | 0.00  |        |        |

|   |  |               |            |       |             |             |             |       |        |        |        |
|---|--|---------------|------------|-------|-------------|-------------|-------------|-------|--------|--------|--------|
|   | May 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
|   | April 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
| MR-6D Mean Time to Restore Unbundled Loop - ADSL Qualified Parity | March 2011   | 4.89791667    | 28         | 04:12 | 0.142361111 | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
|   | February 2011  | 3.31111111    | 19         | 04:11 | 0.106944444 | 0.648611111 | 5           | 03:07 | 0.95   | (0.62) |        |
|   | January 2011   | 3.42777778    | 23         | 03:35 | 0.165277778 | 0.802777778 | 5           | 03:51 | -0.16  | (1.10) |        |
|   | December 2010  | 1.28541667    | 11         | 02:48 | 0.104166667 | 0.566666667 | 8           | 01:42 | 2.07   | (0.36) |        |
|   | November 2010  | 4.15625       | 21         | 04:45 | 0.192361111 | 0.564583333 | 7           | 01:56 | 12.57  | 0.44   |        |
|   | October 2010   | 2.12708333    | 14         | 03:39 | 0.1375      | 1.2625      | 12          | 02:32 | 2.06   | (0.20) |        |
|   | September 2010   | 3.94583333    | 25         | 03:47 | 0.141666667 | 0.68125     | 6           | 02:43 | 1.03   | (0.77) |        |
|   | August 2010  | 4.39861111    | 18         | 05:52 | 0.234027778 | 0.452083333 | 3           | 03:37 | 0.93   | (1.04) |        |
|   | July 2010  | 1.55833333    | 12         | 03:07 | 0.105555556 | 0.811111111 | 6           | 03:15 | -0.10  | (1.06) |        |
|   | June 2010  | 1.83055556    | 19         | 02:19 | 0.074305556 | 1.681944444 | 10          | 04:02 | -1.02  | (1.62) |        |
|   | May 2010   | 1.23055556    | 16         | 01:51 | 0.036805556 | 0.936805556 | 8           | 02:49 | -1.77  | (2.07) |        |
|   | April 2010   | 1.37916667    | 14         | 02:22 | 0.068055556 | 0.334722222 | 3           | 02:41 | -0.24  | (1.14) |        |
|   | MR-6D Mean Time to Restore Unbundled Loop - DS1 Capable Parity | March 2011    | 9.58263889 | 68    | 03:23       | 0.103472222 | 6.340972222 | 51    | 02:59  | 1.10   | (0.42) |
|   |  | February 2011 | 12.8138889 | 79    | 03:54       | 0.167361111 | 11.38402778 | 61    | 04:29  | -1.00  | (1.61) |
| January 2011  |  | 13.5583333    | 87         | 03:44 | 0.134722222 | 13.25208333 | 62          | 05:08 | -1.38  | (1.84) |        |
| December 2010   |  | 10.1618056    | 77         | 03:10 | 0.09375     | 8.963194444 | 69          | 03:07 | 0.12   | (0.99) |        |
| November 2010   |  | 10.6611111    | 89         | 02:52 | 0.078472222 | 5.801388889 | 43          | 03:14 | -0.80  | (1.49) |        |
| October 2010  |  | 13.9152778    | 95         | 03:31 | 0.123611111 | 14.3        | 72          | 04:46 | -2.30  | (2.40) |        |
| September 2010  |  | 7.88541667    | 72         | 02:38 | 0.078472222 | 10.53402778 | 51          | 04:57 | -1.28  | (1.78) |        |
| August 2010   |  | 8.90347222    | 74         | 02:53 | 0.1         | 5.515277778 | 36          | 03:41 | -1.51  | (1.92) |        |
| July 2010   |  | 10.4409722    | 73         | 03:26 | 0.151388889 | 5.59375     | 42          | 03:12 | 0.55   | (0.83) |        |
| June 2010   |  | 9.53541667    | 71         | 03:13 | 0.106944444 | 7.222916667 | 55          | 03:09 | 0.15   | (0.88) |        |
| May 2010  |  | 7.69027778    | 63         | 02:56 | 0.101388889 | 7.538194444 | 45          | 04:01 | -1.05  | (1.64) |        |
| April 2010  |  | 13.8048611    | 70         | 04:44 | 0.145833333 | 6.954861111 | 51          | 03:16 | 2.67   | 0.30   |        |
| MR-6D Mean Time to Restore Unbundled Loop - XDSLi Parity          |  | March 2011    | 0.22152778 | 1     | 05:19       | 0           | 6.340972222 | 51    | 02:59  | 1.18   | (0.35) |
|   |  | February 2011 | 0.95763889 | 1     | 22:59       | 0           | 11.38402778 | 61    | 04:29  | 5.35   | 0.25   |
|   | January 2011   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
|   | December 2010  | 0.19861111    | 1          | 04:46 | 0           | 8.963194444 | 69          | 03:07 | 0.68   | (0.49) |        |
|   | November 2010  | 0.11944444    | 2          | 01:26 | 0.015972222 | 5.801388889 | 43          | 03:14 | -1.02  | (1.62) |        |
|   | October 2010   | 0.26875       | 2          | 03:13 | 0.072222222 | 14.3        | 72          | 04:46 | -0.62  | (1.38) |        |
|   | September 2010   | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
|   | August 2010  | 0.39861111    | 1          | 09:34 | 0           | 5.515277778 | 36          | 03:41 | 2.26   | 0.04   |        |
|   | July 2010  | 0             | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |        |
|   | June 2010  | 0.41736111    | 3          | 03:20 | 0.077083333 | 7.222916667 | 55          | 03:09 | 0.12   | (0.87) |        |
|   | May 2010   | 0.12638889    | 1          | 03:02 | 0           | 7.538194444 | 45          | 04:01 | -0.18  | (1.11) |        |
|   | April 2010   | 0.40833333    | 2          | 04:54 | 0.170833333 | 6.954861111 | 51          | 03:16 | 0.76   | (0.50) |        |
|   | MR-6D Mean Time to Restore Unbundled Loop Analog Parity        | March 2011    | 43.9916667 | 111   | 09:31       | 0.295833333 | 0           | 5383  | 22:18  | -6.54  | (4.97) |
|   |  | February 2011 | 92.1256944 | 170   | 13:00       | 0.338194444 | 0           | 7736  | 14:16  | -11.30 | (7.87) |
| January 2011  |  | 99.525        | 226        | 10:34 | 0.370138889 | 0           | 9348        | 11:50 | -11.37 | (7.91) |        |
| December 2010   |  | 42.4145833    | 132        | 07:43 | 0.307638889 | 0           | 8170        | 11:49 | -10.98 | (7.67) |        |
| November 2010   |  | 49.9020833    | 152        | 07:53 | 0.25        | 0           | 6491        | 04:49 | -11.80 | (8.17) |        |
| October 2010  |  | 45.9541667    | 154        | 07:10 | 0.254166667 | 0           | 6701        | 00:49 | -10.74 | (7.53) |        |
| September 2010  |  | 54.99375      | 149        | 08:51 | 0.289583333 | 0           | 6072        | 22:36 | -8.14  | (5.95) |        |
| August 2010   |  | 42.1340278    | 145        | 06:58 | 0.230555556 | 0           | 6507        | 20:26 | -8.98  | (6.46) |        |
| July 2010   |  | 60.9451389    | 167        | 08:46 | 0.259722222 | 0           | 6947        | 18:36 | -5.61  | (4.41) |        |
| June 2010   |  | 48.7305556    | 135        | 08:40 | 0.470833333 | 0           | 6725        | 15:47 | -2.45  | (2.49) |        |
| May 2010  |  | 50.9854167    | 162        | 07:33 | 0.206944444 | 0           | 5973        | 16:35 | -4.62  | (3.81) |        |
| April 2010  |  | 47.3409722    | 172        | 06:36 | 0.179861111 | 0           | 6559        | 15:08 | -4.71  | (3.86) |        |
| MR-6D Mean Time to Restore Unbundled Loop ISDN Capable Parity     |  | March 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00  | 0.00   | 0.00   |
|   |  | February 2011 | 0.40555556 | 3     | 3:15        | 0.071527778 | 0.648611111 | 5     | 3:07   | 0.08   | (0.93) |
|   | January 2011   | 0.73888889    | 5          | 3:33  | 0.092361111 | 0.802777778 | 5           | 3:51  | -0.14  | (1.09) |        |

|   |                |            |    |      |             |             |    |      |       |        |
|---|----------------|------------|----|------|-------------|-------------|----|------|-------|--------|
|   | December 2010  | 0.14652778 | 2  | 1:46 | 0.000694444 | 0.566666667 | 8  | 1:42 | 0.06  | (0.94) |
|   | November 2010  | 0.15277778 | 1  | 3:40 | 0           | 0.564583333 | 7  | 1:56 | 3.16  | (0.30) |
|   | October 2010   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | September 2010 | 0.80555556 | 5  | 3:52 | 0.133333333 | 0.68125     | 6  | 2:43 | 0.83  | (0.31) |
|   | August 2010    | 0.34861111 | 2  | 4:11 | 0.101388889 | 0.452083333 | 3  | 3:37 | 0.16  | (0.78) |
|   | July 2010      | 0.15694444 | 1  | 3:46 | 0           | 0.811111111 | 6  | 3:15 | 0.19  | (0.90) |
|   | June 2010      | 0.17152778 | 1  | 4:07 | 0           | 1.681944444 | 10 | 4:02 | 0.02  | (0.69) |
|   | May 2010       | 1.33194444 | 4  | 8:00 | 0.113888889 | 0.936805556 | 8  | 2:49 | 6.71  | 0.67   |
|   | April 2010     | 0.56875    | 3  | 4:33 | 0.131944444 | 0.334722222 | 3  | 2:41 | 1.10  | (0.45) |
| MR-6E Mean Time to Restore DS0 Parity                                   | March 2011     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | February 2011  | 0.12847222 | 1  | 3:05 | 0           | 4.953472222 | 29 | 4:06 | -0.38 | (1.23) |
|   | January 2011   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | June 2010      | 0.125      | 1  | 3:00 | 0           | 14.2125     | 48 | 7:06 | -0.41 | (1.25) |
|   | May 2010       | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore DS1 Parity                                   | March 2011     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | February 2011  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | December 2010  | 0.08958333 | 1  | 2:09 | 0           | 12.57847222 | 88 | 3:26 | -0.40 | (1.24) |
|   | November 2010  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | July 2010      | 0.01319444 | 1  | 0:19 | 0           | 11.49236111 | 68 | 4:03 | -1.18 | (1.72) |
|   | June 2010      | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | May 2010       | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore E911 Parity                                  | March 2011     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | February 2011  | 0.02083333 | 1  | 0:30 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | October 2010   | 0.03263889 | 1  | 0:47 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | August 2010    | 0.01180556 | 2  | 0:08 | 0.000694444 | 0.034722222 | 1  | 0:50 | 0.00  | 0.00   |
|   | July 2010      | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | June 2010      | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|   | May 2010       | 0.22291667 | 2  | 2:40 | 0.1125      | 0.022916667 | 1  | 0:33 | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity | March 2011     | 1.34583333 | 11 | 2:56 | 0.085416667 | 8.667361111 | 44 | 4:44 | -1.27 | (1.77) |
|   | February 2011  | 1.70555556 | 13 | 3:09 | 0.072916667 | 8.64375     | 55 | 3:46 | -0.69 | (1.42) |
|   | January 2011   | 2.04305556 | 11 | 4:27 | 0.2125      | 12.15069444 | 62 | 4:42 | -0.16 | (1.10) |
|   | December 2010  | 2.91319444 | 21 | 3:20 | 0.090972222 | 12.57847222 | 88 | 3:26 | -0.13 | (1.08) |
|   | November 2010  | 2.29722222 | 18 | 3:04 | 0.063194444 | 6.879861111 | 46 | 3:35 | -0.42 | (1.25) |
|   | October 2010   | 4.02083333 | 22 | 4:23 | 0.154861111 | 8.01875     | 59 | 3:16 | 1.68  | (0.15) |
|   | September 2010 | 0.86666667 | 9  | 2:19 | 0.081944444 | 6.585416667 | 49 | 3:14 | -1.09 | (1.66) |
|   | August 2010    | 0.82638889 | 8  | 2:29 | 0.079861111 | 5.99375     | 46 | 3:08 | -0.80 | (1.49) |

|  |                |             |    |      |             |             |    |      |       |        |
|--|----------------|-------------|----|------|-------------|-------------|----|------|-------|--------|
|  | July 2010      | 2.54375     | 21 | 2:54 | 0.067361111 | 11.49236111 | 68 | 4:03 | -1.46 | (1.89) |
|  | June 2010      | 0.86180556  | 9  | 2:18 | 0.065972222 | 7.070833333 | 53 | 3:12 | -0.94 | (1.57) |
|  | May 2010       | 1.336111111 | 10 | 3:12 | 0.11875     | 5.372916667 | 40 | 3:13 | -0.02 | (1.01) |
|  | April 2010     | 2.431944444 | 16 | 3:39 | 0.160416667 | 6.753472222 | 51 | 3:11 | 0.87  | (0.53) |
| MR-6E Mean Time to Restore ISDN Primary Parity         | March 2011     | 0.098611111 | 1  | 2:22 | 0           | 1.600694444 | 18 | 2:08 | 0.18  | (0.78) |
|  | February 2011  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | January 2011   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | December 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | November 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | October 2010   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | September 2010 | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | August 2010    | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | July 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | June 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | May 2010       | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | April 2010     | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore LIS Trunk Parity            | March 2011     | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | February 2011  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | January 2011   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | December 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | November 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | October 2010   | 0.117361111 | 1  | 2:49 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | September 2010 | 0.297916667 | 1  | 7:09 | 0           | 0.075694444 | 1  | 1:49 | 0.00  | 0.00   |
|  | August 2010    | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | July 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | June 2010      | 0.11388889  | 1  | 2:44 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | May 2010       | 0.048611111 | 1  | 1:10 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | April 2010     | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore UDIT Above DS1 Level Parity | March 2011     | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | February 2011  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | January 2011   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | December 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | November 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | October 2010   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | September 2010 | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | August 2010    | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | July 2010      | 0.241666667 | 1  | 5:48 | 0           | 0.121527778 | 1  | 2:55 | 0.00  | 0.00   |
|  | June 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | May 2010       | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | April 2010     | 0.134722222 | 1  | 3:14 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore UDIT DS1 Parity             | March 2011     | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | February 2011  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | January 2011   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | December 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | November 2010  | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | October 2010   | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | September 2010 | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | August 2010    | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | July 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | June 2010      | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | May 2010       | 0           | 0  | 0:00 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |
|  | April 2010     | 0.029861111 | 1  | 0:43 | 0           | 6.753472222 | 51 | 3:11 | -1.29 | (1.79) |
| MR-6E Mean Time to Restore Unbundled                   | March 2011     | 0.1         | 1  | 2:24 | 0           | 0           | 0  | 0:00 | 0.00  | 0.00   |

|  |   |               |            |             |             |             |             |       |        |        |        |
|--|---|---------------|------------|-------------|-------------|-------------|-------------|-------|--------|--------|--------|
| Loop - 2 Wire Non-Loaded Parity                                | February 2011   | 0.6125        | 5          | 2:56        | 0.058333333 | 0.13125     | 1           | 3:09  | 0.00   | 0.00   |        |
|  | January 2011  | 0.27638889    | 2          | 3:19        | 0.08125     | 0.083333333 | 1           | 2:00  | 0.00   | 0.00   |        |
|  | December 2010   | 1.00694444    | 6          | 4:02        | 0.081944444 | 0.155555556 | 1           | 3:44  | 0.00   | 0.00   |        |
|  | November 2010   | 0.60625       | 4          | 3:38        | 0.093055556 | 0.084722222 | 1           | 2:02  | 0.00   | 0.00   |        |
|  | October 2010  | 0.12847222    | 1          | 3:05        | 0           | 0.029166667 | 1           | 0:42  | 0.00   | 0.00   |        |
|  | September 2010  | 0.4875        | 5          | 2:20        | 0.031944444 | 0.100694444 | 1           | 2:25  | 0.00   | 0.00   |        |
|  | August 2010   | 0.73819444    | 4          | 4:26        | 0.0875      | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
|  | July 2010   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
|  | June 2010   | 0.18958333    | 1          | 4:33        | 0           | 0.326388889 | 3           | 2:37  | 3.86   | (0.45) |        |
|  | May 2010  | 0.44236111    | 4          | 2:39        | 0.038194444 | 0.16875     | 1           | 4:03  | 0.00   | 0.00   |        |
|  | April 2010  | 0.59583333    | 4          | 3:34        | 0.125694444 | 0.045833333 | 1           | 1:06  | 0.00   | 0.00   |        |
|  | MR-6E Mean Time to Restore Unbundled Loop - ADSL Qualified Parity | March 2011    | 0.08333333 | 3           | 0:40        | 0.030555556 | 0           | 0     | 0:00   | 0.00   | 0.00   |
|  |   | February 2011 | 0.07569444 | 1           | 1:49        | 0           | 0.13125     | 1     | 3:09   | 0.00   | 0.00   |
|  |   | January 2011  | 0.49444444 | 2           | 5:56        | 0.035416667 | 0.083333333 | 1     | 2:00   | 0.00   | 0.00   |
|  |   | December 2010 | 0.96527778 | 5           | 4:38        | 0.090277778 | 0.155555556 | 1     | 3:44   | 0.00   | 0.00   |
|  |   | November 2010 | 0.27361111 | 2           | 3:17        | 0.0375      | 0.084722222 | 1     | 2:02   | 0.00   | 0.00   |
| October 2010   |   | 1.36319444    | 6          | 5:27        | 0.025694444 | 0.029166667 | 1           | 0:42  | 0.00   | 0.00   |        |
| September 2010   |   | 0.27152778    | 2          | 3:15        | 0.101388889 | 0.100694444 | 1           | 2:25  | 0.00   | 0.00   |        |
| August 2010  |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| July 2010  |   | 0.22361111    | 3          | 1:47        | 0.036111111 | 0.292361111 | 2           | 3:30  | -1.24  | (1.75) |        |
| June 2010  |   | 0.16458333    | 2          | 1:58        | 0.020138889 | 0.326388889 | 3           | 2:37  | -1.60  | (1.97) |        |
| May 2010   |   | 0.40694444    | 3          | 3:15        | 0.027777778 | 0.16875     | 1           | 4:03  | 0.00   | 0.00   |        |
| April 2010   |   | 0.09444444    | 1          | 2:16        | 0           | 0.045833333 | 1           | 1:06  | 0.00   | 0.00   |        |
| MR-6E Mean Time to Restore Unbundled Loop - DS1 Capable Parity |   | March 2011    | 1.37152778 | 11          | 3:00        | 0.134722222 | 8.667361111 | 44    | 4:44   | -1.23  | (1.75) |
|  |   | February 2011 | 1.88125    | 13          | 3:28        | 0.124305556 | 8.64375     | 55    | 3:46   | -0.33  | (1.20) |
|  |   | January 2011  | 1.75972222 | 10          | 4:13        | 0.068055556 | 12.15069444 | 62    | 4:42   | -0.31  | (1.19) |
|  |   | December 2010 | 2.34861111 | 17          | 3:19        | 0.100694444 | 12.57847222 | 88    | 3:26   | -0.14  | (1.08) |
|  | November 2010   | 1.85347222    | 14         | 3:11        | 0.084722222 | 6.879861111 | 46          | 3:35  | -0.30  | (1.18) |        |
|  | October 2010  | 1.48402778    | 12         | 2:58        | 0.101388889 | 8.01875     | 59          | 3:16  | -0.35  | (1.21) |        |
|  | September 2010  | 2.2375        | 17         | 3:10        | 0.091666667 | 6.585416667 | 49          | 3:14  | -0.10  | (1.06) |        |
|  | August 2010   | 1.84861111    | 16         | 2:46        | 0.1         | 5.99375     | 46          | 3:08  | -0.58  | (1.35) |        |
|  | July 2010   | 1.87361111    | 15         | 3:00        | 0.057638889 | 11.49236111 | 68          | 4:03  | -1.18  | (1.72) |        |
|  | June 2010   | 1.85069444    | 14         | 3:10        | 0.08125     | 7.070833333 | 53          | 3:12  | -0.04  | (1.02) |        |
|  | May 2010  | 1.83819444    | 15         | 2:56        | 0.072222222 | 5.372916667 | 40          | 3:13  | -0.45  | (1.27) |        |
|  | April 2010  | 1.52361111    | 16         | 2:17        | 0.044444444 | 6.753472222 | 51          | 3:11  | -1.65  | (2.00) |        |
|  | MR-6E Mean Time to Restore Unbundled Loop - XDSL Parity           | March 2011    | 0.15833333 | 1           | 3:48        | 0           | 8.667361111 | 44    | 4:44   | -0.22  | (1.13) |
|  |   | February 2011 | 0          | 0           | 0:00        | 0           | 0           | 0     | 0:00   | 0.00   | 0.00   |
|  |   | January 2011  | 0.10416667 | 1           | 2:30        | 0           | 12.15069444 | 62    | 4:42   | -0.47  | (1.29) |
|  |   | December 2010 | 0          | 0           | 0:00        | 0           | 0           | 0     | 0:00   | 0.00   | 0.00   |
| November 2010  |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| October 2010   |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| September 2010   |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| August 2010  |   | 0.15416667    | 2          | 1:51        | 0.01875     | 5.99375     | 46          | 3:08  | -0.83  | (1.51) |        |
| July 2010  |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| June 2010  |   | 0.04236111    | 1          | 1:01        | 0           | 7.070833333 | 53          | 3:12  | -0.81  | (1.50) |        |
| May 2010   |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| April 2010   |   | 0             | 0          | 0:00        | 0           | 0           | 0           | 0:00  | 0.00   | 0.00   |        |
| MR-6E Mean Time to Restore Unbundled Loop Analog Parity        |   | March 2011    | 11.3958333 | 27          | 42%         | 0.261111111 | 0           | 1396  | 96%    | -2.88  | (2.75) |
|  |   | February 2011 | 7.58819444 | 25          | 30%         | 0.170138889 | 0           | 2097  | 120%   | -3.37  | (3.05) |
|  |   | January 2011  | 24.8041667 | 39          | 64%         | 0.8625      | 0           | 2381  | 129%   | -3.32  | (3.02) |
|  |   | December 2010 | 13.6868056 | 33          | 41%         | 0.381944444 | 0           | 1983  | 127%   | -3.88  | (3.36) |
|  | November 2010   | 7.50763889    | 20         | 38%         | 0.374305556 | 0           | 1658        | 95%   | -2.94  | (2.79) |        |
| October 2010   | 6.20486111  | 19            | 33%        | 0.252083333 | 0           | 1905        | 99%         | -2.97 | (2.80) |        |        |

|   |                |            |    |     |             |             |      |     |       |        |
|---|----------------|------------|----|-----|-------------|-------------|------|-----|-------|--------|
|   | September 2010 | 3.53194444 | 18 | 20% | 0.086111111 | 0           | 1931 | 93% | -2.63 | (2.60) |
|   | August 2010    | 9.10486111 | 26 | 35% | 0.216666667 | 0           | 1761 | 87% | -2.72 | (2.65) |
|   | July 2010      | 5.18680556 | 15 | 35% | 0.235416667 | 0           | 2225 | 78% | -1.90 | (2.15) |
|   | June 2010      | 3.71736111 | 19 | 20% | 0.218055556 | 0           | 1942 | 73% | -1.37 | (1.83) |
|   | May 2010       | 4.82986111 | 18 | 27% | 0.127083333 | 0           | 1864 | 68% | -2.52 | (2.53) |
|   | April 2010     | 5.12777778 | 19 | 27% | 0.177777778 | 0           | 1892 | 68% | -2.25 | (2.37) |
| MR-6E Mean Time to Restore Unbundled Loop ISDN Capable Parity | March 2011     | 0.06666667 | 1  | 7%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0.39097222 | 1  | 39% | 0           | 0.13125     | 1    | 13% | 0.00  | 0.00   |
|   | January 2011   | 0.42083333 | 2  | 21% | 0.115972222 | 0.083333333 | 1    | 8%  | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0.66180556 | 2  | 33% | 0.197916667 | 0.029166667 | 1    | 3%  | 0.00  | 0.00   |
|   | September 2010 | 0.14513889 | 1  | 15% | 0           | 0.100694444 | 1    | 10% | 0.00  | 0.00   |
|   | August 2010    | 0.04027778 | 1  | 4%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0.10763889 | 1  | 11% | 0           | 0.292361111 | 2    | 15% | -0.50 | (1.30) |
|   | June 2010      | 0.30208333 | 3  | 10% | 0.090277778 | 0.326388889 | 3    | 11% | -0.55 | (1.33) |
|   | May 2010       | 0.14583333 | 2  | 7%  | 0.078472222 | 0.16875     | 1    | 17% | 0.00  | 0.00   |
|   | April 2010     | 0.20069444 | 2  | 10% | 0.025       | 0.045833333 | 1    | 5%  | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate Basic Rate ISDN Parity        | March 2011     | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0          | 1  | 0%  | 0           | 0           | 6    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0          | 1  | 0%  | 0           | 2           | 3    | 67% | -1.22 | (1.74) |
|   | May 2010       | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate Business Parity               | March 2011     | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 1          | 5  | 20% | 0.4         | 100         | 1032 | 10% | 0.78  | (0.85) |
|   | January 2011   | 0          | 6  | 0%  | 0           | 106         | 1083 | 10% | -0.80 | (1.49) |
|   | December 2010  | 0          | 3  | 0%  | 0           | 101         | 963  | 10% | -0.59 | (1.36) |
|   | November 2010  | 2          | 8  | 25% | 0.433       | 75          | 878  | 9%  | 1.66  | (0.37) |
|   | October 2010   | 2          | 11 | 18% | 0.3857      | 70          | 957  | 7%  | 1.38  | (0.48) |
|   | September 2010 | 1          | 5  | 20% | 0.4         | 87          | 857  | 10% | 0.73  | (0.87) |
|   | August 2010    | 2          | 6  | 33% | 0.4714      | 67          | 911  | 7%  | 2.43  | (0.10) |
|   | July 2010      | 0          | 3  | 0%  | 0           | 85          | 1005 | 8%  | -0.53 | (1.32) |
|   | June 2010      | 0          | 4  | 0%  | 0           | 74          | 877  | 8%  | -0.61 | (1.37) |
|   | May 2010       | 0          | 6  | 0%  | 0           | 68          | 944  | 7%  | -0.68 | (1.41) |
|   | April 2010     | 0          | 1  | 0%  | 0           | 78          | 1020 | 8%  | -0.29 | (1.17) |
| MR-7A Repair Repeat Report Rate Centrex Parity                | March 2011     | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0          | 1  | 0%  | 0           | 2           | 42   | 5%  | -0.22 | (1.13) |
|   | June 2010      | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0          | 0  | 0%  | 0           | 0           | 0    | 0%  | 0.00  | 0.00   |

|   |   |            |   |      |       |     |      |     |       |        |
|---|---|------------|---|------|-------|-----|------|-----|-------|--------|
| MR-7A Repair Repeat Report Rate Centrex 21 Parity   | April 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | March 2011  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010  | 0          | 3 | 0%   | 0     | 1   | 10   | 10% | -0.51 | (1.31) |
|   | September 2010  | 0          | 1 | 0%   | 0     | 4   | 20   | 20% | -0.49 | (1.30) |
|   | August 2010   | 0          | 1 | 0%   | 0     | 2   | 24   | 8%  | -0.30 | (1.18) |
|   | July 2010   | 0          | 3 | 0%   | 0     | 3   | 17   | 18% | -0.74 | (1.45) |
|   | June 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate Line Sharing Parity | March 2011  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0          | 3 | 0%   | 0     | 981 | 9271 | 11% | -0.60 | (1.36) |
|   | December 2010   | 0          | 1 | 0%   | 0     | 855 | 8092 | 11% | -0.34 | (1.21) |
|   | November 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010  | 1          | 1 | 100% | 0     | 590 | 6598 | 9%  | 3.19  | (0.18) |
|   | September 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010   | 0          | 4 | 0%   | 0     | 604 | 6325 | 10% | -0.65 | (1.39) |
|   | July 2010   | 1          | 4 | 25%  | 0.433 | 641 | 6753 | 9%  | 1.06  | (0.73) |
|   | June 2010   | 1          | 1 | 100% | 0     | 606 | 6587 | 9%  | 3.14  | (0.19) |
|   | May 2010  | 0          | 1 | 0%   | 0     | 479 | 5897 | 8%  | -0.30 | (1.18) |
|   | April 2010  | 0          | 2 | 0%   | 0     | 518 | 6477 | 8%  | -0.42 | (1.25) |
|   | MR-7A Repair Repeat Report Rate Line Splitting Parity | March 2011 | 0 | 0    | 0%    | 0   | 0    | 0   | 0%    | 0.00   |
| February 2011                                       |   | 0          | 2 | 0%   | 0     | 766 | 7778 | 10% | -0.47 | (1.28) |
| January 2011  |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| December 2010                                       |   | 1          | 5 | 20%  | 0.4   | 855 | 8092 | 11% | 0.69  | (0.89) |
| November 2010                                       |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| October 2010  |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| September 2010                                      |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| August 2010   |   | 0          | 1 | 0%   | 0     | 604 | 6325 | 10% | -0.32 | (1.20) |
| July 2010   |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| June 2010   |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| May 2010  |   | 1          | 5 | 20%  | 0.4   | 479 | 5897 | 8%  | 0.97  | (0.76) |
| April 2010  |   | 1          | 4 | 25%  | 0.433 | 518 | 6477 | 8%  | 1.25  | (0.65) |
| MR-7A Repair Repeat Report Rate PBX Parity          |   | March 2011 | 0 | 0    | 0%    | 0   | 0    | 0   | 0%    | 0.00   |
|   | February 2011   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010   | 1          | 2 | 50%  | 0.5   | 0   | 9    | 0%  | 0.00  | (0.45) |
|   | June 2010   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010  | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | MR-7A Repair Repeat Report Rate Residence Parity      | March 2011 | 0 | 0    | 0%    | 0   | 0    | 0   | 0%    | 0.00   |
| February 2011                                       |   | 0          | 2 | 0%   | 0     | 666 | 6746 | 10% | -0.47 | (1.28) |
| January 2011  |   | 0          | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| December 2010                                       |   | 0          | 1 | 0%   | 0     | 754 | 7129 | 11% | -0.34 | (1.21) |



|   |                |   |    |     |        |     |      |     |       |        |
|---|----------------|---|----|-----|--------|-----|------|-----|-------|--------|
|   | November 2010  | 0 | 2  | 0%  | 0      | 532 | 5557 | 10% | -0.46 | (1.28) |
|   | October 2010   | 0 | 2  | 0%  | 0      | 520 | 5641 | 9%  | -0.45 | (1.27) |
|   | September 2010 | 0 | 1  | 0%  | 0      | 437 | 5026 | 9%  | -0.31 | (1.19) |
|   | August 2010    | 0 | 1  | 0%  | 0      | 537 | 5414 | 10% | -0.33 | (1.20) |
|   | July 2010      | 1 | 2  | 50% | 0.5    | 556 | 5748 | 10% | 1.93  | (0.45) |
|   | June 2010      | 0 | 4  | 0%  | 0      | 532 | 5710 | 9%  | -0.64 | (1.39) |
|   | May 2010       | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 1  | 0%  | 0      | 440 | 5457 | 8%  | -0.30 | (1.18) |
| MR-7A Repair Repeat Report Rate UNE - P (POTS) Parity     | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 2 | 25 | 8%  | 0.2713 | 855 | 8092 | 11% | -0.42 | (1.25) |
|   | November 2010  | 1 | 23 | 4%  | 0.2039 | 607 | 6435 | 9%  | -0.83 | (1.51) |
|   | October 2010   | 3 | 29 | 10% | 0.3045 | 590 | 6598 | 9%  | 0.26  | (0.98) |
|   | September 2010 | 2 | 18 | 11% | 0.3143 | 524 | 5883 | 9%  | 0.33  | (0.98) |
|   | August 2010    | 3 | 30 | 10% | 0.3    | 604 | 6325 | 10% | 0.08  | (1.09) |
|   | July 2010      | 2 | 17 | 12% | 0.3222 | 641 | 6753 | 9%  | 0.32  | (0.98) |
|   | June 2010      | 1 | 18 | 6%  | 0.2291 | 606 | 6587 | 9%  | -0.53 | (1.32) |
|   | May 2010       | 1 | 14 | 7%  | 0.2575 | 479 | 5897 | 8%  | -0.13 | (1.08) |
|   | April 2010     | 3 | 23 | 13% | 0.3368 | 518 | 6477 | 8%  | 0.89  | (0.64) |
| MR-7A Repair Repeat Report Rate UNE P (Centrex 21) Parity | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 1  | 0%  | 0      | 1   | 16   | 6%  | -0.25 | (1.15) |
|   | November 2010  | 1 | 2  | 50% | 0.5    | 4   | 13   | 31% | 0.55  | (1.11) |
|   | October 2010   | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate UNE P (Centrex) Parity    | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 1  | 0%  | 0      | 1   | 33   | 3%  | -0.17 | (1.11) |
|   | November 2010  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 2  | 0%  | 0      | 4   | 30   | 13% | -0.54 | (1.33) |
|   | September 2010 | 0 | 1  | 0%  | 0      | 3   | 32   | 9%  | -0.32 | (1.19) |
|   | August 2010    | 0 | 1  | 0%  | 0      | 2   | 34   | 6%  | -0.25 | (1.15) |
|   | July 2010      | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 3  | 0%  | 0      | 2   | 27   | 7%  | -0.46 | (1.28) |
|   | May 2010       | 0 | 1  | 0%  | 0      | 1   | 24   | 4%  | -0.20 | (1.12) |
|   | April 2010     | 0 | 1  | 0%  | 0      | 4   | 34   | 12% | -0.36 | (1.22) |
| MR-7B Repair Repeat Report Rate Business Parity           | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 1  | 0%  | 0      | 26  | 255  | 10% | -0.34 | (1.20) |
|   | January 2011   | 0 | 3  | 0%  | 0      | 19  | 290  | 7%  | -0.46 | (1.28) |
|   | December 2010  | 0 | 2  | 0%  | 0      | 21  | 238  | 9%  | -0.44 | (1.27) |
|   | November 2010  | 0 | 1  | 0%  | 0      | 20  | 232  | 9%  | -0.31 | (1.19) |
|   | October 2010   | 0 | 1  | 0%  | 0      | 23  | 230  | 10% | -0.33 | (1.20) |
|   | September 2010 | 0 | 1  | 0%  | 0      | 20  | 233  | 9%  | -0.31 | (1.19) |
|   | August 2010    | 0 | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 2  | 0%  | 0      | 23  | 272  | 8%  | -0.43 | (1.26) |

|  |                |   |   |     |        |     |      |     |       |        |
|--|----------------|---|---|-----|--------|-----|------|-----|-------|--------|
|  | June 2010      | 0 | 3 | 0%  | 0      | 13  | 221  | 6%  | -0.43 | (1.26) |
|  | May 2010       | 0 | 1 | 0%  | 0      | 16  | 231  | 7%  | -0.27 | (1.17) |
|  | April 2010     | 0 | 6 | 0%  | 0      | 27  | 256  | 11% | -0.83 | (1.51) |
| MR-7B Repair Repeat Report Rate Centrex 21 Parity      | March 2011     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 1 | 0%  | 0      | 1   | 4    | 25% | -0.52 | (1.31) |
|  | January 2011   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7B Repair Repeat Report Rate PBX Parity             | March 2011     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 2 | 0%  | 0      | 0   | 3    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 1 | 0%  | 0      | 0   | 4    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 1 | 0%  | 0      | 1   | 5    | 20% | -0.46 | (1.28) |
|  | July 2010      | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7B Repair Repeat Report Rate Residence Parity       | March 2011     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0 | 1 | 0%  | 0      | 197 | 1835 | 11% | -0.35 | (1.21) |
|  | June 2010      | 0 | 1 | 0%  | 0      | 183 | 1691 | 11% | -0.35 | (1.21) |
|  | May 2010       | 0 | 2 | 0%  | 0      | 180 | 1633 | 11% | -0.50 | (1.30) |
|  | April 2010     | 0 | 2 | 0%  | 0      | 141 | 1637 | 9%  | -0.43 | (1.26) |
| MR-7B Repair Repeat Report Rate UNE - P (POTS) Parity  | March 2011     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 4 | 0%  | 0      | 212 | 1992 | 11% | -0.69 | (1.42) |
|  | November 2010  | 1 | 4 | 25% | 0.433  | 172 | 1676 | 10% | 0.97  | (0.77) |
|  | October 2010   | 1 | 5 | 20% | 0.4    | 203 | 1886 | 11% | 0.67  | (0.90) |
|  | September 2010 | 0 | 3 | 0%  | 0      | 183 | 1910 | 10% | -0.56 | (1.34) |
|  | August 2010    | 1 | 9 | 11% | 0.3143 | 190 | 1744 | 11% | 0.02  | (1.23) |
|  | July 2010      | 0 | 5 | 0%  | 0      | 220 | 2107 | 10% | -0.76 | (1.46) |
|  | June 2010      | 0 | 3 | 0%  | 0      | 196 | 1912 | 10% | -0.58 | (1.36) |
|  | May 2010       | 0 | 4 | 0%  | 0      | 196 | 1864 | 11% | -0.68 | (1.42) |
|  | April 2010     | 0 | 5 | 0%  | 0      | 168 | 1893 | 9%  | -0.70 | (1.42) |
| MR-7B Repair Repeat Report Rate UNE P (Centrex) Parity | March 2011     | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |

|  |                |   |   |      |   |    |     |     |       |        |
|--|----------------|---|---|------|---|----|-----|-----|-------|--------|
|  | January 2011   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 1 | 0%   | 0 | 0  | 4   | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | March 2011     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Basic Rate ISDN Parity | February 2011  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 1 | 0%   | 0 | 1  | 8   | 13% | -0.36 | (1.22) |
|  | August 2010    | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Business Parity        | March 2011     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 2 | 0%   | 0 | 15 | 164 | 9%  | -0.45 | (1.27) |
|  | January 2011   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | October 2010   | 1 | 1 | 100% | 0 | 19 | 152 | 13% | 2.64  | (0.32) |
|  | September 2010 | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 1 | 0%   | 0 | 13 | 153 | 9%  | -0.30 | (1.18) |
|  | July 2010      | 0 | 1 | 0%   | 0 | 23 | 208 | 11% | -0.35 | (1.21) |
|  | June 2010      | 1 | 1 | 100% | 0 | 9  | 122 | 7%  | 3.53  | (0.15) |
|  | May 2010       | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 3 | 0%   | 0 | 20 | 201 | 10% | -0.57 | (1.35) |
| MR-7C Repair Repeat Report Rate Centrex Parity         | March 2011     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 1 | 0%   | 0 | 2  | 7   | 29% | -0.59 | (1.36) |
|  | November 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Centrex 21 Parity      | March 2011     | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0 | 1 | 0%   | 0 | 1  | 4   | 25% | -0.52 | (1.31) |
|  | October 2010   | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0 | 0 | 0%   | 0 | 0  | 0   | 0%  | 0.00  | 0.00   |

|   |                |   |   |      |     |     |     |     |       |        |
|---|----------------|---|---|------|-----|-----|-----|-----|-------|--------|
|   | August 2010    | 0 | 1 | 0%   | 0   | 1   | 3   | 33% | -0.61 | (1.37) |
|   | July 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Line Sharing Parity   | March 2011     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 1 | 1 | 100% | 0   | 136 | 911 | 15% | 2.39  | (0.37) |
|   | September 2010 | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 1 | 2 | 50%  | 0.5 | 155 | 976 | 16% | 1.32  | (0.67) |
|   | May 2010       | 0 | 1 | 0%   | 0   | 114 | 977 | 12% | -0.36 | (1.22) |
|   | April 2010     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Line Splitting Parity | March 2011     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 1 | 0%   | 0   | 114 | 977 | 12% | -0.36 | (1.22) |
|   | April 2010     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate PBX Parity            | March 2011     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 1 | 2 | 50%  | 0.5 | 0   | 5   | 0%  | 0.00  | (0.66) |
|   | October 2010   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Residence Parity      | March 2011     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 1 | 0%   | 0   | 117 | 785 | 15% | -0.42 | (1.25) |
|   | November 2010  | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 1 | 0%   | 0   | 117 | 759 | 15% | -0.43 | (1.26) |
|   | September 2010 | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 1 | 0%   | 0   | 140 | 825 | 17% | -0.45 | (1.27) |
|   | July 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |

|   |   |               |   |     |        |     |      |     |       |        |
|---|---|---------------|---|-----|--------|-----|------|-----|-------|--------|
| MR-7C Repair Repeat Report Rate UNE - P (POTS) Parity   | March 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0             | 4 | 0%  | 0      | 129 | 938  | 14% | -0.80 | (1.48) |
|   | November 2010   | 3             | 9 | 33% | 0.4714 | 117 | 935  | 13% | 1.88  | (0.20) |
|   | October 2010  | 1             | 4 | 25% | 0.433  | 136 | 911  | 15% | 0.56  | (0.97) |
|   | September 2010  | 0             | 8 | 0%  | 0      | 127 | 955  | 13% | -1.10 | (1.67) |
|   | August 2010   | 2             | 7 | 29% | 0.4518 | 153 | 978  | 16% | 0.94  | (0.69) |
|   | July 2010   | 1             | 8 | 13% | 0.3307 | 174 | 1148 | 15% | -0.21 | (1.13) |
|   | June 2010   | 0             | 7 | 0%  | 0      | 155 | 976  | 16% | -1.15 | (1.70) |
|   | May 2010  | 1             | 9 | 11% | 0.3143 | 114 | 977  | 12% | -0.05 | (1.03) |
|   | April 2010  | 1             | 5 | 20% | 0.4    | 136 | 1039 | 13% | 0.46  | (1.01) |
|   | March 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | MR-7C Repair Repeat Report Rate UNE P (Centrex 21) Parity | February 2011 | 0 | 0   | 0%     | 0   | 0    | 0   | 0%    | 0.00   |
| January 2011  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| December 2010   |   | 0             | 1 | 0%  | 0      | 0   | 3    | 0%  | 0.00  | 0.00   |
| November 2010   |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| October 2010  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| September 2010  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| August 2010   |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| July 2010   |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| June 2010   |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| May 2010  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| April 2010  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| March 2011  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| February 2011   |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| January 2011  |   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate UNE P (Centrex) Parity  | December 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010  | 0             | 1 | 0%  | 0      | 0   | 3    | 0%  | 0.00  | 0.00   |
|   | March 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate Dark Fiber - IOF Parity | October 2010  | 0             | 1 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | March 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | September 2010  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate DS0 Parity              | March 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011  | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010   | 0             | 0 | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |

|  |                |    |    |     |        |    |    |     |       |        |
|--|----------------|----|----|-----|--------|----|----|-----|-------|--------|
|  | October 2010   | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0  | 2  | 0%  | 0      | 7  | 76 | 9%  | -0.44 | (1.27) |
|  | May 2010       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate DS1 Parity                                       | March 2011     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0  | 1  | 0%  | 0      | 13 | 71 | 18% | -0.47 | (1.29) |
|  | December 2010  | 1  | 2  | 50% | 0.5    | 12 | 83 | 14% | 1.41  | (0.65) |
|  | November 2010  | 1  | 2  | 50% | 0.5    | 9  | 56 | 16% | 1.28  | (0.71) |
|  | October 2010   | 0  | 1  | 0%  | 0      | 15 | 88 | 17% | -0.45 | (1.27) |
|  | September 2010 | 0  | 1  | 0%  | 0      | 10 | 69 | 14% | -0.41 | (1.25) |
|  | August 2010    | 0  | 1  | 0%  | 0      | 7  | 47 | 15% | -0.41 | (1.25) |
|  | July 2010      | 0  | 2  | 0%  | 0      | 2  | 50 | 4%  | -0.28 | (1.17) |
|  | June 2010      | 0  | 1  | 0%  | 0      | 5  | 65 | 8%  | -0.29 | (1.17) |
|  | May 2010       | 1  | 2  | 50% | 0.5    | 6  | 61 | 10% | 1.88  | (0.51) |
|  | April 2010     | 0  | 1  | 0%  | 0      | 4  | 60 | 7%  | -0.27 | (1.16) |
| MR-7D Repair Repeat Report Rate E911 Parity                                      | March 2011     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0  | 1  | 0%  | 0      | 1  | 7  | 14% | -0.38 | (1.23) |
|  | October 2010   | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0  | 1  | 0%  | 0      | 1  | 4  | 25% | -0.52 | (1.31) |
|  | June 2010      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0  | 2  | 0%  | 0      | 0  | 2  | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic | March 2011     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 1  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity     | March 2011     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | February 2011  | 14 | 47 | 30% | 0.4573 | 10 | 72 | 14% | 2.45  | 0.13   |
|  | January 2011   | 8  | 52 | 15% | 0.3608 | 13 | 71 | 18% | -0.41 | (1.25) |
|  | December 2010  | 3  | 44 | 7%  | 0.2521 | 12 | 83 | 14% | -1.16 | (1.71) |
|  | November 2010  | 9  | 44 | 20% | 0.4034 | 9  | 56 | 16% | 0.59  | (0.81) |
|  | October 2010   | 7  | 48 | 15% | 0.3529 | 15 | 88 | 17% | -0.36 | (1.22) |
|  | September 2010 | 4  | 42 | 10% | 0.2935 | 10 | 69 | 14% | -0.72 | (1.44) |
|  | August 2010    | 4  | 34 | 12% | 0.3222 | 7  | 47 | 15% | -0.39 | (1.24) |
|  | July 2010      | 4  | 48 | 8%  | 0.2764 | 2  | 50 | 4%  | 1.09  | (0.71) |
|  | June 2010      | 8  | 32 | 25% | 0.433  | 5  | 65 | 8%  | 3.01  | 0.21   |

|   |                |   |    |      |        |    |    |     |       |        |
|---|----------------|---|----|------|--------|----|----|-----|-------|--------|
|   | May 2010       | 6 | 34 | 18%  | 0.3812 | 6  | 61 | 10% | 1.23  | (0.52) |
|   | April 2010     | 5 | 39 | 13%  | 0.3343 | 4  | 60 | 7%  | 1.20  | (0.58) |
| MR-7D Repair Repeat Report Rate           | March 2011     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Enhanced Extended Loops - DS3 Capable     | February 2011  | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Diagnostic                                | January 2011   | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate LIS       | March 2011     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Trunk Parity                              | February 2011  | 1 | 2  | 50%  | 0.5    | 0  | 1  | 0%  | 0.00  | (1.26) |
|   | January 2011   | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | December 2010  | 1 | 4  | 25%  | 0.433  | 0  | 1  | 0%  | 0.00  | (1.51) |
|   | November 2010  | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 4  | 0%   | 0      | 0  | 1  | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 1  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 4  | 0%   | 0      | 0  | 2  | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 1  | 0%   | 0      | 0  | 3  | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 1  | 0%   | 0      | 0  | 3  | 0%  | 0.00  | 0.00   |
|   | April 2010     | 0 | 3  | 0%   | 0      | 0  | 1  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate UDIT      | March 2011     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Above DS1 Level Parity                    | February 2011  | 0 | 4  | 0%   | 0      | 0  | 1  | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 1  | 0%   | 0      | 0  | 2  | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 1  | 0%   | 0      | 0  | 1  | 0%  | 0.00  | 0.00   |
|   | September 2010 | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | August 2010    | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2010      | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | June 2010      | 0 | 1  | 0%   | 0      | 0  | 2  | 0%  | 0.00  | 0.00   |
|   | May 2010       | 0 | 1  | 0%   | 0      | 0  | 1  | 0%  | 0.00  | 0.00   |
|   | April 2010     | 2 | 2  | 100% | 0      | 0  | 5  | 0%  | 0.00  | 0.01   |
| MR-7D Repair Repeat Report Rate           | March 2011     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - 2 Wire Non-Loaded Parity | February 2011  | 2 | 44 | 5%   | 0.2083 | 1  | 9  | 11% | -0.57 | (1.35) |
|   | January 2011   | 0 | 46 | 0%   | 0      | 0  | 5  | 0%  | 0.00  | 0.00   |
|   | December 2010  | 1 | 51 | 2%   | 0.1386 | 0  | 9  | 0%  | 0.00  | (1.63) |
|   | November 2010  | 4 | 43 | 9%   | 0.2905 | 0  | 10 | 0%  | 0.00  | (0.88) |
|   | October 2010   | 0 | 37 | 0%   | 0      | 1  | 14 | 7%  | -0.88 | (1.54) |
|   | September 2010 | 3 | 38 | 8%   | 0.2697 | 1  | 13 | 8%  | 0.02  | (1.38) |
|   | August 2010    | 1 | 36 | 3%   | 0.1643 | 0  | 9  | 0%  | 0.00  | (1.51) |
|   | July 2010      | 4 | 46 | 9%   | 0.2818 | 0  | 6  | 0%  | 0.00  | (1.16) |
|   | June 2010      | 2 | 42 | 5%   | 0.213  | 2  | 10 | 20% | -1.08 | (1.66) |
|   | May 2010       | 2 | 60 | 3%   | 0.1795 | 0  | 11 | 0%  | 0.00  | (1.34) |
|   | April 2010     | 3 | 51 | 6%   | 0.2353 | 0  | 4  | 0%  | 0.00  | (1.50) |
| MR-7D Repair Repeat Report Rate           | March 2011     | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - 4 Wire Non-Loaded Parity | February 2011  | 0 | 1  | 0%   | 0      | 10 | 72 | 14% | -0.40 | (1.24) |
|   | January 2011   | 0 | 0  | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |

|  |                |    |     |     |        |      |       |     |       |        |
|--|----------------|----|-----|-----|--------|------|-------|-----|-------|--------|
|  | December 2010  | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 1   | 0%  | 0      | 7    | 47    | 15% | -0.41 | (1.25) |
|  | July 2010      | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate        | March 2011     | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity | February 2011  | 0  | 19  | 0%  | 0      | 1    | 9     | 11% | -0.87 | (1.53) |
|  | January 2011   | 1  | 23  | 4%  | 0.2039 | 0    | 5     | 0%  | 0.00  | (1.56) |
|  | December 2010  | 0  | 11  | 0%  | 0      | 0    | 9     | 0%  | 0.00  | 0.00   |
|  | November 2010  | 1  | 26  | 4%  | 0.1923 | 0    | 10    | 0%  | 0.00  | (1.36) |
|  | October 2010   | 1  | 18  | 6%  | 0.2291 | 1    | 14    | 7%  | -0.17 | (1.11) |
|  | September 2010 | 1  | 26  | 4%  | 0.1923 | 1    | 13    | 8%  | -0.42 | (1.26) |
|  | August 2010    | 1  | 18  | 6%  | 0.2291 | 0    | 9     | 0%  | 0.00  | (1.26) |
|  | July 2010      | 0  | 12  | 0%  | 0      | 0    | 6     | 0%  | 0.00  | 0.00   |
|  | June 2010      | 0  | 19  | 0%  | 0      | 2    | 10    | 20% | -1.28 | (1.78) |
|  | May 2010       | 0  | 16  | 0%  | 0      | 0    | 11    | 0%  | 0.00  | 0.00   |
|  | April 2010     | 0  | 14  | 0%  | 0      | 0    | 4     | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate        | March 2011     | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity    | February 2011  | 6  | 79  | 8%  | 0.2649 | 10   | 72    | 14% | -1.12 | (1.68) |
|  | January 2011   | 15 | 87  | 17% | 0.3777 | 13   | 71    | 18% | -0.17 | (1.11) |
|  | December 2010  | 6  | 75  | 8%  | 0.2713 | 12   | 83    | 14% | -1.15 | (1.70) |
|  | November 2010  | 8  | 88  | 9%  | 0.2875 | 9    | 56    | 16% | -1.11 | (1.68) |
|  | October 2010   | 17 | 93  | 18% | 0.3865 | 15   | 88    | 17% | 0.22  | (0.99) |
|  | September 2010 | 9  | 72  | 13% | 0.3307 | 10   | 69    | 14% | -0.34 | (1.20) |
|  | August 2010    | 11 | 74  | 15% | 0.3557 | 7    | 47    | 15% | 0.00  | (1.00) |
|  | July 2010      | 5  | 73  | 7%  | 0.2526 | 2    | 50    | 4%  | 0.79  | (0.85) |
|  | June 2010      | 7  | 72  | 10% | 0.2963 | 5    | 65    | 8%  | 0.45  | (0.93) |
|  | May 2010       | 8  | 63  | 13% | 0.333  | 6    | 61    | 10% | 0.54  | (0.87) |
|  | April 2010     | 8  | 70  | 11% | 0.3182 | 4    | 60    | 7%  | 1.09  | (0.62) |
| MR-7D Repair Repeat Report Rate        | March 2011     | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop - XDSLi Parity          | February 2011  | 0  | 1   | 0%  | 0      | 10   | 72    | 14% | -0.40 | (1.24) |
|  | January 2011   | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | December 2010  | 0  | 1   | 0%  | 0      | 12   | 83    | 14% | -0.41 | (1.25) |
|  | November 2010  | 0  | 2   | 0%  | 0      | 9    | 56    | 16% | -0.61 | (1.37) |
|  | October 2010   | 0  | 2   | 0%  | 0      | 15   | 88    | 17% | -0.63 | (1.39) |
|  | September 2010 | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | August 2010    | 0  | 1   | 0%  | 0      | 7    | 47    | 15% | -0.41 | (1.25) |
|  | July 2010      | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | June 2010      | 1  | 3   | 33% | 0.4714 | 5    | 65    | 8%  | 1.63  | (0.58) |
|  | May 2010       | 0  | 1   | 0%  | 0      | 6    | 61    | 10% | -0.33 | (1.20) |
|  | April 2010     | 1  | 2   | 50% | 0.5    | 4    | 60    | 7%  | 2.42  | (0.39) |
| MR-7D Repair Repeat Report Rate        | March 2011     | 0  | 0   | 0%  | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop Analog Parity           | February 2011  | 5  | 170 | 3%  | 0.169  | 860  | 8523  | 10% | -3.06 | (2.86) |
|  | January 2011   | 20 | 227 | 9%  | 0.2834 | 1084 | 10086 | 11% | -0.93 | (1.57) |
|  | December 2010  | 8  | 132 | 6%  | 0.2386 | 959  | 8882  | 11% | -1.74 | (2.06) |
|  | November 2010  | 5  | 151 | 3%  | 0.1789 | 699  | 7210  | 10% | -2.62 | (2.60) |
|  | October 2010   | 11 | 154 | 7%  | 0.2575 | 708  | 7374  | 10% | -1.02 | (1.62) |
|  | September 2010 | 8  | 149 | 5%  | 0.2254 | 633  | 6696  | 9%  | -1.69 | (2.02) |
|  | August 2010    | 7  | 145 | 5%  | 0.2143 | 732  | 7159  | 10% | -2.12 | (2.29) |



|                                      |                |    |     |     |        |     |      |     |       |        |
|--------------------------------------|----------------|----|-----|-----|--------|-----|------|-----|-------|--------|
|                                      | July 2010      | 7  | 168 | 4%  | 0.1998 | 785 | 7638 | 10% | -2.58 | (2.57) |
|                                      | June 2010      | 5  | 137 | 4%  | 0.1875 | 734 | 7404 | 10% | -2.43 | (2.48) |
|                                      | May 2010       | 12 | 162 | 7%  | 0.2619 | 575 | 6725 | 9%  | -0.51 | (1.31) |
|                                      | April 2010     | 9  | 172 | 5%  | 0.2227 | 636 | 7356 | 9%  | -1.57 | (1.96) |
| MR-7D Repair Repeat Report Rate      | March 2011     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| Unbundled Loop ISDN Capable Parity   | February 2011  | 0  | 3   | 0%  | 0      | 1   | 9    | 11% | -0.53 | (1.32) |
|                                      | January 2011   | 0  | 5   | 0%  | 0      | 0   | 5    | 0%  | 0.00  | 0.00   |
|                                      | December 2010  | 0  | 2   | 0%  | 0      | 0   | 9    | 0%  | 0.00  | 0.00   |
|                                      | November 2010  | 0  | 1   | 0%  | 0      | 0   | 10   | 0%  | 0.00  | 0.00   |
|                                      | October 2010   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | September 2010 | 0  | 5   | 0%  | 0      | 1   | 13   | 8%  | -0.55 | (1.33) |
|                                      | August 2010    | 1  | 2   | 50% | 0.5    | 0   | 9    | 0%  | 0.00  | (0.45) |
|                                      | July 2010      | 0  | 1   | 0%  | 0      | 0   | 6    | 0%  | 0.00  | 0.00   |
|                                      | June 2010      | 0  | 1   | 0%  | 0      | 2   | 10   | 20% | -0.48 | (1.29) |
|                                      | May 2010       | 0  | 4   | 0%  | 0      | 0   | 11   | 0%  | 0.00  | 0.00   |
|                                      | April 2010     | 0  | 3   | 0%  | 0      | 0   | 4    | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate DS0  | March 2011     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| Parity                               | February 2011  | 0  | 1   | 0%  | 0      | 7   | 39   | 18% | -0.46 | (1.28) |
|                                      | January 2011   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | December 2010  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | November 2010  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | October 2010   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | September 2010 | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | August 2010    | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | July 2010      | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | June 2010      | 0  | 1   | 0%  | 0      | 11  | 71   | 15% | -0.43 | (1.26) |
|                                      | May 2010       | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | April 2010     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate DS1  | March 2011     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| Parity                               | February 2011  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | January 2011   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | December 2010  | 0  | 1   | 0%  | 0      | 14  | 111  | 13% | -0.38 | (1.23) |
|                                      | November 2010  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | October 2010   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | September 2010 | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | August 2010    | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | July 2010      | 0  | 1   | 0%  | 0      | 10  | 80   | 13% | -0.38 | (1.23) |
|                                      | June 2010      | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | May 2010       | 1  | 2   | 50% | 0.5    | 6   | 56   | 11% | 1.77  | (0.55) |
|                                      | April 2010     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate E911 | March 2011     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| Parity                               | February 2011  | 0  | 1   | 0%  | 0      | 0   | 1    | 0%  | 0.00  | 0.00   |
|                                      | January 2011   | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | December 2010  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | November 2010  | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | October 2010   | 0  | 1   | 0%  | 0      | 0   | 2    | 0%  | 0.00  | 0.00   |
|                                      | September 2010 | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | August 2010    | 0  | 2   | 0%  | 0      | 0   | 2    | 0%  | 0.00  | 0.00   |
|                                      | July 2010      | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | June 2010      | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|                                      | May 2010       | 0  | 3   | 0%  | 0      | 0   | 2    | 0%  | 0.00  | 0.00   |
|                                      | April 2010     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate      | March 2011     | 0  | 0   | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |

|   |  |               |    |     |        |    |     |     |       |        |      |
|---|--|---------------|----|-----|--------|----|-----|-----|-------|--------|------|
| Enhanced Extended Loops - DS1 Capable Parity                              | February 2011                                    | 1             | 13 | 8%  | 0.2665 | 8  | 73  | 11% | -0.35 | (1.21) |      |
|   | January 2011                                     | 2             | 11 | 18% | 0.3857 | 4  | 78  | 5%  | 1.84  | (0.39) |      |
|   | December 2010                                    | 3             | 21 | 14% | 0.3499 | 14 | 111 | 13% | 0.21  | (1.05) |      |
|   | November 2010                                    | 6             | 21 | 29% | 0.4518 | 9  | 58  | 16% | 1.42  | (0.40) |      |
|   | October 2010                                     | 6             | 25 | 24% | 0.4271 | 11 | 68  | 16% | 0.91  | (0.65) |      |
|   | September 2010                                   | 2             | 10 | 20% | 0.4    | 2  | 61  | 3%  | 2.75  | (0.19) |      |
|   | August 2010                                      | 2             | 8  | 25% | 0.433  | 5  | 50  | 10% | 1.31  | (0.58) |      |
|   | July 2010  | 3             | 21 | 14% | 0.3499 | 10 | 80  | 13% | 0.22  | (1.06) |      |
|   | June 2010  | 1             | 9  | 11% | 0.3143 | 9  | 64  | 14% | -0.24 | (1.14) |      |
|   | May 2010   | 0             | 8  | 0%  | 0      | 6  | 56  | 11% | -0.92 | (1.56) |      |
|   | April 2010                                       | 1             | 16 | 6%  | 0.2421 | 9  | 61  | 15% | -0.85 | (1.52) |      |
|   | MR-7E Repair Repeat Report Rate LIS Trunk Parity | March 2011    | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   |  | February 2011 | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   |  | January 2011  | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
| December 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| November 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| October 2010  |  | 0             | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| September 2010  |  | 0             | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |      |
| August 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| July 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| June 2010   |  | 0             | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |      |
| May 2010  |  | 0             | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| April 2010  |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| MR-7E Repair Repeat Report Rate UDIT Above DS1 Level Parity               |  | March 2011    | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   |  | February 2011 | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   | January 2011                                     | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | December 2010                                    | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | November 2010                                    | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | October 2010                                     | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | September 2010                                   | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | August 2010                                      | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | July 2010  | 0             | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |      |
|   | June 2010  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | May 2010   | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | April 2010                                       | 0             | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
|   | MR-7E Repair Repeat Report Rate UDIT DS1 Parity  | March 2011    | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   |  | February 2011 | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
| January 2011  |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| December 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| November 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| October 2010  |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| September 2010  |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| August 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| July 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| June 2010   |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| May 2010  |  | 0             | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |      |
| April 2010  |  | 0             | 1  | 0%  | 0      | 9  | 61  | 15% | -0.41 | (1.25) |      |
| MR-7E Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded Parity |  | March 2011    | 0  | 0   | 0%     | 0  | 0   | 0   | 0%    | 0.00   | 0.00 |
|   |  | February 2011 | 0  | 5   | 0%     | 0  | 0   | 1   | 0%    | 0.00   | 0.00 |
|   | January 2011                                     | 0             | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |      |
|   | December 2010                                    | 0             | 6  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |      |
|   | November 2010                                    | 1             | 4  | 25% | 0.433  | 0  | 1   | 0%  | 0.00  | (1.51) |      |
|   | October 2010                                     | 0             | 1  | 0%  | 0      | 1  | 2   | 50% | -0.82 | (1.50) |      |

|  |                |   |    |     |        |     |      |      |       |        |
|--|----------------|---|----|-----|--------|-----|------|------|-------|--------|
|  | September 2010 | 0 | 5  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0 | 4  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0 | 1  | 0%  | 0      | 1   | 3    | 33%  | -0.61 | (1.37) |
|  | May 2010       | 0 | 3  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0 | 4  | 0%  | 0      | 1   | 1    | 100% | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate        | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity | February 2011  | 0 | 1  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0 | 2  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0 | 5  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0 | 2  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0 | 7  | 0%  | 0      | 1   | 2    | 50%  | -1.25 | (1.76) |
|  | September 2010 | 0 | 2  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0 | 3  | 0%  | 0      | 0   | 3    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0 | 2  | 0%  | 0      | 1   | 3    | 33%  | -0.77 | (1.47) |
|  | May 2010       | 0 | 4  | 0%  | 0      | 0   | 1    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0 | 1  | 0%  | 0      | 1   | 1    | 100% | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate        | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity    | February 2011  | 2 | 13 | 15% | 0.3608 | 8   | 73   | 11%  | 0.47  | (0.95) |
|  | January 2011   | 0 | 10 | 0%  | 0      | 4   | 78   | 5%   | -0.69 | (1.42) |
|  | December 2010  | 2 | 17 | 12% | 0.3222 | 14  | 111  | 13%  | -0.10 | (1.06) |
|  | November 2010  | 4 | 14 | 29% | 0.4518 | 9   | 58   | 16%  | 1.21  | (0.53) |
|  | October 2010   | 0 | 12 | 0%  | 0      | 11  | 68   | 16%  | -1.40 | (1.85) |
|  | September 2010 | 6 | 17 | 35% | 0.4779 | 2   | 61   | 3%   | 6.56  | 0.88   |
|  | August 2010    | 1 | 17 | 6%  | 0.2353 | 5   | 50   | 10%  | -0.49 | (1.30) |
|  | July 2010      | 3 | 15 | 20% | 0.4    | 10  | 80   | 13%  | 0.81  | (0.74) |
|  | June 2010      | 0 | 14 | 0%  | 0      | 9   | 64   | 14%  | -1.37 | (1.83) |
|  | May 2010       | 2 | 15 | 13% | 0.3399 | 6   | 56   | 11%  | 0.29  | (1.06) |
|  | April 2010     | 1 | 16 | 6%  | 0.2421 | 9   | 61   | 15%  | -0.85 | (1.52) |
| MR-7E Repair Repeat Report Rate        | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
| Unbundled Loop - XDSLi Parity          | February 2011  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0 | 1  | 0%  | 0      | 4   | 78   | 5%   | -0.23 | (1.14) |
|  | December 2010  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 1 | 2  | 50% | 0.5    | 5   | 50   | 10%  | 1.85  | (0.53) |
|  | July 2010      | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0 | 1  | 0%  | 0      | 9   | 64   | 14%  | -0.40 | (1.24) |
|  | May 2010       | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate        | March 2011     | 0 | 0  | 0%  | 0      | 0   | 0    | 0%   | 0.00  | 0.00   |
| Unbundled Loop Analog Parity           | February 2011  | 2 | 25 | 8%  | 0.2713 | 235 | 2241 | 10%  | -0.40 | (1.25) |
|  | January 2011   | 3 | 40 | 8%  | 0.2634 | 271 | 2544 | 11%  | -0.64 | (1.39) |
|  | December 2010  | 3 | 33 | 9%  | 0.2875 | 237 | 2140 | 11%  | -0.36 | (1.22) |
|  | November 2010  | 2 | 20 | 10% | 0.3    | 197 | 1836 | 11%  | -0.10 | (1.06) |
|  | October 2010   | 0 | 19 | 0%  | 0      | 221 | 2021 | 11%  | -1.52 | (1.92) |
|  | September 2010 | 0 | 18 | 0%  | 0      | 201 | 2052 | 10%  | -1.39 | (1.85) |
|  | August 2010    | 0 | 26 | 0%  | 0      | 215 | 1888 | 11%  | -1.82 | (2.10) |
|  | July 2010      | 0 | 15 | 0%  | 0      | 250 | 2370 | 11%  | -1.33 | (1.81) |
|  | June 2010      | 2 | 19 | 11% | 0.3069 | 223 | 2071 | 11%  | -0.03 | (1.02) |
|  | May 2010       | 2 | 18 | 11% | 0.3143 | 214 | 2013 | 11%  | 0.07  | (1.13) |

|  |  |               |      |      |        |        |        |        |       |        |        |
|--|--|---------------|------|------|--------|--------|--------|--------|-------|--------|--------|
| MR-7E Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity | April 2010                               | 3             | 19   | 16%  | 0.3646 | 186    | 2053   | 9%     | 1.02  | (0.58) |        |
|  | March 2011                               | 0             | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |        |
|  | February 2011                            | 0             | 1    | 0%   | 0      | 0      | 1      | 0%     | 0.00  | 0.00   |        |
|  | January 2011                             | 1             | 2    | 50%  | 0.5    | 0      | 1      | 0%     | 0.00  | (1.26) |        |
|  | December 2010                            | 0             | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |        |
|  | November 2010                            | 0             | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |        |
|  | October 2010                             | 0             | 2    | 0%   | 0      | 1      | 2      | 50%    | -1.00 | (1.61) |        |
|  | September 2010                           | 1             | 1    | 100% | 0      | 0      | 1      | 0%     | 0.00  | (1.00) |        |
|  | August 2010                              | 0             | 1    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |        |
|  | July 2010                                | 0             | 1    | 0%   | 0      | 0      | 3      | 0%     | 0.00  | 0.00   |        |
|  | June 2010                                | 0             | 3    | 0%   | 0      | 1      | 3      | 33%    | -0.87 | (1.53) |        |
|  | May 2010                                 | 2             | 2    | 100% | 0      | 0      | 1      | 0%     | 0.00  | (0.74) |        |
|  | April 2010                               | 1             | 2    | 50%  | 0.5    | 1      | 1      | 100%   | 0.00  | 0.00   |        |
|  | MR-8 Trouble Rate Basic Rate ISDN Parity | March 2011    | 0    | 111  | 0%     | 0      | 6      | 3441   | 0%    | -0.43  | (1.26) |
| February 2011  |  | 0             | 110  | 0%   | 0      | 10     | 3456   | 0%     | -0.56 | (1.34) |        |
| January 2011   |  | 0             | 111  | 0%   | 0      | 6      | 3511   | 0%     | -0.43 | (1.26) |        |
| December 2010  |  | 0             | 111  | 0%   | 0      | 10     | 3541   | 0%     | -0.55 | (1.34) |        |
| November 2010  |  | 1             | 105  | 1%   | 0.0971 | 11     | 3598   | 0%     | 1.18  | (0.67) |        |
| October 2010   |  | 0             | 104  | 0%   | 0      | 16     | 3639   | 0%     | -0.67 | (1.41) |        |
| September 2010   |  | 1             | 105  | 1%   | 0.0971 | 14     | 3671   | 0%     | 0.94  | (0.76) |        |
| August 2010  |  | 0             | 110  | 0%   | 0      | 9      | 3711   | 0%     | -0.51 | (1.31) |        |
| July 2010  |  | 0             | 122  | 0%   | 0      | 9      | 3757   | 0%     | -0.53 | (1.32) |        |
| June 2010  |  | 1             | 122  | 1%   | 0.0902 | 13     | 3821   | 0%     | 0.90  | (0.78) |        |
| May 2010   |  | 0             | 126  | 0%   | 0      | 12     | 3913   | 0%     | -0.61 | (1.37) |        |
| April 2010   |  | 0             | 129  | 0%   | 0      | 5      | 3950   | 0%     | -0.40 | (1.24) |        |
| MR-8 Trouble Rate Business Parity                                  |  | March 2011    | 4    | 2078 | 0%     | 0.0438 | 1086   | 259877 | 0%    | -1.59  | (1.96) |
|  |  | February 2011 | 8    | 2065 | 0%     | 0.0621 | 1451   | 262152 | 1%    | -1.01  | (1.62) |
|  | January 2011                             | 9             | 2056 | 0%   | 0.066  | 1524   | 264707 | 1%     | -0.82 | (1.50) |        |
|  | December 2010                            | 5             | 2067 | 0%   | 0.0491 | 1354   | 267188 | 1%     | -1.69 | (2.03) |        |
|  | November 2010                            | 9             | 2079 | 0%   | 0.0657 | 1284   | 272707 | 0%     | -0.25 | (1.15) |        |
|  | October 2010                             | 13            | 2079 | 1%   | 0.0788 | 1339   | 274744 | 0%     | 0.90  | (0.45) |        |
|  | September 2010                           | 6             | 2108 | 0%   | 0.0533 | 1236   | 277305 | 0%     | -1.11 | (1.67) |        |
|  | August 2010                              | 7             | 2118 | 0%   | 0.0574 | 1311   | 280915 | 0%     | -0.92 | (1.56) |        |
|  | July 2010                                | 6             | 2140 | 0%   | 0.0529 | 1485   | 283330 | 1%     | -1.56 | (1.95) |        |
|  | June 2010                                | 8             | 2208 | 0%   | 0.0601 | 1220   | 285060 | 0%     | -0.47 | (1.29) |        |
|  | May 2010                                 | 7             | 2195 | 0%   | 0.0564 | 1328   | 287527 | 0%     | -0.98 | (1.60) |        |
|  | April 2010                               | 10            | 2216 | 0%   | 0.067  | 1477   | 289830 | 1%     | -0.38 | (1.23) |        |
|  | MR-8 Trouble Rate Centrex Parity         | March 2011    | 0    | 238  | 0%     | 0      | 37     | 36520  | 0%    | -0.49  | (1.30) |
|  |  | February 2011 | 0    | 238  | 0%     | 0      | 41     | 36687  | 0%    | -0.51  | (1.31) |
| January 2011   |  | 0             | 238  | 0%   | 0      | 54     | 36985  | 0%     | -0.59 | (1.36) |        |
| December 2010  |  | 1             | 241  | 0%   | 0.0643 | 45     | 37789  | 0%     | 1.33  | (0.60) |        |
| November 2010  |  | 0             | 245  | 0%   | 0      | 38     | 38440  | 0%     | -0.49 | (1.30) |        |
| October 2010   |  | 0             | 245  | 0%   | 0      | 40     | 39946  | 0%     | -0.49 | (1.30) |        |
| September 2010   |  | 0             | 245  | 0%   | 0      | 42     | 40374  | 0%     | -0.50 | (1.31) |        |
| August 2010  |  | 0             | 246  | 0%   | 0      | 49     | 40439  | 0%     | -0.54 | (1.33) |        |
| July 2010  |  | 1             | 248  | 0%   | 0.0634 | 54     | 40505  | 0%     | 1.16  | (0.66) |        |
| June 2010  |  | 0             | 249  | 0%   | 0      | 46     | 40845  | 0%     | -0.53 | (1.32) |        |
| May 2010   |  | 0             | 251  | 0%   | 0      | 36     | 41034  | 0%     | -0.47 | (1.28) |        |
| April 2010   |  | 0             | 253  | 0%   | 0      | 45     | 41321  | 0%     | -0.52 | (1.32) |        |
| MR-8 Trouble Rate Centrex 21 Parity                                |  | March 2011    | 1    | 588  | 0%     | 0.0412 | 13     | 6564   | 0%    | -0.15  | (1.09) |
|  |  | February 2011 | 1    | 587  | 0%     | 0.0412 | 20     | 6723   | 0%    | -0.54  | (1.33) |
|  | January 2011                             | 0             | 592  | 0%   | 0      | 25     | 6884   | 0%     | -1.41 | (1.86) |        |
|  | December 2010                            | 0             | 601  | 0%   | 0      | 20     | 7304   | 0%     | -1.23 | (1.75) |        |

|   |  |               |     |        |        |       |       |       |       |        |        |
|---|--|---------------|-----|--------|--------|-------|-------|-------|-------|--------|--------|
|   | November 2010                                  | 1             | 613 | 0%     | 0.0404 | 18    | 7638  | 0%    | -0.36 | (1.22) |        |
|   | October 2010                                   | 3             | 611 | 0%     | 0.0699 | 14    | 7863  | 0%    | 1.77  | 0.07   |        |
|   | September 2010                                 | 1             | 616 | 0%     | 0.0403 | 26    | 7978  | 0%    | -0.69 | (1.42) |        |
|   | August 2010                                    | 2             | 626 | 0%     | 0.0564 | 29    | 8149  | 0%    | -0.15 | (1.09) |        |
|   | July 2010                                      | 3             | 665 | 0%     | 0.067  | 22    | 8292  | 0%    | 0.90  | (0.46) |        |
|   | June 2010                                      | 0             | 731 | 0%     | 0      | 28    | 8416  | 0%    | -1.50 | (1.91) |        |
|   | May 2010                                       | 0             | 747 | 0%     | 0      | 29    | 8616  | 0%    | -1.52 | (1.93) |        |
|   | April 2010                                     | 0             | 723 | 0%     | 0      | 34    | 8893  | 0%    | -1.60 | (1.97) |        |
| MR-8 Trouble Rate Dark Fiber - IOF Diagnostic | March 2011                                     | 0             | 90  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | February 2011                                  | 0             | 89  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | January 2011                                   | 0             | 87  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | December 2010                                  | 0             | 82  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | November 2010                                  | 0             | 77  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | October 2010                                   | 1             | 77  | 1%     | 0.1132 | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | September 2010                                 | 0             | 77  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | August 2010                                    | 0             | 77  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | July 2010                                      | 0             | 77  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | June 2010                                      | 0             | 83  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | May 2010                                       | 0             | 86  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | April 2010                                     | 0             | 86  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
|   | MR-8 Trouble Rate Dark Fiber - Loop Diagnostic | March 2011    | 0   | 25     | 0%     | 0     | 0     | 0     | 0%    | 0.00   | 0.00   |
|   |  | February 2011 | 0   | 25     | 0%     | 0     | 0     | 0     | 0%    | 0.00   | 0.00   |
| January 2011                                  |  | 0             | 25  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| December 2010                                 |  | 0             | 27  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| November 2010                                 |  | 0             | 27  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| October 2010                                  |  | 0             | 27  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| September 2010                                |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| August 2010                                   |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| July 2010                                     |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| June 2010                                     |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| May 2010                                      |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| April 2010                                    |  | 0             | 29  | 0%     | 0      | 0     | 0     | 0%    | 0.00  | 0.00   |        |
| MR-8 Trouble Rate DS0 Parity                  |  | March 2011    | 0   | 538    | 0%     | 0     | 138   | 28286 | 0%    | -1.61  | (1.98) |
|   |  | February 2011 | 1   | 540    | 0%     | 0.043 | 107   | 28743 | 0%    | -0.71  | (1.43) |
|   | January 2011                                   | 0             | 540 | 0%     | 0      | 158   | 29030 | 1%    | -1.70 | (2.04) |        |
|   | December 2010                                  | 0             | 541 | 0%     | 0      | 163   | 29314 | 1%    | -1.72 | (2.05) |        |
|   | November 2010                                  | 0             | 537 | 0%     | 0      | 122   | 29639 | 0%    | -1.48 | (1.90) |        |
|   | October 2010                                   | 0             | 538 | 0%     | 0      | 121   | 29763 | 0%    | -1.47 | (1.89) |        |
|   | September 2010                                 | 0             | 538 | 0%     | 0      | 111   | 30129 | 0%    | -1.40 | (1.85) |        |
|   | August 2010                                    | 0             | 538 | 0%     | 0      | 116   | 30921 | 0%    | -1.41 | (1.86) |        |
|   | July 2010                                      | 0             | 540 | 0%     | 0      | 157   | 32674 | 0%    | -1.60 | (1.97) |        |
|   | June 2010                                      | 3             | 542 | 1%     | 0.0742 | 147   | 33152 | 0%    | 0.38  | (0.77) |        |
|   | May 2010                                       | 0             | 553 | 0%     | 0      | 115   | 34222 | 0%    | -1.35 | (1.82) |        |
|   | April 2010                                     | 0             | 559 | 0%     | 0      | 114   | 34401 | 0%    | -1.35 | (1.82) |        |
|   | MR-8 Trouble Rate DS1 Parity                   | March 2011    | 0   | 33     | 0%     | 0     | 117   | 8938  | 1%    | -0.66  | (1.40) |
|   |  | February 2011 | 0   | 34     | 0%     | 0     | 145   | 9070  | 2%    | -0.74  | (1.45) |
| January 2011                                  |  | 1             | 33  | 3%     | 0.1714 | 149   | 9183  | 2%    | 0.64  | (0.88) |        |
| December 2010                                 |  | 3             | 32  | 9%     | 0.2915 | 194   | 9298  | 2%    | 2.88  | 0.15   |        |
| November 2010                                 |  | 2             | 38  | 5%     | 0.2233 | 114   | 9498  | 1%    | 2.30  | (0.14) |        |
| October 2010                                  |  | 1             | 34  | 3%     | 0.169  | 156   | 9582  | 2%    | 0.60  | (0.89) |        |
| September 2010                                |  | 1             | 37  | 3%     | 0.1622 | 130   | 9637  | 1%    | 0.71  | (0.84) |        |
| August 2010                                   |  | 1             | 39  | 3%     | 0.1581 | 96    | 9703  | 1%    | 0.99  | (0.72) |        |
| July 2010                                     | 3  | 41            | 7%  | 0.2604 | 130    | 9756  | 1%    | 3.33  | 0.28  |        |        |

|  |                |    |      |    |        |     |       |    |       |        |
|--|----------------|----|------|----|--------|-----|-------|----|-------|--------|
|  | June 2010      | 1  | 37   | 3% | 0.1622 | 129 | 9799  | 1% | 0.74  | (0.83) |
|  | May 2010       | 3  | 113  | 3% | 0.1608 | 117 | 9941  | 1% | 1.45  | (0.38) |
|  | April 2010     | 0  | 37   | 0% | 0      | 121 | 10074 | 1% | -0.67 | (1.41) |
| MR-8 Trouble Rate DS3 Parity                                       | March 2011     | 0  | 3    | 0% | 0      | 6   | 1667  | 0% | -0.10 | (1.06) |
|  | February 2011  | 0  | 3    | 0% | 0      | 5   | 1695  | 0% | -0.09 | (1.06) |
|  | January 2011   | 0  | 3    | 0% | 0      | 4   | 1692  | 0% | -0.08 | (1.05) |
|  | December 2010  | 0  | 3    | 0% | 0      | 1   | 1696  | 0% | -0.04 | (1.03) |
|  | November 2010  | 0  | 3    | 0% | 0      | 4   | 1704  | 0% | -0.08 | (1.05) |
|  | October 2010   | 0  | 3    | 0% | 0      | 2   | 1698  | 0% | -0.06 | (1.04) |
|  | September 2010 | 0  | 3    | 0% | 0      | 3   | 1704  | 0% | -0.07 | (1.04) |
|  | August 2010    | 0  | 3    | 0% | 0      | 3   | 1715  | 0% | -0.07 | (1.04) |
|  | July 2010      | 0  | 3    | 0% | 0      | 1   | 1720  | 0% | -0.04 | (1.03) |
|  | June 2010      | 0  | 4    | 0% | 0      | 2   | 1740  | 0% | -0.07 | (1.04) |
|  | May 2010       | 0  | 4    | 0% | 0      | 2   | 1753  | 0% | -0.07 | (1.04) |
|  | April 2010     | 0  | 4    | 0% | 0      | 5   | 1762  | 0% | -0.11 | (1.06) |
| MR-8 Trouble Rate E911 Parity                                      | March 2011     | 2  | 1216 | 0% | 0.0405 | 6   | 3817  | 0% | 0.06  | (0.97) |
|  | February 2011  | 1  | 1216 | 0% | 0.0287 | 3   | 3985  | 0% | 0.08  | (0.95) |
|  | January 2011   | 0  | 1216 | 0% | 0      | 8   | 4015  | 0% | -1.37 | (1.83) |
|  | December 2010  | 0  | 1214 | 0% | 0      | 8   | 4014  | 0% | -1.36 | (1.83) |
|  | November 2010  | 1  | 1216 | 0% | 0.0287 | 11  | 4126  | 0% | -1.10 | (1.67) |
|  | October 2010   | 1  | 1213 | 0% | 0.0287 | 5   | 3819  | 0% | -0.41 | (1.25) |
|  | September 2010 | 0  | 1213 | 0% | 0      | 7   | 3848  | 0% | -1.30 | (1.79) |
|  | August 2010    | 2  | 1207 | 0% | 0.0407 | 6   | 3725  | 0% | 0.03  | (0.98) |
|  | July 2010      | 1  | 1207 | 0% | 0.0288 | 5   | 3623  | 0% | -0.45 | (1.27) |
|  | June 2010      | 0  | 1208 | 0% | 0      | 7   | 3656  | 0% | -1.32 | (1.80) |
|  | May 2010       | 5  | 1201 | 0% | 0.0644 | 4   | 3239  | 0% | 2.47  | 0.50   |
|  | April 2010     | 0  | 1197 | 0% | 0      | 8   | 3216  | 0% | -1.47 | (1.90) |
| MR-8 Trouble Rate Enhanced Extended Loops - DS0 Capable Diagnostic | March 2011     | 1  | 50   | 2% | 0.14   | 0   | 0     | 0% | 0.00  | 0.00   |
|  | February 2011  | 0  | 50   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | January 2011   | 0  | 50   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | December 2010  | 0  | 49   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | November 2010  | 0  | 49   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | October 2010   | 0  | 49   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | September 2010 | 1  | 49   | 2% | 0.1414 | 0   | 0     | 0% | 0.00  | 0.00   |
|  | August 2010    | 0  | 51   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | July 2010      | 0  | 56   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | June 2010      | 0  | 61   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | May 2010       | 0  | 57   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | April 2010     | 0  | 61   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
| MR-8 Trouble Rate Enhanced Extended Loops - DS1 Capable Parity     | March 2011     | 57 | 3369 | 2% | 0.129  | 117 | 8939  | 1% | 1.67  | 0.01   |
|  | February 2011  | 60 | 3349 | 2% | 0.1326 | 145 | 9071  | 2% | 0.76  | (0.54) |
|  | January 2011   | 63 | 3303 | 2% | 0.1368 | 149 | 9184  | 2% | 1.11  | (0.32) |
|  | December 2010  | 66 | 3286 | 2% | 0.1403 | 194 | 9299  | 2% | -0.27 | (1.16) |
|  | November 2010  | 65 | 3266 | 2% | 0.1397 | 114 | 9499  | 1% | 3.58  | 1.17   |
|  | October 2010   | 73 | 3227 | 2% | 0.1487 | 156 | 9583  | 2% | 2.46  | 0.50   |
|  | September 2010 | 52 | 3194 | 2% | 0.1266 | 130 | 9638  | 1% | 1.19  | (0.28) |
|  | August 2010    | 42 | 3166 | 1% | 0.1144 | 96  | 9704  | 1% | 1.67  | 0.01   |
|  | July 2010      | 69 | 3148 | 2% | 0.1464 | 130 | 9757  | 1% | 3.66  | 1.22   |
|  | June 2010      | 41 | 3072 | 1% | 0.1148 | 129 | 9800  | 1% | 0.08  | (0.95) |
|  | May 2010       | 43 | 2997 | 1% | 0.1189 | 117 | 9942  | 1% | 1.15  | (0.30) |
|  | April 2010     | 56 | 3066 | 2% | 0.1339 | 121 | 10075 | 1% | 2.78  | 0.69   |
| MR-8 Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic | March 2011     | 0  | 42   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |
|  | February 2011  | 0  | 43   | 0% | 0      | 0   | 0     | 0% | 0.00  | 0.00   |

|   |                |   |      |    |        |       |         |    |       |        |
|---|----------------|---|------|----|--------|-------|---------|----|-------|--------|
|   | January 2011   | 1 | 43   | 2% | 0.1507 | 0     | 0       | 0% | 0.00  | 0.00   |
|   | December 2010  | 0 | 42   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | November 2010  | 0 | 42   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | October 2010   | 1 | 42   | 2% | 0.1525 | 0     | 0       | 0% | 0.00  | 0.00   |
|   | September 2010 | 0 | 43   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | August 2010    | 1 | 43   | 2% | 0.1507 | 0     | 0       | 0% | 0.00  | 0.00   |
|   | July 2010      | 0 | 42   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | June 2010      | 0 | 39   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | May 2010       | 0 | 36   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|   | April 2010     | 0 | 32   | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
| MR-8 Trouble Rate Frame Relay Parity    | March 2011     | 0 | 4    | 0% | 0      | 5     | 1155    | 0% | -0.13 | (1.08) |
|   | February 2011  | 0 | 4    | 0% | 0      | 7     | 1190    | 1% | -0.15 | (1.09) |
|   | January 2011   | 0 | 4    | 0% | 0      | 18    | 1205    | 1% | -0.25 | (1.15) |
|   | December 2010  | 0 | 4    | 0% | 0      | 12    | 1236    | 1% | -0.20 | (1.12) |
|   | November 2010  | 0 | 4    | 0% | 0      | 5     | 1264    | 0% | -0.13 | (1.08) |
|   | October 2010   | 0 | 4    | 0% | 0      | 7     | 1292    | 1% | -0.15 | (1.09) |
|   | September 2010 | 0 | 4    | 0% | 0      | 9     | 1334    | 1% | -0.16 | (1.10) |
|   | August 2010    | 0 | 4    | 0% | 0      | 6     | 1351    | 0% | -0.13 | (1.08) |
|   | July 2010      | 0 | 4    | 0% | 0      | 7     | 1363    | 1% | -0.14 | (1.09) |
|   | June 2010      | 0 | 4    | 0% | 0      | 12    | 1414    | 1% | -0.18 | (1.11) |
|   | May 2010       | 0 | 5    | 0% | 0      | 11    | 1474    | 1% | -0.19 | (1.12) |
|   | April 2010     | 0 | 5    | 0% | 0      | 14    | 1541    | 1% | -0.21 | (1.13) |
| MR-8 Trouble Rate ISDN Primary Parity   | March 2011     | 1 | 51   | 2% | 0.1386 | 49    | 104072  | 0% | 6.30  | 0.20   |
|   | February 2011  | 0 | 51   | 0% | 0      | 54    | 103521  | 0% | -0.16 | (1.10) |
|   | January 2011   | 0 | 51   | 0% | 0      | 68    | 103172  | 0% | -0.18 | (1.11) |
|   | December 2010  | 0 | 51   | 0% | 0      | 56    | 103104  | 0% | -0.17 | (1.10) |
|   | November 2010  | 0 | 51   | 0% | 0      | 73    | 103129  | 0% | -0.19 | (1.12) |
|   | October 2010   | 0 | 51   | 0% | 0      | 61    | 103162  | 0% | -0.17 | (1.11) |
|   | September 2010 | 0 | 51   | 0% | 0      | 44    | 102819  | 0% | -0.15 | (1.09) |
|   | August 2010    | 0 | 63   | 0% | 0      | 56    | 102602  | 0% | -0.19 | (1.11) |
|   | July 2010      | 0 | 63   | 0% | 0      | 51    | 102423  | 0% | -0.18 | (1.11) |
|   | June 2010      | 0 | 63   | 0% | 0      | 43    | 102217  | 0% | -0.16 | (1.10) |
|   | May 2010       | 0 | 63   | 0% | 0      | 64    | 101967  | 0% | -0.20 | (1.12) |
|   | April 2010     | 0 | 63   | 0% | 0      | 61    | 102092  | 0% | -0.19 | (1.12) |
| MR-8 Trouble Rate Line Sharing Parity   | March 2011     | 1 | 1102 | 0% | 0.0301 | 7547  | 965561  | 1% | -2.60 | (2.58) |
|   | February 2011  | 0 | 1136 | 0% | 0      | 10764 | 975528  | 1% | -3.56 | (3.16) |
|   | January 2011   | 3 | 1157 | 0% | 0.0509 | 12630 | 986475  | 1% | -3.09 | (2.88) |
|   | December 2010  | 1 | 1199 | 0% | 0.0289 | 11022 | 996719  | 1% | -3.38 | (3.06) |
|   | November 2010  | 0 | 1230 | 0% | 0      | 9046  | 1010778 | 1% | -3.33 | (3.02) |
|   | October 2010   | 2 | 1256 | 0% | 0.0399 | 9395  | 1022440 | 1% | -2.82 | (2.71) |
|   | September 2010 | 0 | 1282 | 0% | 0      | 8748  | 1035380 | 1% | -3.30 | (3.01) |
|   | August 2010    | 4 | 1315 | 0% | 0.0551 | 9047  | 1048642 | 1% | -2.19 | (2.33) |
|   | July 2010      | 4 | 1348 | 0% | 0.0544 | 10008 | 1060933 | 1% | -2.45 | (2.49) |
|   | June 2010      | 3 | 1374 | 0% | 0.0467 | 9475  | 1071598 | 1% | -2.63 | (2.60) |
|   | May 2010       | 2 | 1518 | 0% | 0.0363 | 8738  | 1082781 | 1% | -2.94 | (2.79) |
|   | April 2010     | 2 | 1654 | 0% | 0.0348 | 9409  | 1094284 | 1% | -3.25 | (2.98) |
| MR-8 Trouble Rate Line Splitting Parity | March 2011     | 0 | 115  | 0% | 0      | 7547  | 965561  | 1% | -0.95 | (1.58) |
|   | February 2011  | 2 | 119  | 2% | 0.1285 | 10764 | 975528  | 1% | 0.60  | (0.81) |
|   | January 2011   | 0 | 121  | 0% | 0      | 12630 | 986475  | 1% | -1.25 | (1.76) |
|   | December 2010  | 5 | 123  | 4% | 0.1975 | 11022 | 996719  | 1% | 3.14  | 0.37   |
|   | November 2010  | 0 | 125  | 0% | 0      | 9046  | 1010778 | 1% | -1.06 | (1.65) |
|   | October 2010   | 0 | 131  | 0% | 0      | 9395  | 1022440 | 1% | -1.10 | (1.67) |
|   | September 2010 | 0 | 137  | 0% | 0      | 8748  | 1035380 | 1% | -1.08 | (1.66) |

|  |                |   |        |    |        |       |         |    |       |        |
|--|----------------|---|--------|----|--------|-------|---------|----|-------|--------|
|  | August 2010    | 1 | 143    | 1% | 0.0833 | 9047  | 1048642 | 1% | -0.21 | (1.13) |
|  | July 2010      | 0 | 143    | 0% | 0      | 10008 | 1060933 | 1% | -1.17 | (1.71) |
|  | June 2010      | 0 | 150    | 0% | 0      | 9475  | 1071598 | 1% | -1.16 | (1.70) |
|  | May 2010       | 6 | 202    | 3% | 0.1698 | 8738  | 1082781 | 1% | 3.44  | 0.52   |
|  | April 2010     | 4 | 246    | 2% | 0.1265 | 9409  | 1094284 | 1% | 1.30  | (0.40) |
| MR-8 Trouble Rate LIS Trunk Parity               | March 2011     | 1 | 115961 | 0% | 0.0029 | 0     | 114806  | 0% | 0.00  | 0.00   |
|  | February 2011  | 2 | 115961 | 0% | 0.0042 | 1     | 114950  | 0% | 0.70  | (0.58) |
|  | January 2011   | 1 | 117065 | 0% | 0.0029 | 0     | 116837  | 0% | 0.00  | 0.00   |
|  | December 2010  | 4 | 117353 | 0% | 0.0058 | 2     | 118685  | 0% | 1.02  | (0.38) |
|  | November 2010  | 1 | 123041 | 0% | 0.0029 | 0     | 120111  | 0% | 0.00  | 0.00   |
|  | October 2010   | 1 | 123065 | 0% | 0.0029 | 3     | 119895  | 0% | -0.83 | (1.51) |
|  | September 2010 | 5 | 122322 | 0% | 0.0064 | 2     | 120045  | 0% | 1.46  | (0.11) |
|  | August 2010    | 1 | 122321 | 0% | 0.0029 | 0     | 119987  | 0% | 0.00  | 0.00   |
|  | July 2010      | 4 | 123425 | 0% | 0.0057 | 3     | 120251  | 0% | 0.37  | (0.78) |
|  | June 2010      | 2 | 123455 | 0% | 0.004  | 4     | 120936  | 0% | -0.73 | (1.44) |
|  | May 2010       | 2 | 123599 | 0% | 0.004  | 3     | 120841  | 0% | -0.43 | (1.26) |
|  | April 2010     | 3 | 124271 | 0% | 0.0049 | 1     | 121159  | 0% | 1.37  | (0.17) |
| MR-8 Trouble Rate PBX Parity                     | March 2011     | 1 | 503    | 0% | 0.0445 | 10    | 28793   | 0% | 1.96  | 0.19   |
|  | February 2011  | 0 | 503    | 0% | 0      | 15    | 29129   | 0% | -0.50 | (1.31) |
|  | January 2011   | 0 | 513    | 0% | 0      | 15    | 29458   | 0% | -0.51 | (1.31) |
|  | December 2010  | 0 | 515    | 0% | 0      | 12    | 29935   | 0% | -0.45 | (1.27) |
|  | November 2010  | 2 | 515    | 0% | 0.0622 | 13    | 30974   | 0% | 3.81  | 1.31   |
|  | October 2010   | 2 | 515    | 0% | 0.0622 | 14    | 31549   | 0% | 3.68  | 1.24   |
|  | September 2010 | 1 | 527    | 0% | 0.0435 | 22    | 31963   | 0% | 1.05  | (0.36) |
|  | August 2010    | 1 | 528    | 0% | 0.0435 | 14    | 32612   | 0% | 1.61  | (0.02) |
|  | July 2010      | 2 | 558    | 0% | 0.0598 | 16    | 33464   | 0% | 3.33  | 1.02   |
|  | June 2010      | 0 | 574    | 0% | 0      | 15    | 33895   | 0% | -0.50 | (1.30) |
|  | May 2010       | 0 | 587    | 0% | 0      | 15    | 35297   | 0% | -0.50 | (1.30) |
|  | April 2010     | 0 | 545    | 0% | 0      | 18    | 35832   | 0% | -0.52 | (1.32) |
| MR-8 Trouble Rate Residence Parity               | March 2011     | 1 | 243    | 0% | 0.064  | 6461  | 705684  | 1% | -0.82 | (1.50) |
|  | February 2011  | 2 | 235    | 1% | 0.0919 | 9313  | 713376  | 1% | -0.61 | (1.37) |
|  | January 2011   | 0 | 247    | 0% | 0      | 11106 | 721768  | 2% | -1.96 | (2.19) |
|  | December 2010  | 2 | 256    | 1% | 0.088  | 9668  | 729531  | 1% | -0.76 | (1.46) |
|  | November 2010  | 2 | 273    | 1% | 0.0853 | 7762  | 738071  | 1% | -0.52 | (1.31) |
|  | October 2010   | 3 | 297    | 1% | 0.1    | 8056  | 747696  | 1% | -0.11 | (1.07) |
|  | September 2010 | 1 | 302    | 0% | 0.0574 | 7512  | 758075  | 1% | -1.16 | (1.70) |
|  | August 2010    | 2 | 318    | 1% | 0.0791 | 7736  | 767727  | 1% | -0.68 | (1.41) |
|  | July 2010      | 3 | 336    | 1% | 0.0941 | 8523  | 777603  | 1% | -0.36 | (1.22) |
|  | June 2010      | 5 | 333    | 2% | 0.1216 | 8255  | 786538  | 1% | 0.81  | (0.63) |
|  | May 2010       | 2 | 337    | 1% | 0.0768 | 7410  | 795254  | 1% | -0.65 | (1.39) |
|  | April 2010     | 3 | 332    | 1% | 0.0946 | 7932  | 804454  | 1% | -0.15 | (1.09) |
| MR-8 Trouble Rate Sub-Loop Unbundling Diagnostic | March 2011     | 0 | 9      | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | February 2011  | 0 | 9      | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | January 2011   | 0 | 9      | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | December 2010  | 0 | 10     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | November 2010  | 0 | 10     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | October 2010   | 0 | 10     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | September 2010 | 0 | 10     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | August 2010    | 0 | 10     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | July 2010      | 0 | 11     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | June 2010      | 0 | 11     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | May 2010       | 0 | 11     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |
|  | April 2010     | 0 | 11     | 0% | 0      | 0     | 0       | 0% | 0.00  | 0.00   |



|   |   |               |       |       |        |        |       |      |       |        |        |
|---|---|---------------|-------|-------|--------|--------|-------|------|-------|--------|--------|
| MR-8 Trouble Rate UDIT Above DS1 Level Parity               | March 2011  | 1             | 122   | 1%    | 0.0902 | 6      | 1667  | 0%   | 0.82  | (0.83) |        |
|   | February 2011   | 4             | 121   | 3%    | 0.1788 | 5      | 1695  | 0%   | 5.90  | 0.77   |        |
|   | January 2011  | 0             | 122   | 0%    | 0      | 4      | 1692  | 0%   | -0.52 | (1.32) |        |
|   | December 2010   | 0             | 124   | 0%    | 0      | 1      | 1696  | 0%   | -0.26 | (1.16) |        |
|   | November 2010   | 1             | 136   | 1%    | 0.0854 | 4      | 1704  | 0%   | 1.16  | (0.71) |        |
|   | October 2010  | 1             | 137   | 1%    | 0.0851 | 2      | 1698  | 0%   | 2.01  | (0.51) |        |
|   | September 2010  | 0             | 136   | 0%    | 0      | 3      | 1704  | 0%   | -0.47 | (1.29) |        |
|   | August 2010   | 0             | 134   | 0%    | 0      | 3      | 1715  | 0%   | -0.47 | (1.28) |        |
|   | July 2010   | 1             | 134   | 1%    | 0.0861 | 1      | 1720  | 0%   | 3.18  | (0.34) |        |
|   | June 2010   | 1             | 132   | 1%    | 0.0867 | 2      | 1740  | 0%   | 2.10  | (0.48) |        |
|   | May 2010  | 1             | 132   | 1%    | 0.0867 | 2      | 1753  | 0%   | 2.11  | (0.48) |        |
|   | April 2010  | 3             | 129   | 2%    | 0.1507 | 5      | 1762  | 0%   | 4.21  | 0.34   |        |
|   | MR-8 Trouble Rate UDIT DS1 Parity                           | March 2011    | 0     | 120   | 0%     | 0      | 117   | 8938 | 1%    | -1.25  | (1.76) |
|   |   | February 2011 | 0     | 122   | 0%     | 0      | 145   | 9070 | 2%    | -1.40  | (1.85) |
| January 2011  |   | 0             | 125   | 0%    | 0      | 149    | 9183  | 2%   | -1.43 | (1.87) |        |
| December 2010   |   | 0             | 127   | 0%    | 0      | 194    | 9298  | 2%   | -1.63 | (1.99) |        |
| November 2010   |   | 0             | 127   | 0%    | 0      | 114    | 9498  | 1%   | -1.23 | (1.75) |        |
| October 2010  |   | 0             | 127   | 0%    | 0      | 156    | 9582  | 2%   | -1.44 | (1.88) |        |
| September 2010  |   | 0             | 130   | 0%    | 0      | 130    | 9637  | 1%   | -1.32 | (1.81) |        |
| August 2010   |   | 0             | 127   | 0%    | 0      | 96     | 9703  | 1%   | -1.12 | (1.68) |        |
| July 2010   |   | 0             | 127   | 0%    | 0      | 130    | 9756  | 1%   | -1.30 | (1.79) |        |
| June 2010   |   | 0             | 131   | 0%    | 0      | 129    | 9799  | 1%   | -1.31 | (1.80) |        |
| May 2010  |   | 0             | 131   | 0%    | 0      | 117    | 9941  | 1%   | -1.24 | (1.75) |        |
| April 2010  |   | 1             | 133   | 1%    | 0.0864 | 121    | 10074 | 1%   | -0.47 | (1.29) |        |
| MR-8 Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity |   | March 2011    | 39    | 14703 | 0%     | 0.0514 | 6     | 3428 | 0%    | 1.14   | (0.31) |
|   |   | February 2011 | 49    | 14598 | 0%     | 0.0578 | 10    | 3443 | 0%    | 0.44   | (0.73) |
|   | January 2011  | 48            | 14543 | 0%    | 0.0574 | 6      | 3498  | 0%   | 2.03  | 0.24   |        |
|   | December 2010   | 57            | 14525 | 0%    | 0.0625 | 10     | 3528  | 0%   | 1.09  | (0.34) |        |
|   | November 2010   | 47            | 14568 | 0%    | 0.0567 | 11     | 3580  | 0%   | 0.15  | (0.91) |        |
|   | October 2010  | 38            | 14601 | 0%    | 0.0509 | 16     | 3621  | 0%   | -1.47 | (1.90) |        |
|   | September 2010  | 43            | 14704 | 0%    | 0.054  | 14     | 3653  | 0%   | -0.79 | (1.48) |        |
|   | August 2010   | 40            | 14750 | 0%    | 0.052  | 9      | 3693  | 0%   | 0.30  | (0.82) |        |
|   | July 2010   | 47            | 14803 | 0%    | 0.0563 | 9      | 3738  | 0%   | 0.86  | (0.48) |        |
|   | June 2010   | 44            | 14824 | 0%    | 0.0544 | 13     | 3802  | 0%   | -0.43 | (1.26) |        |
|   | May 2010  | 63            | 14839 | 0%    | 0.065  | 12     | 3894  | 0%   | 1.17  | (0.29) |        |
|   | April 2010  | 55            | 14983 | 0%    | 0.0605 | 5      | 3929  | 0%   | 3.75  | 1.28   |        |
|   | MR-8 Trouble Rate Unbundled Loop - 4 Wire Non-Loaded Parity | March 2011    | 0     | 90    | 0%     | 0      | 117   | 8938 | 1%    | -1.09  | (1.66) |
|   |   | February 2011 | 1     | 91    | 1%     | 0.1043 | 145   | 9070 | 2%    | -0.38  | (1.23) |
| January 2011  |   | 0             | 92    | 0%    | 0      | 149    | 9183  | 2%   | -1.23 | (1.75) |        |
| December 2010   |   | 0             | 93    | 0%    | 0      | 194    | 9298  | 2%   | -1.40 | (1.85) |        |
| November 2010   |   | 0             | 94    | 0%    | 0      | 114    | 9498  | 1%   | -1.06 | (1.65) |        |
| October 2010  |   | 0             | 94    | 0%    | 0      | 156    | 9582  | 2%   | -1.24 | (1.75) |        |
| September 2010  |   | 0             | 98    | 0%    | 0      | 130    | 9637  | 1%   | -1.15 | (1.70) |        |
| August 2010   |   | 1             | 99    | 1%    | 0.1    | 96     | 9703  | 1%   | 0.02  | (1.20) |        |
| July 2010   |   | 0             | 103   | 0%    | 0      | 130    | 9756  | 1%   | -1.17 | (1.71) |        |
| June 2010   |   | 0             | 102   | 0%    | 0      | 129    | 9799  | 1%   | -1.16 | (1.71) |        |
| May 2010  |   | 0             | 103   | 0%    | 0      | 117    | 9941  | 1%   | -1.10 | (1.67) |        |
| April 2010  |   | 0             | 116   | 0%    | 0      | 121    | 10074 | 1%   | -1.18 | (1.72) |        |
| MR-8 Trouble Rate Unbundled Loop - ADSL Qualified Parity    |   | March 2011    | 31    | 4114  | 1%     | 0.0865 | 6     | 3428 | 0%    | 5.98   | 2.64   |
|   |   | February 2011 | 20    | 3971  | 1%     | 0.0708 | 10    | 3443 | 0%    | 1.70   | 0.03   |
|   | January 2011  | 25            | 3836  | 1%    | 0.0805 | 6      | 3498  | 0%   | 4.96  | 2.02   |        |
|   | December 2010   | 16            | 3682  | 0%    | 0.0658 | 10     | 3528  | 0%   | 1.21  | (0.27) |        |
|   | November 2010   | 23            | 3582  | 1%    | 0.0799 | 11     | 3580  | 0%   | 2.56  | 0.56   |        |

|   |                |     |       |    |        |       |         |    |        |         |
|---|----------------|-----|-------|----|--------|-------|---------|----|--------|---------|
|   | October 2010   | 20  | 3433  | 1% | 0.0761 | 16    | 3621    | 0% | 0.89   | (0.46)  |
|   | September 2010 | 27  | 3244  | 1% | 0.0909 | 14    | 3653    | 0% | 3.01   | 0.83    |
|   | August 2010    | 18  | 3065  | 1% | 0.0764 | 9     | 3693    | 0% | 2.85   | 0.73    |
|   | July 2010      | 15  | 2894  | 1% | 0.0718 | 9     | 3738    | 0% | 2.29   | 0.39    |
|   | June 2010      | 21  | 2758  | 1% | 0.0869 | 13    | 3803    | 0% | 2.87   | 0.75    |
|   | May 2010       | 19  | 2622  | 1% | 0.0848 | 12    | 3895    | 0% | 2.98   | 0.81    |
|   | April 2010     | 15  | 2398  | 1% | 0.0788 | 5     | 3930    | 0% | 5.39   | 2.28    |
| MR-8 Trouble Rate Unbundled Loop - DS1 Capable Parity | March 2011     | 79  | 6891  | 1% | 0.1065 | 117   | 8939    | 1% | -0.89  | (1.54)  |
|   | February 2011  | 92  | 6922  | 1% | 0.1145 | 145   | 9071    | 2% | -1.35  | (1.82)  |
|   | January 2011   | 97  | 6970  | 1% | 0.1171 | 149   | 9184    | 2% | -1.15  | (1.70)  |
|   | December 2010  | 94  | 6949  | 1% | 0.1155 | 194   | 9299    | 2% | -3.24  | (2.97)  |
|   | November 2010  | 103 | 6994  | 1% | 0.1205 | 114   | 9499    | 1% | 1.59   | (0.03)  |
|   | October 2010   | 107 | 6994  | 2% | 0.1227 | 156   | 9583    | 2% | -0.49  | (1.30)  |
|   | September 2010 | 89  | 6988  | 1% | 0.1121 | 130   | 9638    | 1% | -0.42  | (1.25)  |
|   | August 2010    | 91  | 6975  | 1% | 0.1135 | 96    | 9704    | 1% | 2.03   | 0.23    |
|   | July 2010      | 88  | 7029  | 1% | 0.1112 | 130   | 9757    | 1% | -0.45  | (1.27)  |
|   | June 2010      | 85  | 6905  | 1% | 0.1103 | 129   | 9800    | 1% | -0.48  | (1.29)  |
|   | May 2010       | 78  | 6884  | 1% | 0.1058 | 117   | 9942    | 1% | -0.26  | (1.16)  |
|   | April 2010     | 86  | 6866  | 1% | 0.1112 | 121   | 10075   | 1% | 0.30   | (0.82)  |
| MR-8 Trouble Rate Unbundled Loop - XDSLi Parity       | March 2011     | 2   | 235   | 1% | 0.0919 | 117   | 8925    | 1% | -0.61  | (1.37)  |
|   | February 2011  | 1   | 239   | 0% | 0.0645 | 145   | 9057    | 2% | -1.44  | (1.87)  |
|   | January 2011   | 1   | 241   | 0% | 0.0643 | 149   | 9170    | 2% | -1.47  | (1.89)  |
|   | December 2010  | 1   | 244   | 0% | 0.0639 | 194   | 9285    | 2% | -1.81  | (2.10)  |
|   | November 2010  | 2   | 250   | 1% | 0.0891 | 114   | 9485    | 1% | -0.58  | (1.35)  |
|   | October 2010   | 2   | 258   | 1% | 0.0877 | 156   | 9569    | 2% | -1.07  | (1.65)  |
|   | September 2010 | 0   | 268   | 0% | 0      | 130   | 9624    | 1% | -1.89  | (2.15)  |
|   | August 2010    | 3   | 268   | 1% | 0.1052 | 96    | 9690    | 1% | 0.21   | (1.00)  |
|   | July 2010      | 0   | 268   | 0% | 0      | 130   | 9743    | 1% | -1.88  | (2.14)  |
|   | June 2010      | 4   | 278   | 1% | 0.1191 | 129   | 9786    | 1% | 0.17   | (1.00)  |
|   | May 2010       | 1   | 289   | 0% | 0.0587 | 117   | 9928    | 1% | -1.29  | (1.79)  |
|   | April 2010     | 2   | 300   | 1% | 0.0814 | 121   | 10061   | 1% | -0.84  | (1.51)  |
| MR-8 Trouble Rate Unbundled Loop Analog Parity        | March 2011     | 138 | 61598 | 0% | 0.0473 | 7547  | 965569  | 1% | -15.24 | (10.26) |
|   | February 2011  | 195 | 62151 | 0% | 0.0559 | 10764 | 975536  | 1% | -18.27 | (12.11) |
|   | January 2011   | 265 | 62449 | 0% | 0.065  | 12630 | 986483  | 1% | -18.45 | (12.22) |
|   | December 2010  | 165 | 62726 | 0% | 0.0512 | 11022 | 996727  | 1% | -19.58 | (12.90) |
|   | November 2010  | 172 | 63000 | 0% | 0.0522 | 9046  | 1010786 | 1% | -16.08 | (10.78) |
|   | October 2010   | 173 | 62680 | 0% | 0.0525 | 9395  | 1022447 | 1% | -16.37 | (10.95) |
|   | September 2010 | 167 | 62898 | 0% | 0.0515 | 8748  | 1035387 | 1% | -15.41 | (10.37) |
|   | August 2010    | 171 | 62849 | 0% | 0.0521 | 9047  | 1048648 | 1% | -15.55 | (10.45) |
|   | July 2010      | 182 | 62741 | 0% | 0.0538 | 10008 | 1060939 | 1% | -16.45 | (11.00) |
|   | June 2010      | 154 | 63223 | 0% | 0.0493 | 9475  | 1071604 | 1% | -16.72 | (11.17) |
|   | May 2010       | 180 | 63533 | 0% | 0.0532 | 8738  | 1082787 | 1% | -14.34 | (9.72)  |
|   | April 2010     | 191 | 63729 | 0% | 0.0547 | 9409  | 1094290 | 1% | -14.89 | (10.05) |
| MR-8 Trouble Rate Unbundled Loop ISDN Capable Parity  | March 2011     | 1   | 376   | 0% | 0.0515 | 6     | 3428    | 0% | 0.40   | (1.03)  |
|   | February 2011  | 4   | 385   | 1% | 0.1014 | 10    | 3443    | 0% | 2.59   | 0.03    |
|   | January 2011   | 7   | 397   | 2% | 0.1316 | 6     | 3498    | 0% | 7.26   | 1.25    |
|   | December 2010  | 2   | 407   | 0% | 0.0699 | 10    | 3528    | 0% | 0.75   | (0.78)  |
|   | November 2010  | 1   | 417   | 0% | 0.0489 | 11    | 3580    | 0% | -0.24  | (1.14)  |
|   | October 2010   | 2   | 428   | 0% | 0.0682 | 16    | 3621    | 0% | 0.07   | (1.13)  |
|   | September 2010 | 6   | 441   | 1% | 0.1158 | 14    | 3653    | 0% | 3.14   | 0.31    |
|   | August 2010    | 3   | 451   | 1% | 0.0813 | 9     | 3693    | 0% | 1.71   | (0.33)  |
|   | July 2010      | 2   | 460   | 0% | 0.0658 | 9     | 3738    | 0% | 0.80   | (0.75)  |
|   | June 2010      | 4   | 479   | 1% | 0.091  | 13    | 3802    | 0% | 1.74   | (0.27)  |

|       |   |     |       |      |        |       |         |     |       |        |
|-------|---|-----|-------|------|--------|-------|---------|-----|-------|--------|
|       | May 2010                                | 6   | 497   | 1%   | 0.1092 | 12    | 3894    | 0%  | 3.41  | 0.38   |
|       | April 2010                              | 5   | 514   | 1%   | 0.0981 | 5     | 3929    | 0%  | 5.06  | 2.07   |
| MR-8  | Trouble Rate UNE - P (POTS) Parity      | 113 | 28580 | 0%   | 0.0628 | 7547  | 965561  | 1%  | -7.31 | (5.44) |
|       | March 2011                              | 0   | 59    | 0%   | 0      | 10764 | 975528  | 1%  | -0.81 | (1.49) |
|       | February 2011                           | 47  | 8176  | 1%   | 0.0756 | 12630 | 986475  | 1%  | -5.65 | (4.44) |
|       | January 2011                            | 33  | 8291  | 0%   | 0.063  | 11022 | 996719  | 1%  | -6.14 | (4.73) |
|       | December 2010                           | 36  | 8435  | 0%   | 0.0652 | 9046  | 1010778 | 1%  | -4.55 | (3.76) |
|       | November 2010                           | 38  | 8503  | 0%   | 0.0667 | 9395  | 1022440 | 1%  | -4.54 | (3.76) |
|       | October 2010                            | 29  | 8651  | 0%   | 0.0578 | 8748  | 1035380 | 1%  | -5.16 | (4.14) |
|       | September 2010                          | 46  | 8694  | 1%   | 0.0725 | 9047  | 1048642 | 1%  | -3.35 | (3.04) |
|       | August 2010                             | 30  | 8839  | 0%   | 0.0582 | 10008 | 1060933 | 1%  | -5.85 | (4.56) |
|       | July 2010                               | 28  | 8936  | 0%   | 0.0559 | 9475  | 1071598 | 1%  | -5.74 | (4.49) |
|       | June 2010                               | 27  | 9134  | 0%   | 0.0543 | 8738  | 1082781 | 1%  | -5.44 | (4.31) |
|       | May 2010                                | 33  | 9310  | 0%   | 0.0594 | 9409  | 1094284 | 1%  | -5.26 | (4.20) |
| MR-8  | Trouble Rate UNE P (Centrex 21) Parity  | 2   | 638   | 0%   | 0.0559 | 13    | 6564    | 0%  | 0.63  | (0.62) |
|       | March 2011                              | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|       | February 2011                           | 3   | 325   | 1%   | 0.0956 | 25    | 6884    | 0%  | 1.64  | (0.32) |
|       | January 2011                            | 2   | 326   | 1%   | 0.0781 | 20    | 7304    | 0%  | 1.15  | (0.57) |
|       | December 2010                           | 2   | 328   | 1%   | 0.0778 | 18    | 7638    | 0%  | 1.37  | (0.48) |
|       | November 2010                           | 0   | 347   | 0%   | 0      | 14    | 7863    | 0%  | -0.77 | (1.47) |
|       | October 2010                            | 0   | 352   | 0%   | 0      | 26    | 7978    | 0%  | -1.05 | (1.64) |
|       | September 2010                          | 0   | 361   | 0%   | 0      | 29    | 8149    | 0%  | -1.11 | (1.68) |
|       | August 2010                             | 0   | 375   | 0%   | 0      | 22    | 8292    | 0%  | -0.98 | (1.59) |
|       | July 2010                               | 0   | 380   | 0%   | 0      | 28    | 8416    | 0%  | -1.10 | (1.67) |
|       | June 2010                               | 0   | 380   | 0%   | 0      | 29    | 8616    | 0%  | -1.11 | (1.67) |
|       | May 2010                                | 0   | 383   | 0%   | 0      | 34    | 8893    | 0%  | -1.19 | (1.72) |
| MR-8  | Trouble Rate UNE P (Centrex) Parity     | 0   | 4     | 0%   | 0      | 37    | 36520   | 0%  | -0.06 | (1.04) |
|       | March 2011                              | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|       | February 2011                           | 1   | 659   | 0%   | 0.0389 | 54    | 36985   | 0%  | 0.04  | (0.98) |
|       | January 2011                            | 1   | 669   | 0%   | 0.0386 | 45    | 37789   | 0%  | 0.23  | (0.86) |
|       | December 2010                           | 0   | 675   | 0%   | 0      | 38    | 38440   | 0%  | -0.81 | (1.49) |
|       | November 2010                           | 2   | 698   | 0%   | 0.0535 | 40    | 39946   | 0%  | 1.54  | (0.06) |
|       | October 2010                            | 2   | 713   | 0%   | 0.0529 | 42    | 40374   | 0%  | 1.45  | (0.12) |
|       | September 2010                          | 1   | 731   | 0%   | 0.037  | 49    | 40439   | 0%  | 0.12  | (0.93) |
|       | August 2010                             | 0   | 741   | 0%   | 0      | 54    | 40505   | 0%  | -0.99 | (1.60) |
|       | July 2010                               | 3   | 773   | 0%   | 0.0622 | 46    | 40845   | 0%  | 2.26  | 0.38   |
|       | June 2010                               | 1   | 794   | 0%   | 0.0355 | 36    | 41034   | 0%  | 0.36  | (0.78) |
|       | May 2010                                | 2   | 802   | 0%   | 0.0499 | 45    | 41321   | 0%  | 1.19  | (0.27) |
| MR-9A | Repair Appointments Met Business Parity | 2   | 2     | 100% | 0      | 694   | 771     | 90% | -0.47 | (1.29) |
|       | March 2011                              | 4   | 5     | 80%  | 0.4    | 916   | 1032    | 89% | 0.62  | (0.93) |
|       | February 2011                           | 4   | 6     | 67%  | 0.4714 | 971   | 1083    | 90% | 1.84  | (0.30) |
|       | January 2011                            | 3   | 3     | 100% | 0      | 899   | 963     | 93% | -0.46 | (1.28) |
|       | December 2010                           | 8   | 8     | 100% | 0      | 825   | 878     | 94% | -0.71 | (1.43) |
|       | November 2010                           | 7   | 11    | 64%  | 0.481  | 872   | 957     | 91% | 3.19  | 0.35   |
|       | October 2010                            | 5   | 5     | 100% | 0      | 792   | 857     | 92% | -0.64 | (1.39) |
|       | September 2010                          | 5   | 6     | 83%  | 0.3727 | 831   | 911     | 91% | 0.68  | (0.89) |
|       | August 2010                             | 1   | 3     | 33%  | 0.4714 | 868   | 1005    | 86% | 2.67  | (0.01) |
|       | July 2010                               | 4   | 4     | 100% | 0      | 771   | 877     | 88% | -0.74 | (1.45) |
|       | June 2010                               | 6   | 6     | 100% | 0      | 805   | 944     | 85% | -1.01 | (1.62) |
|       | May 2010                                | 1   | 1     | 100% | 0      | 880   | 1020    | 86% | -0.40 | (1.24) |
| MR-9A | Repair Appointments Met Centrex Parity  | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|       | March 2011                              | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|       | February 2011                           | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|       | January 2011                            | 0   | 0     | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |

|   |   |               |    |      |        |        |      |      |       |        |        |
|---|---|---------------|----|------|--------|--------|------|------|-------|--------|--------|
|   | December 2010                                       | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | November 2010                                       | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | October 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | September 2010                                      | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | August 2010   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | July 2010   | 1             | 1  | 100% | 0      | 30     | 37   | 81%  | -0.48 | (1.29) |        |
|   | June 2010   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | May 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | April 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| MR-9A Repair Appointments Met Centrex 21 Parity | March 2011  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | February 2011                                       | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | January 2011  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | December 2010                                       | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | November 2010                                       | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | October 2010  | 3             | 3  | 100% | 0      | 10     | 10   | 100% | 0.00  | 0.00   |        |
|   | September 2010                                      | 0             | 1  | 0%   | 0      | 17     | 20   | 85%  | 2.32  | (0.47) |        |
|   | August 2010   | 1             | 1  | 100% | 0      | 21     | 24   | 88%  | -0.37 | (1.23) |        |
|   | July 2010   | 3             | 3  | 100% | 0      | 15     | 17   | 88%  | -0.58 | (1.35) |        |
|   | June 2010   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | May 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | April 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | MR-9A Repair Appointments Met PBX Parity            | March 2011    | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |   | February 2011 | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |   | January 2011  | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
| December 2010                                   |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| November 2010                                   |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| October 2010                                    |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| September 2010                                  |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| August 2010                                     |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| July 2010                                       |   | 1             | 2  | 50%  | 0.5    | 4      | 5    | 80%  | 0.90  | (1.04) |        |
| June 2010                                       |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| May 2010  |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| April 2010                                      |   | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
| MR-9A Repair Appointments Met Residence Parity  |   | March 2011    | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |   | February 2011 | 2  | 2    | 100%   | 0      | 6105 | 6746 | 91%   | -0.46  | (1.28) |
|   |   | January 2011  | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | December 2010                                       | 1             | 1  | 100% | 0      | 6614   | 7129 | 93%  | -0.28 | (1.17) |        |
|   | November 2010                                       | 2             | 2  | 100% | 0      | 5318   | 5557 | 96%  | -0.30 | (1.18) |        |
|   | October 2010  | 2             | 2  | 100% | 0      | 5359   | 5641 | 95%  | -0.32 | (1.20) |        |
|   | September 2010                                      | 1             | 1  | 100% | 0      | 4850   | 5026 | 97%  | -0.19 | (1.12) |        |
|   | August 2010   | 1             | 1  | 100% | 0      | 5148   | 5414 | 95%  | -0.23 | (1.14) |        |
|   | July 2010   | 2             | 2  | 100% | 0      | 5411   | 5748 | 94%  | -0.35 | (1.21) |        |
|   | June 2010   | 4             | 4  | 100% | 0      | 5390   | 5710 | 94%  | -0.49 | (1.30) |        |
|   | May 2010  | 0             | 0  | 0%   | 0      | 0      | 0    | 0%   | 0.00  | 0.00   |        |
|   | April 2010  | 1             | 1  | 100% | 0      | 5144   | 5457 | 94%  | -0.25 | (1.15) |        |
|   | MR-9A Repair Appointments Met UNE - P (POTS) Parity | March 2011    | 72 | 84   | 86%    | 0.3499 | 4958 | 5373 | 92%   | 2.24   | 0.15   |
|   |   | February 2011 | 0  | 0    | 0%     | 0      | 0    | 0    | 0%    | 0.00   | 0.00   |
|   |   | January 2011  | 32 | 37   | 86%    | 0.3419 | 8430 | 9271 | 91%   | 0.94   | (0.58) |
| December 2010                                   |   | 25            | 25 | 100% | 0      | 7513   | 8092 | 93%  | -1.39 | (1.84) |        |
| November 2010                                   |   | 22            | 23 | 96%  | 0.2039 | 6143   | 6435 | 95%  | -0.04 | (1.03) |        |
| October 2010                                    |   | 25            | 29 | 86%  | 0.3448 | 6231   | 6598 | 94%  | 1.93  | (0.13) |        |
| September 2010                                  |   | 18            | 18 | 100% | 0      | 5642   | 5883 | 96%  | -0.88 | (1.53) |        |
| August 2010                                     |   | 27            | 30 | 90%  | 0.3    | 5979   | 6325 | 95%  | 1.09  | (0.54) |        |

|   |                |    |    |      |        |      |      |      |       |        |
|---|----------------|----|----|------|--------|------|------|------|-------|--------|
|   | July 2010      | 16 | 17 | 94%  | 0.2353 | 6279 | 6753 | 93%  | -0.18 | (1.11) |
|   | June 2010      | 12 | 18 | 67%  | 0.4714 | 6161 | 6587 | 94%  | 4.63  | 0.94   |
|   | May 2010       | 11 | 14 | 79%  | 0.4103 | 5472 | 5897 | 93%  | 2.06  | (0.13) |
|   | April 2010     | 21 | 23 | 91%  | 0.2818 | 6024 | 6477 | 93%  | 0.32  | (0.98) |
| MR-9B Repair Appointments Met Business Parity   | March 2011     | 1  | 2  | 50%  | 0.5    | 158  | 181  | 87%  | 1.57  | (0.58) |
|   | February 2011  | 0  | 1  | 0%   | 0      | 225  | 255  | 88%  | 2.73  | (0.29) |
|   | January 2011   | 2  | 3  | 67%  | 0.4714 | 238  | 290  | 82%  | 0.69  | (0.93) |
|   | December 2010  | 2  | 2  | 100% | 0      | 208  | 238  | 87%  | -0.53 | (1.33) |
|   | November 2010  | 1  | 1  | 100% | 0      | 202  | 232  | 87%  | -0.38 | (1.23) |
|   | October 2010   | 1  | 1  | 100% | 0      | 195  | 230  | 85%  | -0.42 | (1.26) |
|   | September 2010 | 1  | 1  | 100% | 0      | 203  | 233  | 87%  | -0.38 | (1.23) |
|   | August 2010    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 2  | 2  | 100% | 0      | 240  | 272  | 88%  | -0.51 | (1.31) |
|   | June 2010      | 3  | 3  | 100% | 0      | 187  | 221  | 85%  | -0.73 | (1.45) |
|   | May 2010       | 1  | 1  | 100% | 0      | 203  | 231  | 88%  | -0.37 | (1.23) |
|   | April 2010     | 6  | 6  | 100% | 0      | 228  | 256  | 89%  | -0.85 | (1.52) |
| MR-9B Repair Appointments Met Centrex 21 Parity | March 2011     | 1  | 1  | 100% | 0      | 4    | 4    | 100% | 0.00  | 0.00   |
|   | February 2011  | 1  | 1  | 100% | 0      | 4    | 4    | 100% | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-9B Repair Appointments Met PBX Parity        | March 2011     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 1  | 1  | 100% | 0      | 3    | 3    | 100% | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-9B Repair Appointments Met Residence Parity  | March 2011     | 1  | 1  | 100% | 0      | 1136 | 1215 | 94%  | -0.26 | (1.16) |
|   | February 2011  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2010      | 1  | 1  | 100% | 0      | 1703 | 1835 | 93%  | -0.28 | (1.17) |
|   | June 2010      | 1  | 1  | 100% | 0      | 1583 | 1691 | 94%  | -0.26 | (1.16) |
|   | May 2010       | 2  | 2  | 100% | 0      | 1531 | 1633 | 94%  | -0.36 | (1.22) |
|   | April 2010     | 2  | 2  | 100% | 0      | 1560 | 1637 | 95%  | -0.31 | (1.19) |
| MR-9B Repair Appointments Met UNE - P           | March 2011     | 15 | 17 | 88%  | 0.3222 | 1294 | 1396 | 93%  | 0.70  | (0.78) |

|  |   |               |   |      |        |      |      |      |       |        |
|--|---|---------------|---|------|--------|------|------|------|-------|--------|
| (POTS) Parity                                | February 2011                                   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011                                    | 4             | 5 | 80%  | 0.4    | 2070 | 2361 | 88%  | 0.52  | (0.97) |
|  | December 2010                                   | 4             | 4 | 100% | 0      | 1817 | 1992 | 91%  | -0.62 | (1.38) |
|  | November 2010                                   | 3             | 4 | 75%  | 0.433  | 1551 | 1676 | 93%  | 1.33  | (0.62) |
|  | October 2010                                    | 5             | 5 | 100% | 0      | 1726 | 1886 | 92%  | -0.68 | (1.41) |
|  | September 2010                                  | 3             | 3 | 100% | 0      | 1750 | 1910 | 92%  | -0.52 | (1.32) |
|  | August 2010                                     | 9             | 9 | 100% | 0      | 1614 | 1744 | 93%  | -0.85 | (1.52) |
|  | July 2010                                       | 5             | 5 | 100% | 0      | 1943 | 2107 | 92%  | -0.65 | (1.39) |
|  | June 2010                                       | 3             | 3 | 100% | 0      | 1770 | 1912 | 93%  | -0.49 | (1.30) |
|  | May 2010  | 4             | 4 | 100% | 0      | 1734 | 1864 | 93%  | -0.55 | (1.33) |
|  | April 2010                                      | 4             | 5 | 80%  | 0.4    | 1788 | 1893 | 94%  | 1.41  | (0.59) |
|  | March 2011                                      | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | MR-9C Repair Appointments Met Business Parity   | February 2011 | 2 | 2    | 100%   | 0    | 161  | 164  | 98%   | -0.19  |
| January 2011                                 |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| December 2010                                |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| November 2010                                |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| October 2010                                 |   | 1             | 1 | 100% | 0      | 149  | 152  | 98%  | -0.14 | (1.09) |
| September 2010                               |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| August 2010                                  |   | 1             | 1 | 100% | 0      | 151  | 153  | 99%  | -0.11 | (1.07) |
| July 2010                                    |   | 1             | 1 | 100% | 0      | 203  | 208  | 98%  | -0.16 | (1.10) |
| June 2010                                    |   | 1             | 1 | 100% | 0      | 118  | 122  | 97%  | -0.18 | (1.11) |
| May 2010                                     |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| April 2010                                   |   | 2             | 3 | 67%  | 0.4714 | 195  | 201  | 97%  | 3.07  | (0.22) |
| March 2011                                   |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-9C Repair Appointments Met Centrex Parity |   | February 2011 | 0 | 0    | 0%     | 0    | 0    | 0    | 0%    | 0.00   |
|  | January 2011                                    | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010                                   | 1             | 1 | 100% | 0      | 6    | 6    | 100% | 0.00  | 0.00   |
|  | November 2010                                   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010                                    | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010                                  | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010                                     | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010                                       | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010                                       | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010                                      | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011                                      | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | MR-9C Repair Appointments Met Centrex 21 Parity | February 2011 | 0 | 0    | 0%     | 0    | 0    | 0    | 0%    | 0.00   |
| January 2011                                 |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| December 2010                                |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| November 2010                                |   | 1             | 1 | 100% | 0      | 4    | 4    | 100% | 0.00  | 0.00   |
| October 2010                                 |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| September 2010                               |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| August 2010                                  |   | 1             | 1 | 100% | 0      | 3    | 3    | 100% | 0.00  | 0.00   |
| July 2010                                    |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| June 2010                                    |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| May 2010                                     |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| April 2010                                   |   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| March 2011                                   |   | 1             | 1 | 100% | 0      | 1    | 1    | 100% | 0.00  | 0.00   |
| MR-9C Repair Appointments Met PBX Parity     |   | February 2011 | 0 | 0    | 0%     | 0    | 0    | 0    | 0%    | 0.00   |
|  | January 2011                                    | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010                                   | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010                                   | 2             | 2 | 100% | 0      | 3    | 3    | 100% | 0.00  | 0.00   |
|  | October 2010                                    | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010                                  | 0             | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |

|   |                |    |       |      |        |      |       |     |        |         |
|---|----------------|----|-------|------|--------|------|-------|-----|--------|---------|
|   | September 2010 | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | August 2010    | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | July 2010      | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | June 2010      | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | May 2010       | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | April 2010     | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | March 2011     | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
| MR-9C Repair Appointments Met             | February 2011  | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
| Residence Parity                          | January 2011   | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | December 2010  | 1  | 1     | 100% | 0      | 776  | 785   | 99% | -0.11  | (1.07)  |
|   | November 2010  | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | October 2010   | 1  | 1     | 100% | 0      | 738  | 759   | 97% | -0.17  | (1.10)  |
|   | September 2010 | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | August 2010    | 1  | 1     | 100% | 0      | 811  | 825   | 98% | -0.13  | (1.08)  |
|   | July 2010      | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | June 2010      | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | May 2010       | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | April 2010     | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
| MR-9C Repair Appointments Met UNE - P     | March 2011     | 12 | 12    | 100% | 0      | 762  | 778   | 98% | -0.50  | (1.30)  |
| (POTS) Parity                             | February 2011  | 0  | 0     | 0%   | 0      | 0    | 0     | 0%  | 0.00   | 0.00    |
|   | January 2011   | 5  | 5     | 100% | 0      | 986  | 998   | 99% | -0.25  | (1.15)  |
|   | December 2010  | 4  | 4     | 100% | 0      | 927  | 938   | 99% | -0.22  | (1.13)  |
|   | November 2010  | 9  | 9     | 100% | 0      | 924  | 935   | 99% | -0.33  | (1.20)  |
|   | October 2010   | 4  | 4     | 100% | 0      | 887  | 911   | 97% | -0.33  | (1.20)  |
|   | September 2010 | 7  | 8     | 88%  | 0.3307 | 926  | 955   | 97% | 1.55   | (0.54)  |
|   | August 2010    | 7  | 7     | 100% | 0      | 962  | 978   | 98% | -0.34  | (1.21)  |
|   | July 2010      | 8  | 8     | 100% | 0      | 1126 | 1148  | 98% | -0.39  | (1.24)  |
|   | June 2010      | 7  | 7     | 100% | 0      | 956  | 976   | 98% | -0.38  | (1.23)  |
|   | May 2010       | 9  | 9     | 100% | 0      | 953  | 977   | 98% | -0.47  | (1.29)  |
|   | April 2010     | 5  | 5     | 100% | 0      | 1022 | 1039  | 98% | -0.29  | (1.17)  |
| NI-1A Trunk Blockage to Qwest Tandem      | March 2011     | 4  | 27552 | 0%   | 0.00   | 6    | 16097 | 0%  | -11.34 | (7.90)  |
| Offices LIS Trunk Parity 0.01             | February 2011  | 4  | 28032 | 0%   | 0.00   | 3    | 16097 | 0%  | -4.08  | (3.48)  |
|   | January 2011   | 6  | 27576 | 0%   | 0.00   | 9    | 19953 | 0%  | -8.90  | (6.41)  |
|   | December 2010  | 8  | 26064 | 0%   | 0.00   | 60   | 22993 | 0%  | -29.66 | (19.03) |
|   | November 2010  | 7  | 31200 | 0%   | 0.00   | 5    | 22993 | 0%  | -0.97  | (1.59)  |
|   | October 2010   | 3  | 29736 | 0%   | 0.00   | 4    | 23041 | 0%  | -8.54  | (6.19)  |
|   | September 2010 | 3  | 28272 | 0%   | 0.00   | 2    | 23041 | 0%  | 1.11   | (0.32)  |
|   | August 2010    | 1  | 27624 | 0%   | 0.00   | 2    | 21457 | 0%  | -5.60  | (4.40)  |
|   | July 2010      | 1  | 28416 | 0%   | 0.00   | 4    | 16193 | 0%  | -15.15 | (10.21) |
|   | June 2010      | 0  | 28872 | 0%   | 0.00   | 1    | 16193 | 0%  | -11.29 | (7.87)  |
|   | May 2010       | 5  | 29088 | 0%   | 0.00   | 1    | 16531 | 0%  | 24.13  | 13.67   |
|   | April 2010     | 5  | 28272 | 0%   | 0.0009 | 3    | 16555 | 0%  | 0.44   | (0.73)  |
| NI-1B Trunk Blockage to Qwest End Offices | March 2011     | 0  | 2196  | 0%   | 0      | 1    | 14347 | 0%  | -5.25  | (4.19)  |
| LIS Trunk Parity 0.01                     | February 2011  | 0  | 2220  | 0%   | 0.0007 | 1    | 14347 | 0%  | 11.09  | 5.74    |
|   | January 2011   | 0  | 2292  | 0%   | 0      | 1    | 14011 | 0%  | -5.72  | (4.48)  |
|   | December 2010  | 0  | 2100  | 0%   | 0      | 15   | 14011 | 0%  | -6.70  | (5.07)  |
|   | November 2010  | 0  | 2316  | 0%   | 0      | 4    | 14203 | 0%  | -6.92  | (5.20)  |
|   | October 2010   | 0  | 2508  | 0%   | 0      | 2    | 14203 | 0%  | -5.76  | (4.50)  |
|   | September 2010 | 0  | 2340  | 0%   | 0      | 1    | 15739 | 0%  | -4.76  | (3.90)  |
|   | August 2010    | 0  | 2340  | 0%   | 0.0002 | 1    | 16915 | 0%  | -1.18  | (1.72)  |
|   | July 2010      | 0  | 2340  | 0%   | 0      | 1    | 16915 | 0%  | -2.59  | (2.57)  |
|   | June 2010      | 0  | 2748  | 0%   | 0      | 2    | 17323 | 0%  | -3.82  | (3.32)  |
|   | May 2010       | 0  | 2724  | 0%   | 0      | 1    | 17636 | 0%  | -4.83  | (3.93)  |

|  |   |               |       |      |        |        |       |    |       |        |        |
|--|---|---------------|-------|------|--------|--------|-------|----|-------|--------|--------|
| NI-1C Trunk Blockage to Qwest Tandem<br>Offices LIS Trunk Diagnostic                           | April 2010  | 0             | 2796  | 0%   | 0.0001 | 1      | 17636 | 0% | -3.75 | (3.28) |        |
|  | March 2011  | 36            | 28440 | 0%   | 0.007  | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | February 2011   | 29            | 28608 | 0%   | 0.0063 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | January 2011  | 37            | 28440 | 0%   | 0.007  | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | December 2010   | 110           | 27984 | 0%   | 0.0169 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | November 2010   | 32            | 31920 | 0%   | 0.0054 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | October 2010  | 28            | 29904 | 0%   | 0.0147 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | September 2010  | 60            | 29640 | 0%   | 0.0135 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | August 2010   | 39            | 29280 | 0%   | 0.006  | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | July 2010   | 22            | 29280 | 0%   | 0.0043 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | June 2010   | 11            | 29280 | 0%   | 0.0029 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | May 2010  | 15            | 29424 | 0%   | 0.0034 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | April 2010  | 41            | 29280 | 0%   | 0.0069 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | NI-1D Trunk Blockage to Qwest End<br>Offices LIS Trunk Diagnostic                   | March 2011    | 0     | 2196 | 0%     | 0      | 0     | 0  | 0%    | 0.00   | 0.00   |
| February 2011  |   | 0             | 2220  | 0%   | 0.0007 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| January 2011   |   | 0             | 2292  | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| December 2010  |   | 15            | 2316  | 1%   | 0.0207 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| November 2010  |   | 11            | 2532  | 0%   | 0.0143 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| October 2010   |   | 6             | 2724  | 0%   | 0.0073 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| September 2010   |   | 4             | 2556  | 0%   | 0.0046 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| August 2010  |   | 6             | 2556  | 0%   | 0.0082 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| July 2010  |   | 12            | 2748  | 0%   | 0.0105 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| June 2010  |   | 0             | 2748  | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| May 2010   |   | 1             | 2748  | 0%   | 0.0022 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| April 2010   |   | 0             | 2796  | 0%   | 0.0001 | 0      | 0     | 0% | 0.00  | 0.00   |        |
| OP-13A Coordinated Cuts Completed on<br>Time Unbundled Loop - Analog Benchmark<br>0.95         |   | March 2011    | 107   | 112  | 96%    | 0.2065 | 0     | 0  | 0%    | 0.00   | (0.02) |
|  |   | February 2011 | 107   | 117  | 91%    | 0.2796 | 0     | 0  | 0%    | 0.00   | 0.11   |
|  | January 2011  | 154           | 159   | 97%  | 0.1745 | 0      | 0     | 0% | 0.00  | (0.06) |        |
|  | December 2010   | 216           | 224   | 96%  | 0.1856 | 0      | 0     | 0% | 0.00  | (0.05) |        |
|  | November 2010   | 422           | 439   | 96%  | 0.1929 | 0      | 0     | 0% | 0.00  | (0.04) |        |
|  | October 2010  | 215           | 222   | 97%  | 0.1747 | 0      | 0     | 0% | 0.00  | (0.06) |        |
|  | September 2010  | 194           | 204   | 95%  | 0.2159 | 0      | 0     | 0% | 0.00  | (0.00) |        |
|  | August 2010   | 323           | 337   | 96%  | 0.1995 | 0      | 0     | 0% | 0.00  | (0.03) |        |
|  | July 2010   | 154           | 162   | 95%  | 0.2167 | 0      | 0     | 0% | 0.00  | (0.00) |        |
|  | June 2010   | 156           | 168   | 93%  | 0.2575 | 0      | 0     | 0% | 0.00  | 0.07   |        |
|  | May 2010  | 238           | 245   | 97%  | 0.1666 | 0      | 0     | 0% | 0.00  | (0.07) |        |
|  | April 2010  | 271           | 277   | 98%  | 0.1456 | 0      | 0     | 0% | 0.00  | (0.09) |        |
|  | OP-13A Coordinated Cuts Completed on<br>Time Unbundled Loop Other Benchmark<br>0.95 | March 2011    | 0     | 0    | 0%     | 0      | 0     | 0  | 0%    | 0.00   | 0.00   |
|  |   | February 2011 | 0     | 0    | 0%     | 0      | 0     | 0  | 0%    | 0.00   | 0.00   |
| January 2011   |   | 1             | 1     | 100% | 0      | 0      | 0     | 0% | 0.00  | (0.16) |        |
| December 2010  |   | 0             | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| November 2010  |   | 0             | 1     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 3.00   |        |
| October 2010   |   | 1             | 4     | 25%  | 0.433  | 0      | 0     | 0% | 0.00  | 2.21   |        |
| September 2010   |   | 1             | 1     | 100% | 0      | 0      | 0     | 0% | 0.00  | (0.16) |        |
| August 2010  |   | 0             | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| July 2010  |   | 0             | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| June 2010  |   | 0             | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| May 2010   |   | 0             | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |        |
| April 2010   |   | 0             | 1     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 3.00   |        |
| OP-13B Coordinated Cuts Started Without<br>CLEC Approval Unbundled Loop - Analog<br>Diagnostic |   | March 2011    | 1     | 116  | 1%     | 0.0924 | 0     | 0  | 0%    | 0.00   | 0.00   |
|  |   | February 2011 | 7     | 117  | 6%     | 0.2372 | 0     | 0  | 0%    | 0.00   | 0.00   |
|  | January 2011  | 3             | 161   | 2%   | 0.1352 | 0      | 0     | 0% | 0.00  | 0.00   |        |
|  | December 2010   | 4             | 226   | 2%   | 0.1319 | 0      | 0     | 0% | 0.00  | 0.00   |        |



|  |   |               |     |     |        |   |      |      |      |       |        |
|--|---|---------------|-----|-----|--------|---|------|------|------|-------|--------|
|  | November 2010   | 8             | 440 | 2%  | 0.1336 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | October 2010  | 4             | 229 | 2%  | 0.131  | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | September 2010  | 5             | 209 | 2%  | 0.1528 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | August 2010   | 5             | 337 | 1%  | 0.1209 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | July 2010   | 7             | 164 | 4%  | 0.2021 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | June 2010   | 10            | 169 | 6%  | 0.2359 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | May 2010  | 0             | 245 | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | April 2010  | 2             | 277 | 1%  | 0.0847 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
| OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic              | March 2011  | 0             | 0   | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | February 2011   | 0             | 2   | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | January 2011  | 0             | 23  | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | December 2010   | 0             | 18  | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | November 2010   | 4             | 11  | 36% | 0.481  | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | October 2010  | 5             | 11  | 45% | 0.4979 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | September 2010  | 10            | 21  | 48% | 0.4994 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | August 2010   | 0             | 1   | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | July 2010   | 0             | 13  | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | June 2010   | 15            | 39  | 38% | 0.4865 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | May 2010  | 0             | 26  | 0%  | 0      | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | April 2010  | 1             | 39  | 3%  | 0.1581 | 0 | 0    | 0%   | 0.00 | 0.00  |        |
|  | OP-15A Interval for Pending Orders Delayed Past Due Date Business Parity  | March 2011    | 0   | 0   | 0      | 0 | 0    | 0    | 0    | 0.00  | 0.00   |
|  |   | February 2011 | 8   | 1   | 8      | 0 | 1879 | 48   | 39   | -0.67 | (1.41) |
| January 2011   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| December 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| November 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| October 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| September 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| August 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| July 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| June 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| May 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| April 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| OP-15A Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic |   | March 2011    | 119 | 1   | 119    | 0 | 0    | 0    | 0    | 0.00  | 0.00   |
|  |   | February 2011 | 0   | 0   | 0      | 0 | 0    | 0    | 0    | 0.00  | 0.00   |
|  | January 2011  | 3             | 1   | 3   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | December 2010   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | November 2010   | 1             | 1   | 1   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | October 2010  | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | September 2010  | 1             | 1   | 1   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | August 2010   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | July 2010   | 1             | 1   | 1   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | June 2010   | 66            | 1   | 66  | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | May 2010  | 46            | 1   | 46  | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | April 2010  | 24            | 1   | 24  | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
|  | OP-15A Interval for Pending Orders Delayed Past Due Date LIS Trunk Parity | March 2011    | 0   | 0   | 0      | 0 | 0    | 0    | 0    | 0.00  | 0.00   |
|  |   | February 2011 | 0   | 0   | 0      | 0 | 0    | 0    | 0    | 0.00  | 0.00   |
| January 2011   |   | 20            | 2   | 10  | 4.24   | 0 | 0    | 0    | 0.00 | 0.00  |        |
| December 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| November 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| October 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| September 2010   |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| August 2010  |   | 0             | 0   | 0   | 0      | 0 | 0    | 0    | 0.00 | 0.00  |        |
| July 2010  | 0   | 0             | 0   | 0   | 0      | 0 | 0    | 0.00 | 0.00 |       |        |

|  |                |       |    |     |        |      |     |    |       |        |
|--|----------------|-------|----|-----|--------|------|-----|----|-------|--------|
|  | June 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2010       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2010     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders       | March 2011     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| Delayed Past Due Date Residence Parity   | February 2011  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | January 2011   | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | December 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | November 2010  | 10    | 1  | 10  | 0      | 4853 | 122 | 40 | -0.61 | (1.37) |
|  | October 2010   | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | September 2010 | 3     | 1  | 3   | 0      | 3514 | 102 | 34 | -0.69 | (1.42) |
|  | August 2010    | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | July 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2010       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2010     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders       | March 2011     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| Delayed Past Due Date UDIT Above DS1     | February 2011  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| Level Parity                             | January 2011   | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | December 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | November 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | October 2010   | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | September 2010 | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | August 2010    | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | July 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2010       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2010     | 9     | 1  | 9   | 0      | 71   | 1   | 71 | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders       | March 2011     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| Delayed Past Due Date UDIT DS1           | February 2011  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| Parity                                   | January 2011   | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | December 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | November 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | October 2010   | 52    | 1  | 52  | 0      | 703  | 12  | 59 | -0.10 | (1.06) |
|  | September 2010 | 31    | 1  | 31  | 0      | 720  | 24  | 30 | 0.02  | (0.82) |
|  | August 2010    | 9     | 1  | 9   | 0      | 550  | 15  | 37 | -0.70 | (1.43) |
|  | July 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2010      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2010       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2010     | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders       | March 2011     | 19999 | 26 | 769 | 566.37 | 0    | 0   | 0  | 0.00  | 0.00   |
| Delayed Past Due Date Unbundled Loop - 2 | February 2011  | 19397 | 34 | 571 | 591.26 | 0    | 0   | 0  | 0.00  | 0.00   |
| Wire Non-Loaded Parity                   | January 2011   | 18849 | 25 | 754 | 562.28 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | December 2010  | 18335 | 21 | 873 | 498.67 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | November 2010  | 17894 | 21 | 852 | 498.67 | 1    | 1   | 1  | 0.00  | 0.00   |
|  | October 2010   | 17453 | 21 | 831 | 498.67 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | September 2010 | 17012 | 21 | 810 | 498.67 | 88   | 2   | 44 | 0.00  | 0.00   |
|  | August 2010    | 27292 | 31 | 880 | 461.66 | 44   | 2   | 22 | 0.00  | 0.00   |
|  | July 2010      | 28374 | 49 | 579 | 527.09 | 0    | 2   | 0  | 0.00  | 0.00   |
|  | June 2010      | 26860 | 43 | 625 | 528.18 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2010       | 27037 | 35 | 772 | 468.52 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2010     | 26273 | 37 | 710 | 486.5  | 0    | 0   | 0  | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders       | March 2011     | 13982 | 23 | 608 | 428.4  | 0    | 0   | 0  | 0.00  | 0.00   |
| Delayed Past Due Date Unbundled Loop -   | February 2011  | 13564 | 20 | 678 | 383.03 | 0    | 0   | 0  | 0.00  | 0.00   |

|   |   |               |     |     |        |       |      |      |       |        |        |
|---|---|---------------|-----|-----|--------|-------|------|------|-------|--------|--------|
| ADSL Qualified Parity   | January 2011  | 13196         | 22  | 600 | 408.95 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | December 2010   | 12539         | 20  | 627 | 395.88 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | November 2010   | 12168         | 18  | 676 | 351.04 | 1     | 1    | 1    | 0.00  | 0.00   |        |
|   | October 2010  | 11912         | 20  | 596 | 378.81 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | September 2010  | 11576         | 23  | 503 | 399.19 | 88    | 2    | 44   | 0.00  | 0.00   |        |
|   | August 2010   | 11022         | 20  | 551 | 380.48 | 44    | 2    | 22   | 0.00  | 0.00   |        |
|   | July 2010   | 10656         | 18  | 592 | 346.45 | 0     | 2    | 0    | 0.00  | 0.00   |        |
|   | June 2010   | 10365         | 19  | 546 | 352.51 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | May 2010  | 10039         | 21  | 478 | 366.42 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | April 2010  | 9837          | 17  | 579 | 296.87 | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | OP-15A Interval for Pending Orders                        | March 2011    | 37  | 3   | 12     | 10.26 | 0    | 1    | 0     | 0.00   | 0.00   |
|   | Delayed Past Due Date Unbundled Loop - DS1 Capable Parity | February 2011 | 10  | 2   | 5      | 5.66  | 488  | 17   | 29    | -0.63  | (1.38) |
|   |   | January 2011  | 0   | 1   | 0      | 0     | 692  | 17   | 41    | -0.53  | (1.32) |
| December 2010   |   | 0             | 1   | 0   | 0      | 1106  | 21   | 53   | -0.74 | (1.45) |        |
| November 2010   |   | 26            | 1   | 26  | 0      | 892   | 14   | 64   | -0.55 | (1.33) |        |
| October 2010  |   | 9             | 1   | 9   | 0      | 703   | 12   | 59   | -0.77 | (1.47) |        |
| September 2010  |   | 11            | 2   | 6   | 6.36   | 720   | 24   | 30   | -0.79 | (1.48) |        |
| August 2010   |   | 134           | 1   | 134 | 0      | 550   | 15   | 37   | 2.46  | (0.22) |        |
| July 2010   |   | 0             | 1   | 0   | 0      | 485   | 19   | 26   | -0.72 | (1.43) |        |
| June 2010   |   | 0             | 0   | 0   | 0      | 0     | 0    | 0    | 0.00  | 0.00   |        |
| May 2010  |   | 2             | 2   | 1   | 0      | 241   | 9    | 27   | -1.26 | (1.77) |        |
| April 2010  |   | 0             | 0   | 0   | 0      | 0     | 0    | 0    | 0.00  | 0.00   |        |
| OP-15A Interval for Pending Orders  |   | March 2011    | 0   | 0   | 0      | 0     | 0    | 0    | 0     | 0.00   | 0.00   |
| Delayed Past Due Date Unbundled Loop Analog Parity                                |   | February 2011 | 342 | 2   | 171    | 72.12 | 1209 | 47   | 26    | 6.09   | 0.88   |
|   | January 2011  | 310           | 7   | 44  | 77.99  | 1008  | 50   | 20   | 2.46  | 0.09   |        |
|   | December 2010   | 266           | 6   | 44  | 72.47  | 735   | 44   | 17   | 2.82  | 0.20   |        |
|   | November 2010   | 237           | 5   | 47  | 65.95  | 539   | 28   | 19   | 2.99  | (0.02) |        |
|   | October 2010  | 195           | 7   | 28  | 49.68  | 651   | 31   | 21   | 0.37  | (0.58) |        |
|   | September 2010  | 157           | 3   | 52  | 55.52  | 754   | 30   | 25   | 1.27  | (0.35) |        |
|   | August 2010   | 6             | 2   | 3   | 2.83   | 967   | 39   | 25   | -1.05 | (1.64) |        |
|   | July 2010   | 70            | 19  | 4   | 5.25   | 1084  | 55   | 20   | -2.56 | (2.56) |        |
|   | June 2010   | 0             | 9   | 0   | 0      | 1016  | 46   | 22   | -1.89 | (2.15) |        |
|   | May 2010  | 63            | 8   | 8   | 6.22   | 684   | 43   | 16   | -0.76 | (1.46) |        |
|   | April 2010  | 0             | 0   | 0   | 0      | 0     | 0    | 0    | 0.00  | 0.00   |        |
|   | OP-15A Interval for Pending Orders                        | March 2011    | 459 | 6   | 77     | 142.9 | 8164 | 149  | 55    | 0.92   | (0.45) |
|   | Delayed Past Due Date UNE - P (POTS) Parity               | February 2011 | 0   | 0   | 0      | 0     | 0    | 0    | 0     | 0.00   | 0.00   |
| January 2011  |   | 31            | 1   | 31  | 0      | 8431  | 205  | 41   | -0.21 | (1.13) |        |
| December 2010   |   | 9             | 1   | 9   | 0      | 6929  | 187  | 37   | -0.63 | (1.38) |        |
| November 2010   |   | 163           | 1   | 163 | 0      | 6089  | 160  | 38   | 2.51  | 0.06   |        |
| October 2010  |   | 137           | 2   | 69  | 96.87  | 5104  | 144  | 35   | 0.97  | (0.40) |        |
| September 2010  |   | 133           | 2   | 67  | 64.35  | 4847  | 139  | 35   | 0.96  | (0.43) |        |
| August 2010   |   | 86            | 1   | 86  | 0      | 8672  | 195  | 44   | 0.90  | (0.52) |        |
| July 2010   |   | 59            | 1   | 59  | 0      | 8241  | 220  | 37   | 0.48  | (0.65) |        |
| June 2010   |   | 80            | 2   | 40  | 9.9    | 6392  | 175  | 37   | 0.12  | (0.79) |        |
| May 2010  |   | 35            | 2   | 18  | 13.44  | 6496  | 188  | 35   | -0.56 | (1.34) |        |
| April 2010  |   | 5             | 1   | 5   | 0      | 6251  | 173  | 36   | -0.77 | (1.47) |        |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Business Diagnostic |   | March 2011    | 0   | 0   | 0      | 0     | 0    | 0    | 0     | 0.00   | 0.00   |
| February 2011   |   | 1             | 1   | 1   | 0      | 0     | 0    | 0    | 0.00  | 0.00   |        |
| January 2011  | 0   | 0             | 0   | 0   | 0      | 0     | 0    | 0.00 | 0.00  |        |        |
| December 2010   | 0   | 0             | 0   | 0   | 0      | 0     | 0    | 0.00 | 0.00  |        |        |
| November 2010   | 0   | 0             | 0   | 0   | 0      | 0     | 0    | 0.00 | 0.00  |        |        |
| October 2010  | 0   | 0             | 0   | 0   | 0      | 0     | 0    | 0.00 | 0.00  |        |        |
| September 2010  | 0   | 0             | 0   | 0   | 0      | 0     | 0    | 0.00 | 0.00  |        |        |

|   |                |   |   |   |   |   |   |   |   |      |      |
|---|----------------|---|---|---|---|---|---|---|---|------|------|
|   | August 2010    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | March 2011     | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons LIS Trunk Diagnostic                      | March 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Residence Diagnostic                      | March 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons UDIT Above DS1 Level Diagnostic           | March 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

|  |   |               |    |    |        |        |   |   |   |      |      |      |
|--|---|---------------|----|----|--------|--------|---|---|---|------|------|------|
| OP-15B Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 Diagnostic                        | March 2011  | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | February 2011   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | January 2011  | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | December 2010   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | November 2010   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | October 2010  | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | September 2010  | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | August 2010   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | July 2010   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | June 2010   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | May 2010  | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | April 2010  | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | March 2011  | 25            | 26 | 1  | 0.1923 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded Diagnostic | February 2011 | 33 | 34 | 1      | 0.169  | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
| January 2011   |   | 24            | 25 | 1  | 0.196  | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| December 2010  |   | 20            | 21 | 1  | 0.213  | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| November 2010  |   | 20            | 21 | 1  | 0.213  | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| October 2010   |   | 20            | 21 | 1  | 0.213  | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| September 2010   |   | 20            | 21 | 1  | 0.213  | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| August 2010  |   | 22            | 31 | 1  | 0.4539 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| July 2010  |   | 42            | 49 | 1  | 0.3499 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| June 2010  |   | 41            | 43 | 1  | 0.2106 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| May 2010   |   | 34            | 35 | 1  | 0.1666 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| April 2010   |   | 36            | 37 | 1  | 0.1622 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified Diagnostic |   | March 2011    | 22 | 23 | 1      | 0.2039 | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  |   | February 2011 | 20 | 20 | 1      | 0      | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  |   | January 2011  | 22 | 22 | 1      | 0      | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  | December 2010   | 20            | 20 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | November 2010   | 17            | 18 | 1  | 0.2291 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | October 2010  | 20            | 20 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | September 2010  | 23            | 23 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | August 2010   | 20            | 20 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | July 2010   | 18            | 18 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | June 2010   | 16            | 19 | 1  | 0.3646 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | May 2010  | 17            | 21 | 1  | 0.3927 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | April 2010  | 17            | 17 | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable Diagnostic       | March 2011    | 1  | 3  | 0      | 0.4714 | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  |   | February 2011 | 0  | 2  | 0      | 0      | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
| January 2011   |   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| December 2010  |   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| November 2010  |   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| October 2010   |   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| September 2010   |   | 1             | 2  | 1  | 0.5    | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| August 2010  |   | 1             | 1  | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| July 2010  |   | 0             | 1  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| June 2010  |   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| May 2010   |   | 2             | 2  | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| April 2010   |   | 0             | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog Diagnostic           |   | March 2011    | 0  | 0  | 0      | 0      | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  |   | February 2011 | 2  | 2  | 1      | 0      | 0 | 0 | 0 | 0    | 0.00 | 0.00 |
|  | January 2011  | 7             | 7  | 1  | 0      | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | December 2010   | 2             | 6  | 0  | 0.4714 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |
|  | November 2010   | 3             | 5  | 1  | 0.4899 | 0      | 0 | 0 | 0 | 0.00 | 0.00 |      |

|   |   |            |      |      |        |        |         |         |      |        |
|---|---|------------|------|------|--------|--------|---------|---------|------|--------|
|   | October 2010  | 3          | 7    | 0    | 0.4949 | 0      | 0       | 0       | 0.00 | 0.00   |
|   | September 2010  | 2          | 3    | 1    | 0.4714 | 0      | 0       | 0       | 0.00 | 0.00   |
|   | August 2010   | 1          | 2    | 1    | 0.5    | 0      | 0       | 0       | 0.00 | 0.00   |
|   | July 2010   | 8          | 19   | 0    | 0.4937 | 0      | 0       | 0       | 0.00 | 0.00   |
|   | June 2010   | 0          | 9    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | May 2010  | 3          | 8    | 0    | 0.4841 | 0      | 0       | 0       | 0.00 | 0.00   |
|   | April 2010  | 0          | 0    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) Diagnostic | March 2011  | 1          | 6    | 0    | 0.3727 | 0      | 0       | 0       | 0.00 | 0.00   |
|   | February 2011   | 0          | 0    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | January 2011  | 1          | 1    | 1    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | December 2010   | 1          | 1    | 1    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | November 2010   | 0          | 1    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | October 2010  | 0          | 2    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | September 2010  | 0          | 2    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | August 2010   | 0          | 1    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | July 2010   | 0          | 1    | 0    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | June 2010   | 1          | 2    | 1    | 0.5    | 0      | 0       | 0       | 0.00 | 0.00   |
|   | May 2010  | 1          | 2    | 1    | 0.5    | 0      | 0       | 0       | 0.00 | 0.00   |
|   | April 2010  | 1          | 1    | 1    | 0      | 0      | 0       | 0       | 0.00 | 0.00   |
|   | OP-17A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825    | March 2011 | 5643 | 5647 | 100%   | 0.0266 | 0       | 0       | 0%   | 0.00   |
| February 2011   |   | 5483       | 5491 | 100% | 0.0381 | 0      | 0       | 0%      | 0.00 | (0.05) |
| January 2011  |   | 6504       | 6504 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| December 2010   |   | 7315       | 7315 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| November 2010   |   | 7929       | 7929 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| October 2010  |   | 7463       | 7463 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| September 2010  |   | 8564       | 8564 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| August 2010   |   | 7162       | 7165 | 100% | 0.0205 | 0      | 0       | 0%      | 0.00 | (0.05) |
| July 2010   |   | 7829       | 7831 | 100% | 0.016  | 0      | 0       | 0%      | 0.00 | (0.05) |
| June 2010   |   | 6658       | 6658 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| May 2010  |   | 8387       | 8387 | 100% | 0      | 0      | 0       | 0%      | 0.00 | (0.05) |
| April 2010  |   | 9684       | 9702 | 100% | 0.043  | 0      | 0       | 0%      | 0.00 | (0.05) |
| OP-17B Timeliness of Disconnects associated with LNP Orders LNP Diagnostic              |   | March 2011 | 5647 | 5647 | 100%   | 0      | 0       | 0       | 0%   | 0.00   |
|   | February 2011   | 5491       | 5491 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | January 2011  | 6504       | 6504 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | December 2010   | 7315       | 7315 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | November 2010   | 7929       | 7929 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | October 2010  | 7463       | 7463 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | September 2010  | 8564       | 8564 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | August 2010   | 7165       | 7165 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | July 2010   | 7831       | 7831 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | June 2010   | 6658       | 6658 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | May 2010  | 8387       | 8387 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | April 2010  | 9702       | 9702 | 100% | 0      | 0      | 0       | 0%      | 0.00 | 0.00   |
|   | OP-2 Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity | March 2011 | 4351 | 4628 | 94%    | 0.2372 | 744650  | 1069378 | 70%  | 0.00   |
| February 2011   |   | 4754       | 5175 | 92%  | 0.2734 | 699172 | 1218980 | 57%     | 0.00 | 0.00   |
| January 2011  |   | 4850       | 5394 | 90%  | 0.3011 | 857069 | 1156913 | 74%     | 0.00 | 0.00   |
| December 2010   |   | 4498       | 5272 | 85%  | 0.3539 | 797877 | 1184345 | 67%     | 0.00 | 0.00   |
| November 2010   |   | 4314       | 5165 | 84%  | 0.371  | 832647 | 1162499 | 72%     | 0.00 | 0.00   |
| October 2010  |   | 4384       | 5126 | 86%  | 0.3519 | 845448 | 1198158 | 71%     | 0.00 | 0.00   |
| September 2010  |   | 4470       | 5584 | 80%  | 0.3996 | 789079 | 1350156 | 58%     | 0.00 | 0.00   |
| August 2010   |   | 4012       | 4966 | 81%  | 0.394  | 783260 | 1272096 | 62%     | 0.00 | 0.00   |
| July 2010   |   | 4784       | 5563 | 86%  | 0.347  | 803622 | 1273739 | 63%     | 0.00 | 0.00   |
| June 2010   |   | 4015       | 4637 | 87%  | 0.3408 | 774303 | 1057356 | 73%     | 0.00 | 0.00   |

|   |   |               |      |      |        |        |         |      |       |        |        |
|---|---|---------------|------|------|--------|--------|---------|------|-------|--------|--------|
|   | May 2010  | 4684          | 4900 | 96%  | 0.2053 | 865024 | 1124419 | 77%  | 0.00  | 0.00   |        |
|   | April 2010  | 5192          | 5603 | 93%  | 0.2607 | 907120 | 1258342 | 72%  | 0.00  | 0.00   |        |
| OP-3A Installation Commitments Met<br>Business Parity           | March 2011  | 9             | 11   | 82%  | 0.3857 | 875    | 910     | 96%  | 2.46  | (0.10) |        |
|   | February 2011   | 1             | 2    | 50%  | 0.5    | 894    | 929     | 96%  | 3.43  | (0.13) |        |
|   | January 2011  | 0             | 1    | 0%   | 0      | 815    | 844     | 97%  | 5.30  | 0.10   |        |
|   | December 2010   | 2             | 2    | 100% | 0      | 991    | 1012    | 98%  | -0.21 | (1.13) |        |
|   | November 2010   | 3             | 3    | 100% | 0      | 965    | 988     | 98%  | -0.27 | (1.16) |        |
|   | October 2010  | 2             | 2    | 100% | 0      | 1076   | 1108    | 97%  | -0.24 | (1.15) |        |
|   | September 2010  | 4             | 4    | 100% | 0      | 1053   | 1092    | 96%  | -0.38 | (1.23) |        |
|   | August 2010   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
|   | July 2010   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
|   | June 2010   | 1             | 1    | 100% | 0      | 1082   | 1102    | 98%  | -0.14 | (1.08) |        |
|   | May 2010  | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
|   | April 2010  | 2             | 2    | 100% | 0      | 1155   | 1193    | 97%  | -0.26 | (1.16) |        |
|   | OP-3A Installation Commitments Met Line<br>Splitting Benchmark 0.95 | March 2011    | 0    | 0    | 0%     | 0      | 0       | 0    | 0%    | 0.00   | 0.00   |
|   |   | February 2011 | 0    | 0    | 0%     | 0      | 0       | 0    | 0%    | 0.00   | 0.00   |
| January 2011  |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| December 2010   |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| November 2010   |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| October 2010  |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| September 2010  |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| August 2010   |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| July 2010   |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| June 2010   |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| May 2010  |   | 1             | 1    | 100% | 0      | 0      | 0       | 0%   | 0.00  | (0.16) |        |
| April 2010  |   | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |
| OP-3A Installation Commitments Met<br>Residence Parity          |   | March 2011    | 15   | 16   | 94%    | 0.2421 | 3251    | 3311 | 98%   | 1.33   | (0.60) |
|   |   | February 2011 | 17   | 17   | 100%   | 0      | 3086    | 3169 | 97%   | -0.67  | (1.41) |
|   | January 2011  | 9             | 9    | 100% | 0      | 3535   | 3619    | 98%  | -0.46 | (1.28) |        |
|   | December 2010   | 7             | 7    | 100% | 0      | 3304   | 3364    | 98%  | -0.36 | (1.22) |        |
|   | November 2010   | 6             | 7    | 86%  | 0.3499 | 3641   | 3695    | 99%  | 2.82  | (0.22) |        |
|   | October 2010  | 5             | 5    | 100% | 0      | 3871   | 3948    | 98%  | -0.32 | (1.19) |        |
|   | September 2010  | 5             | 5    | 100% | 0      | 3873   | 3932    | 99%  | -0.28 | (1.17) |        |
|   | August 2010   | 2             | 2    | 100% | 0      | 3735   | 3815    | 98%  | -0.21 | (1.13) |        |
|   | July 2010   | 11            | 11   | 100% | 0      | 3791   | 3851    | 98%  | -0.42 | (1.25) |        |
|   | June 2010   | 23            | 23   | 100% | 0      | 3522   | 3576    | 98%  | -0.59 | (1.36) |        |
|   | May 2010  | 13            | 13   | 100% | 0      | 3881   | 3922    | 99%  | -0.37 | (1.22) |        |
|   | April 2010  | 10            | 10   | 100% | 0      | 3863   | 3913    | 99%  | -0.36 | (1.22) |        |
|   | OP-3A Installation Commitments Met UNE -<br>P (POTS) Parity         | March 2011    | 84   | 87   | 97%    | 0.1825 | 4126    | 4221 | 98%   | 0.75   | (0.71) |
|   |   | February 2011 | 0    | 0    | 0%     | 0      | 0       | 0    | 0%    | 0.00   | 0.00   |
| January 2011  |   | 15            | 15   | 100% | 0      | 4350   | 4463    | 97%  | -0.62 | (1.38) |        |
| December 2010   |   | 13            | 13   | 100% | 0      | 4295   | 4376    | 98%  | -0.49 | (1.30) |        |
| November 2010   |   | 14            | 15   | 93%  | 0.2494 | 4606   | 4683    | 98%  | 1.53  | (0.54) |        |
| October 2010  |   | 25            | 27   | 93%  | 0.2619 | 4947   | 5056    | 98%  | 1.87  | (0.28) |        |
| September 2010  |   | 8             | 9    | 89%  | 0.3143 | 4926   | 5024    | 98%  | 1.99  | (0.40) |        |
| August 2010   |   | 8             | 11   | 73%  | 0.4454 | 4762   | 4876    | 98%  | 5.47  | 0.76   |        |
| July 2010   |   | 15            | 17   | 88%  | 0.3222 | 4941   | 5044    | 98%  | 2.83  | 0.02   |        |
| June 2010   |   | 13            | 13   | 100% | 0      | 4604   | 4678    | 98%  | -0.46 | (1.28) |        |
| May 2010  |   | 12            | 13   | 92%  | 0.2665 | 4996   | 5064    | 99%  | 1.99  | (0.40) |        |
| April 2010  |   | 16            | 17   | 94%  | 0.2353 | 5018   | 5106    | 98%  | 1.32  | (0.61) |        |
| OP-3A Installation Commitments Met UNE<br>P (Centrex 21) Parity |   | March 2011    | 0    | 0    | 0%     | 0      | 0       | 0    | 0%    | 0.00   | 0.00   |
|   |   | February 2011 | 0    | 0    | 0%     | 0      | 0       | 0    | 0%    | 0.00   | 0.00   |
|   | January 2011  | 0             | 0    | 0%   | 0      | 0      | 0       | 0%   | 0.00  | 0.00   |        |

|   |                |    |    |      |   |     |     |      |       |        |
|---|----------------|----|----|------|---|-----|-----|------|-------|--------|
|   | December 2010  | 1  | 1  | 100% | 0 | 2   | 2   | 100% | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
| OP-3B Installation Commitments Met<br>Business Parity       | March 2011     | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | December 2010  | 1  | 1  | 100% | 0 | 118 | 123 | 96%  | -0.21 | (1.12) |
|   | November 2010  | 1  | 1  | 100% | 0 | 159 | 164 | 97%  | -0.18 | (1.11) |
|   | October 2010   | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0  | 1  | 0%   | 0 | 146 | 149 | 98%  | 6.95  | 0.17   |
|   | August 2010    | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010     | 1  | 1  | 100% | 0 | 153 | 156 | 98%  | -0.14 | (1.08) |
| OP-3B Installation Commitments Met<br>Residence Parity      | March 2011     | 1  | 1  | 100% | 0 | 525 | 532 | 99%  | -0.12 | (1.07) |
|   | February 2011  | 1  | 1  | 100% | 0 | 561 | 582 | 96%  | -0.19 | (1.12) |
|   | January 2011   | 2  | 2  | 100% | 0 | 588 | 606 | 97%  | -0.25 | (1.15) |
|   | December 2010  | 1  | 1  | 100% | 0 | 639 | 662 | 97%  | -0.19 | (1.12) |
|   | November 2010  | 1  | 1  | 100% | 0 | 650 | 675 | 96%  | -0.20 | (1.12) |
|   | October 2010   | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010 | 1  | 1  | 100% | 0 | 662 | 675 | 98%  | -0.14 | (1.09) |
|   | August 2010    | 1  | 1  | 100% | 0 | 666 | 684 | 97%  | -0.16 | (1.10) |
|   | July 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010       | 1  | 1  | 100% | 0 | 733 | 742 | 99%  | -0.11 | (1.07) |
|   | April 2010     | 2  | 2  | 100% | 0 | 702 | 722 | 97%  | -0.24 | (1.14) |
| OP-3B Installation Commitments Met UNE -<br>P (POTS) Parity | March 2011     | 10 | 10 | 100% | 0 | 656 | 667 | 98%  | -0.41 | (1.25) |
|   | February 2011  | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | January 2011   | 8  | 8  | 100% | 0 | 717 | 740 | 97%  | -0.50 | (1.31) |
|   | December 2010  | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0  | 0  | 0%   | 0 | 0   | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 4  | 4  | 100% | 0 | 812 | 829 | 98%  | -0.29 | (1.18) |
|   | September 2010 | 3  | 3  | 100% | 0 | 808 | 824 | 98%  | -0.24 | (1.15) |
|   | August 2010    | 6  | 6  | 100% | 0 | 817 | 841 | 97%  | -0.42 | (1.25) |
|   | July 2010      | 1  | 1  | 100% | 0 | 860 | 887 | 97%  | -0.18 | (1.11) |
|   | June 2010      | 2  | 2  | 100% | 0 | 828 | 844 | 98%  | -0.20 | (1.12) |
|   | May 2010       | 5  | 5  | 100% | 0 | 867 | 879 | 99%  | -0.26 | (1.16) |
|   | April 2010     | 2  | 2  | 100% | 0 | 855 | 878 | 97%  | -0.23 | (1.14) |
| OP-3C Installation Commitments Met<br>Business Parity       | March 2011     | 4  | 4  | 100% | 0 | 374 | 376 | 99%  | -0.15 | (1.09) |
|   | February 2011  | 8  | 8  | 100% | 0 | 349 | 350 | 100% | -0.15 | (1.09) |
|   | January 2011   | 5  | 5  | 100% | 0 | 377 | 378 | 100% | -0.11 | (1.07) |
|   | December 2010  | 3  | 3  | 100% | 0 | 493 | 496 | 99%  | -0.13 | (1.08) |
|   | November 2010  | 2  | 2  | 100% | 0 | 465 | 472 | 99%  | -0.17 | (1.11) |
|   | October 2010   | 2  | 2  | 100% | 0 | 459 | 464 | 99%  | -0.15 | (1.09) |
|   | September 2010 | 4  | 4  | 100% | 0 | 396 | 397 | 100% | -0.10 | (1.06) |
|   | August 2010    | 12 | 12 | 100% | 0 | 371 | 372 | 100% | -0.18 | (1.11) |



|  |                |     |     |      |        |      |      |      |       |        |
|--|----------------|-----|-----|------|--------|------|------|------|-------|--------|
|  | July 2010      | 6   | 6   | 100% | 0      | 538  | 540  | 100% | -0.15 | (1.09) |
|  | June 2010      | 15  | 15  | 100% | 0      | 513  | 514  | 100% | -0.17 | (1.10) |
|  | May 2010       | 11  | 11  | 100% | 0      | 499  | 502  | 99%  | -0.25 | (1.15) |
|  | April 2010     | 9   | 9   | 100% | 0      | 721  | 725  | 99%  | -0.22 | (1.14) |
| OP-3C Installation Commitments Met Line Splitting Benchmark 0.95 | March 2011     | 1   | 1   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | February 2011  | 4   | 4   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | January 2011   | 1   | 1   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | December 2010  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 7   | 7   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | September 2010 | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 3   | 3   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | June 2010      | 1   | 1   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | May 2010       | 3   | 3   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | April 2010     | 1   | 1   | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.16) |
| OP-3C Installation Commitments Met Residence Parity              | March 2011     | 75  | 75  | 100% | 0      | 4552 | 4561 | 100% | -0.38 | (1.23) |
|  | February 2011  | 2   | 2   | 100% | 0      | 4605 | 4608 | 100% | -0.04 | (1.02) |
|  | January 2011   | 4   | 4   | 100% | 0      | 4744 | 4749 | 100% | -0.06 | (1.04) |
|  | December 2010  | 6   | 6   | 100% | 0      | 4963 | 4971 | 100% | -0.10 | (1.06) |
|  | November 2010  | 2   | 2   | 100% | 0      | 5201 | 5206 | 100% | -0.04 | (1.03) |
|  | October 2010   | 6   | 6   | 100% | 0      | 5540 | 5554 | 100% | -0.12 | (1.07) |
|  | September 2010 | 5   | 5   | 100% | 0      | 5359 | 5369 | 100% | -0.10 | (1.06) |
|  | August 2010    | 5   | 5   | 100% | 0      | 5284 | 5290 | 100% | -0.08 | (1.05) |
|  | July 2010      | 7   | 7   | 100% | 0      | 5950 | 5958 | 100% | -0.10 | (1.06) |
|  | June 2010      | 17  | 17  | 100% | 0      | 5459 | 5464 | 100% | -0.12 | (1.08) |
|  | May 2010       | 9   | 9   | 100% | 0      | 6532 | 6548 | 100% | -0.15 | (1.09) |
|  | April 2010     | 13  | 13  | 100% | 0      | 6550 | 6559 | 100% | -0.13 | (1.08) |
| OP-3C Installation Commitments Met UNE - P (POTS) Parity         | March 2011     | 151 | 151 | 100% | 0      | 4926 | 4937 | 100% | -0.57 | (1.35) |
|  | February 2011  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 10  | 10  | 100% | 0      | 5121 | 5127 | 100% | -0.11 | (1.07) |
|  | December 2010  | 6   | 6   | 100% | 0      | 5456 | 5467 | 100% | -0.11 | (1.07) |
|  | November 2010  | 18  | 18  | 100% | 0      | 5666 | 5678 | 100% | -0.19 | (1.12) |
|  | October 2010   | 94  | 94  | 100% | 0      | 5999 | 6018 | 100% | -0.54 | (1.33) |
|  | September 2010 | 10  | 12  | 83%  | 0.3727 | 5755 | 5766 | 100% | 13.07 | 1.08   |
|  | August 2010    | 52  | 53  | 98%  | 0.1361 | 5655 | 5662 | 100% | 3.64  | (0.11) |
|  | July 2010      | 9   | 9   | 100% | 0      | 6488 | 6498 | 100% | -0.12 | (1.07) |
|  | June 2010      | 26  | 26  | 100% | 0      | 5972 | 5978 | 100% | -0.16 | (1.10) |
|  | May 2010       | 16  | 16  | 100% | 0      | 7031 | 7050 | 100% | -0.21 | (1.13) |
|  | April 2010     | 20  | 20  | 100% | 0      | 7271 | 7284 | 100% | -0.19 | (1.11) |
| OP-3C Installation Commitments Met UNE P (Centrex 21) Parity     | March 2011     | 1   | 1   | 100% | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | September 2010 | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2010    | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| OP-3D Installation Commitments Met Basic                         | March 2011     | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |

|  |   |               |   |      |      |    |    |      |       |        |
|--|---|---------------|---|------|------|----|----|------|-------|--------|
| Rate ISDN Parity   | February 2011   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010   | 1             | 1 | 100% | 0    | 8  | 11 | 73%  | -0.59 | (1.36) |
|  | October 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010   | 1             | 1 | 100% | 0    | 10 | 11 | 91%  | -0.30 | (1.18) |
|  | July 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010  | 1             | 1 | 100% | 0    | 7  | 10 | 70%  | -0.62 | (1.38) |
|  | March 2011  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3D Installation Commitments Met Dark Fiber - Loop Diagnostic | February 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
| January 2011   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| December 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| October 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| June 2010  |   | 1             | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| April 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| March 2011   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-3D Installation Commitments Met DS0 Parity  |   | February 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
|  | January 2011  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010  | 1             | 1 | 100% | 0    | 6  | 6  | 100% | 0.00  | 0.00   |
|  | March 2011  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3D Installation Commitments Met DS1 Parity                   | February 2011 | 1 | 1    | 100% | 0  | 36 | 37   | 97%   | -0.16  |
| January 2011   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| December 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| October 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| June 2010  |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| April 2010   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| March 2011   |   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-3D Installation Commitments Met Enhanced Extended Loops - DS0 Capable Benchmark 0.9 |   | February 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
|  | January 2011  | 1             | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | (0.33) |
|  | December 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010   | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010  | 0             | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |

|   |                |     |     |      |        |    |    |      |       |        |
|---|----------------|-----|-----|------|--------|----|----|------|-------|--------|
|   | September 2010 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-3D Installation Commitments Met      | March 2011     | 40  | 41  | 98%  | 0.1543 | 0  | 0  | 0%   | 0.00  | (0.25) |
| Enhanced Extended Loops - DS1 Capable   | February 2011  | 34  | 35  | 97%  | 0.1666 | 0  | 0  | 0%   | 0.00  | (0.24) |
| Benchmark 0.9                           | January 2011   | 30  | 30  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | December 2010  | 29  | 30  | 97%  | 0.1795 | 0  | 0  | 0%   | 0.00  | (0.22) |
|   | November 2010  | 52  | 53  | 98%  | 0.1361 | 0  | 0  | 0%   | 0.00  | (0.27) |
|   | October 2010   | 42  | 47  | 89%  | 0.3083 | 0  | 0  | 0%   | 0.00  | 0.02   |
|   | September 2010 | 61  | 62  | 98%  | 0.126  | 0  | 0  | 0%   | 0.00  | (0.28) |
|   | August 2010    | 139 | 141 | 99%  | 0.1183 | 0  | 0  | 0%   | 0.00  | (0.29) |
|   | July 2010      | 83  | 83  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | June 2010      | 72  | 72  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | May 2010       | 54  | 54  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | April 2010     | 56  | 56  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met      | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Enhanced Extended Loops - DS3 Capable   | February 2011  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Benchmark 0.9                           | January 2011   | 1   | 1   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | December 2010  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | August 2010    | 2   | 2   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | July 2010      | 2   | 2   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | June 2010      | 2   | 2   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | May 2010       | 4   | 4   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | April 2010     | 1   | 1   | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met LIS  | March 2011     | 14  | 15  | 93%  | 0.2494 | 3  | 3  | 100% | 0.00  | (1.59) |
| Trunk Parity                            | February 2011  | 26  | 26  | 100% | 0      | 1  | 1  | 100% | 0.00  | 0.00   |
|   | January 2011   | 60  | 60  | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | December 2010  | 12  | 12  | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | November 2010  | 3   | 3   | 100% | 0      | 2  | 3  | 67%  | -0.87 | (1.53) |
|   | October 2010   | 8   | 8   | 100% | 0      | 10 | 10 | 100% | 0.00  | 0.00   |
|   | September 2010 | 6   | 6   | 100% | 0      | 11 | 11 | 100% | 0.00  | 0.00   |
|   | August 2010    | 11  | 11  | 100% | 0      | 4  | 4  | 100% | 0.00  | 0.00   |
|   | July 2010      | 9   | 9   | 100% | 0      | 2  | 2  | 100% | 0.00  | 0.00   |
|   | June 2010      | 6   | 6   | 100% | 0      | 2  | 2  | 100% | 0.00  | 0.00   |
|   | May 2010       | 4   | 4   | 100% | 0      | 1  | 1  | 100% | 0.00  | 0.00   |
|   | April 2010     | 15  | 15  | 100% | 0      | 5  | 5  | 100% | 0.00  | 0.00   |
| OP-3D Installation Commitments Met UDIT | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Above DS1 Level Parity                  | February 2011  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | December 2010  | 1   | 1   | 100% | 0      | 14 | 15 | 93%  | -0.26 | (1.16) |
|   | November 2010  | 1   | 1   | 100% | 0      | 22 | 23 | 96%  | -0.21 | (1.13) |
|   | October 2010   | 2   | 2   | 100% | 0      | 10 | 10 | 100% | 0.00  | 0.00   |
|   | September 2010 | 2   | 2   | 100% | 0      | 15 | 16 | 94%  | -0.34 | (1.21) |
|   | August 2010    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2010      | 3   | 3   | 100% | 0      | 5  | 7  | 71%  | -0.92 | (1.56) |
|   | June 2010      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2010       | 3   | 3   | 100% | 0      | 4  | 4  | 100% | 0.00  | 0.00   |

|  |   |            |     |      |        |        |    |      |       |        |
|--|---|------------|-----|------|--------|--------|----|------|-------|--------|
| OP-3D Installation Commitments Met UDIT<br>DS1 Parity                                  | April 2010  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | March 2011  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010  | 2          | 3   | 67%  | 0.4714 | 16     | 20 | 80%  | 0.54  | (1.06) |
|  | August 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3D Installation Commitments Met<br>Unbundled Loop - 2 Wire Non-Loaded<br>Benchmark 0.9 | March 2011 | 276 | 284  | 97%    | 0.1655 | 0  | 0    | 0%    | 0.00   |
| February 2011  |   | 268        | 268 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| January 2011   |   | 199        | 202 | 99%  | 0.121  | 0      | 0  | 0%   | 0.00  | (0.28) |
| December 2010  |   | 230        | 234 | 98%  | 0.1296 | 0      | 0  | 0%   | 0.00  | (0.28) |
| November 2010  |   | 241        | 247 | 98%  | 0.154  | 0      | 0  | 0%   | 0.00  | (0.25) |
| October 2010   |   | 199        | 205 | 97%  | 0.1686 | 0      | 0  | 0%   | 0.00  | (0.24) |
| September 2010   |   | 234        | 234 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| August 2010  |   | 272        | 273 | 100% | 0.0604 | 0      | 0  | 0%   | 0.00  | (0.32) |
| July 2010  |   | 249        | 255 | 98%  | 0.1516 | 0      | 0  | 0%   | 0.00  | (0.25) |
| June 2010  |   | 192        | 193 | 99%  | 0.0718 | 0      | 0  | 0%   | 0.00  | (0.32) |
| May 2010   |   | 212        | 212 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| April 2010   |   | 233        | 236 | 99%  | 0.112  | 0      | 0  | 0%   | 0.00  | (0.29) |
| March 2011   |   | 190        | 192 | 99%  | 0.1015 | 0      | 0  | 0%   | 0.00  | (0.30) |
| February 2011  |   | 176        | 183 | 96%  | 0.1918 | 0      | 0  | 0%   | 0.00  | (0.21) |
| OP-3D Installation Commitments Met<br>Unbundled Loop - ADSL Qualified<br>Benchmark 0.9 | January 2011  | 213        | 221 | 96%  | 0.1868 | 0      | 0  | 0%   | 0.00  | (0.21) |
|  | December 2010   | 161        | 178 | 90%  | 0.2939 | 0      | 0  | 0%   | 0.00  | (0.01) |
|  | November 2010   | 192        | 213 | 90%  | 0.2981 | 0      | 0  | 0%   | 0.00  | (0.00) |
|  | October 2010  | 221        | 237 | 93%  | 0.2509 | 0      | 0  | 0%   | 0.00  | (0.11) |
|  | September 2010  | 228        | 240 | 95%  | 0.2179 | 0      | 0  | 0%   | 0.00  | (0.17) |
|  | August 2010   | 191        | 199 | 96%  | 0.1964 | 0      | 0  | 0%   | 0.00  | (0.20) |
|  | July 2010   | 193        | 197 | 98%  | 0.141  | 0      | 0  | 0%   | 0.00  | (0.27) |
|  | June 2010   | 181        | 183 | 99%  | 0.104  | 0      | 0  | 0%   | 0.00  | (0.30) |
|  | May 2010  | 287        | 288 | 100% | 0.0588 | 0      | 0  | 0%   | 0.00  | (0.32) |
|  | April 2010  | 200        | 201 | 100% | 0.0704 | 0      | 0  | 0%   | 0.00  | (0.32) |
|  | March 2011  | 96         | 108 | 89%  | 0.3143 | 30     | 32 | 94%  | 1.00  | (0.74) |
|  | February 2011   | 130        | 136 | 96%  | 0.2054 | 36     | 37 | 97%  | 0.57  | (1.06) |
|  | January 2011  | 154        | 158 | 97%  | 0.1571 | 19     | 20 | 95%  | -0.48 | (1.29) |
|  | December 2010   | 105        | 106 | 99%  | 0.0967 | 21     | 23 | 91%  | -1.20 | (1.73) |
| OP-3D Installation Commitments Met<br>Unbundled Loop - DS3 Capable Parity              | November 2010   | 139        | 156 | 89%  | 0.3116 | 30     | 33 | 91%  | 0.33  | (1.04) |
|  | October 2010  | 137        | 147 | 93%  | 0.2518 | 22     | 25 | 88%  | -0.74 | (1.45) |
|  | September 2010  | 144        | 151 | 95%  | 0.2103 | 16     | 20 | 80%  | -1.61 | (1.98) |
|  | August 2010   | 151        | 164 | 92%  | 0.2702 | 20     | 26 | 77%  | -1.70 | (2.04) |
|  | July 2010   | 171        | 174 | 98%  | 0.1302 | 17     | 26 | 65%  | -3.29 | (3.00) |
|  | June 2010   | 172        | 177 | 97%  | 0.1657 | 37     | 45 | 82%  | -2.34 | (2.42) |
|  | May 2010  | 142        | 146 | 97%  | 0.1632 | 9      | 9  | 100% | 0.00  | (1.48) |
|  | April 2010  | 156        | 157 | 99%  | 0.0796 | 20     | 28 | 71%  | -3.01 | (2.83) |
|  | March 2011  | 1          | 1   | 100% | 0      | 3      | 3  | 100% | 0.00  | 0.00   |
|  | February 2011   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011  | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010   | 0          | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |

|   |                |      |      |      |        |   |    |      |       |        |
|---|----------------|------|------|------|--------|---|----|------|-------|--------|
|   | November 2010  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
| OP-3D Installation Commitments Met<br>Unbundled Loop - XDSLi Benchmark 0.9        | March 2011     | 1    | 1    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | February 2011  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0    | 1    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 3.00   |
|   | December 2010  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | November 2010  | 1    | 1    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | September 2010 | 2    | 2    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | August 2010    | 2    | 3    | 67%  | 0.4714 | 0 | 0  | 0%   | 0.00  | 0.78   |
|   | July 2010      | 2    | 2    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | June 2010      | 1    | 1    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | May 2010       | 1    | 1    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | April 2010     | 1    | 1    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met<br>Unbundled Loop Analog Benchmark 0.9         | March 2011     | 493  | 505  | 98%  | 0.1523 | 0 | 0  | 0%   | 0.00  | (0.25) |
|   | February 2011  | 608  | 646  | 94%  | 0.2353 | 0 | 0  | 0%   | 0.00  | (0.14) |
|   | January 2011   | 680  | 734  | 93%  | 0.2611 | 0 | 0  | 0%   | 0.00  | (0.09) |
|   | December 2010  | 801  | 852  | 94%  | 0.2372 | 0 | 0  | 0%   | 0.00  | (0.13) |
|   | November 2010  | 1206 | 1255 | 96%  | 0.1937 | 0 | 0  | 0%   | 0.00  | (0.20) |
|   | October 2010   | 774  | 826  | 94%  | 0.2429 | 0 | 0  | 0%   | 0.00  | (0.12) |
|   | September 2010 | 954  | 1009 | 95%  | 0.227  | 0 | 0  | 0%   | 0.00  | (0.15) |
|   | August 2010    | 1072 | 1116 | 96%  | 0.1946 | 0 | 0  | 0%   | 0.00  | (0.20) |
|   | July 2010      | 675  | 731  | 92%  | 0.266  | 0 | 0  | 0%   | 0.00  | (0.08) |
|   | June 2010      | 663  | 689  | 96%  | 0.1906 | 0 | 0  | 0%   | 0.00  | (0.21) |
|   | May 2010       | 941  | 962  | 98%  | 0.1461 | 0 | 0  | 0%   | 0.00  | (0.26) |
|   | April 2010     | 906  | 915  | 99%  | 0.0987 | 0 | 0  | 0%   | 0.00  | (0.30) |
| OP-3D Installation Commitments Met<br>Unbundled Loop Conditioned Benchmark<br>0.9 | March 2011     | 2    | 3    | 67%  | 0.4714 | 0 | 0  | 0%   | 0.00  | 0.78   |
|   | February 2011  | 2    | 9    | 22%  | 0.4157 | 0 | 0  | 0%   | 0.00  | 2.26   |
|   | January 2011   | 0    | 1    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 3.00   |
|   | December 2010  | 1    | 3    | 33%  | 0.4714 | 0 | 0  | 0%   | 0.00  | 1.89   |
|   | November 2010  | 4    | 4    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | October 2010   | 3    | 3    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
|   | September 2010 | 3    | 4    | 75%  | 0.433  | 0 | 0  | 0%   | 0.00  | 0.50   |
|   | August 2010    | 3    | 13   | 23%  | 0.4213 | 0 | 0  | 0%   | 0.00  | 2.23   |
|   | July 2010      | 0    | 3    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 3.00   |
|   | June 2010      | 2    | 3    | 67%  | 0.4714 | 0 | 0  | 0%   | 0.00  | 0.78   |
|   | May 2010       | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | April 2010     | 2    | 2    | 100% | 0      | 0 | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met<br>Unbundled Loop ISDN Capable Parity          | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | January 2011   | 1    | 1    | 100% | 0      | 3 | 5  | 60%  | -0.75 | (1.45) |
|   | December 2010  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
|   | September 2010 | 1    | 1    | 100% | 0      | 8 | 11 | 73%  | -0.59 | (1.36) |
|   | August 2010    | 0    | 0    | 0%   | 0      | 0 | 0  | 0%   | 0.00  | 0.00   |
| July 2010   | 0              | 0    | 0%   | 0    | 0      | 0 | 0% | 0.00 | 0.00  |        |

|  |  |            |    |      |        |        |    |      |       |        |
|--|--|------------|----|------|--------|--------|----|------|-------|--------|
|  | June 2010  | 1          | 1  | 100% | 0      | 12     | 13 | 92%  | -0.28 | (1.17) |
|  | May 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 2          | 2  | 100% | 0      | 7      | 10 | 70%  | -0.85 | (1.51) |
| OP-3E Installation Commitments Met Dark Fiber - IOF Diagnostic                         | March 2011   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0          | 1  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 1          | 1  | 100% | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 1          | 1  | 100% | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3E Installation Commitments Met Enhanced Extended Loops - DS1 Capable Benchmark 0.9 | March 2011 | 69 | 72   | 96%    | 0.1998 | 0  | 0    | 0%    | 0.00   |
| February 2011  |  | 80         | 84 | 95%  | 0.213  | 0      | 0  | 0%   | 0.00  | (0.17) |
| January 2011   |  | 76         | 77 | 99%  | 0.1132 | 0      | 0  | 0%   | 0.00  | (0.29) |
| December 2010  |  | 69         | 74 | 93%  | 0.251  | 0      | 0  | 0%   | 0.00  | (0.11) |
| November 2010  |  | 53         | 58 | 91%  | 0.2807 | 0      | 0  | 0%   | 0.00  | (0.05) |
| October 2010   |  | 60         | 64 | 94%  | 0.2421 | 0      | 0  | 0%   | 0.00  | (0.13) |
| September 2010   |  | 58         | 58 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| August 2010  |  | 56         | 58 | 97%  | 0.1825 | 0      | 0  | 0%   | 0.00  | (0.22) |
| July 2010  |  | 59         | 59 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| June 2010  |  | 63         | 63 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| May 2010   |  | 49         | 51 | 96%  | 0.1941 | 0      | 0  | 0%   | 0.00  | (0.20) |
| April 2010   |  | 88         | 94 | 94%  | 0.2444 | 0      | 0  | 0%   | 0.00  | (0.12) |
| OP-3E Installation Commitments Met Enhanced Extended Loops - DS3 Capable Benchmark 0.9 |  | March 2011 | 0  | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   |
|  | February 2011  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0          | 1  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 3.00   |
|  | June 2010  | 1          | 1  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | May 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3E Installation Commitments Met Frame Relay Parity                                  | March 2011 | 0  | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   |
| February 2011  |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| January 2011   |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| December 2010  |  | 2          | 2  | 100% | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| October 2010   |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| June 2010  |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| April 2010   |  | 1          | 1  | 100% | 0      | 1      | 1  | 100% | 0.00  | 0.00   |
| OP-3E Installation Commitments Met LIS Trunk Parity                                    |  | March 2011 | 8  | 8    | 100%   | 0      | 1  | 1    | 100%  | 0.00   |
|  | February 2011  | 13         | 14 | 93%  | 0.2575 | 1      | 1  | 100% | 0.00  | (1.91) |

|  |   |            |    |      |        |        |    |      |       |        |
|--|---|------------|----|------|--------|--------|----|------|-------|--------|
|  | January 2011  | 23         | 23 | 100% | 0      | 1      | 1  | 100% | 0.00  | 0.00   |
|  | December 2010   | 10         | 10 | 100% | 0      | 2      | 2  | 100% | 0.00  | 0.00   |
|  | November 2010   | 1          | 2  | 50%  | 0.5    | 4      | 4  | 100% | 0.00  | (0.74) |
|  | October 2010  | 8          | 8  | 100% | 0      | 15     | 15 | 100% | 0.00  | 0.00   |
|  | September 2010  | 3          | 3  | 100% | 0      | 20     | 20 | 100% | 0.00  | 0.00   |
|  | August 2010   | 15         | 15 | 100% | 0      | 3      | 6  | 50%  | -2.07 | (2.26) |
|  | July 2010   | 2          | 2  | 100% | 0      | 3      | 3  | 100% | 0.00  | 0.00   |
|  | June 2010   | 1          | 1  | 100% | 0      | 17     | 17 | 100% | 0.00  | 0.00   |
|  | May 2010  | 3          | 3  | 100% | 0      | 3      | 3  | 100% | 0.00  | 0.00   |
|  | April 2010  | 3          | 3  | 100% | 0      | 7      | 7  | 100% | 0.00  | 0.00   |
| OP-3E Installation Commitments Met UDIT Above DS1 Level Parity                   | March 2011  | 1          | 1  | 100% | 0      | 3      | 3  | 100% | 0.00  | 0.00   |
|  | February 2011   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010   | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010  | 0          | 1  | 0%   | 0      | 8      | 8  | 100% | 0.00  | (0.26) |
|  | April 2010  | 0          | 0  | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | OP-3E Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.9 | March 2011 | 5  | 6    | 83%    | 0.3727 | 0  | 0    | 0%    | 0.00   |
| February 2011  |   | 8          | 8  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| January 2011   |   | 18         | 18 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| December 2010  |   | 6          | 6  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| November 2010  |   | 8          | 8  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| October 2010   |   | 5          | 5  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| September 2010   |   | 10         | 10 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| August 2010  |   | 6          | 7  | 86%  | 0.3499 | 0      | 0  | 0%   | 0.00  | 0.14   |
| July 2010  |   | 2          | 3  | 67%  | 0.4714 | 0      | 0  | 0%   | 0.00  | 0.78   |
| June 2010  |   | 9          | 9  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| May 2010   |   | 7          | 7  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| April 2010   |   | 15         | 15 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| OP-3E Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9 |   | March 2011 | 11 | 11   | 100%   | 0      | 0  | 0    | 0%    | 0.00   |
|  | February 2011   | 14         | 14 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | January 2011  | 8          | 8  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | December 2010   | 14         | 14 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | November 2010   | 15         | 17 | 88%  | 0.3222 | 0      | 0  | 0%   | 0.00  | 0.06   |
|  | October 2010  | 21         | 23 | 91%  | 0.2818 | 0      | 0  | 0%   | 0.00  | (0.04) |
|  | September 2010  | 21         | 22 | 95%  | 0.2083 | 0      | 0  | 0%   | 0.00  | (0.18) |
|  | August 2010   | 24         | 24 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | July 2010   | 16         | 16 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | June 2010   | 14         | 14 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | May 2010  | 27         | 27 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | April 2010  | 24         | 24 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
|  | OP-3E Installation Commitments Met Unbundled Loop - DS1 Capable Parity              | March 2011 | 19 | 19   | 100%   | 0      | 18 | 27   | 67%   | -2.36  |
| February 2011  |   | 12         | 12 | 100% | 0      | 16     | 28 | 57%  | -2.51 | (2.53) |
| January 2011   |   | 20         | 20 | 100% | 0      | 18     | 32 | 56%  | -3.09 | (2.88) |
| December 2010  |   | 9          | 10 | 90%  | 0.3    | 12     | 20 | 60%  | -1.58 | (1.96) |
| November 2010  |   | 10         | 10 | 100% | 0      | 11     | 21 | 52%  | -2.48 | (2.51) |
| October 2010   |   | 11         | 11 | 100% | 0      | 20     | 40 | 50%  | -2.94 | (2.79) |
| September 2010   |   | 11         | 11 | 100% | 0      | 24     | 29 | 83%  | -1.29 | (1.78) |

|  |   |               |     |      |        |        |    |      |       |        |        |
|--|---|---------------|-----|------|--------|--------|----|------|-------|--------|--------|
|  | August 2010   | 13            | 13  | 100% | 0      | 16     | 24 | 67%  | -2.05 | (2.25) |        |
|  | July 2010   | 12            | 12  | 100% | 0      | 11     | 18 | 61%  | -2.14 | (2.30) |        |
|  | June 2010   | 10            | 10  | 100% | 0      | 17     | 25 | 68%  | -1.83 | (2.11) |        |
|  | May 2010  | 16            | 16  | 100% | 0      | 10     | 14 | 71%  | -1.73 | (2.05) |        |
|  | April 2010  | 14            | 14  | 100% | 0      | 31     | 39 | 79%  | -1.63 | (1.99) |        |
| OP-3E Installation Commitments Met<br>Unbundled Loop - XDSLi Benchmark 0.9     | March 2011  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | February 2011   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | January 2011  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | December 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | November 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | October 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | September 2010  | 1             | 1   | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |        |
|  | August 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | July 2010   | 1             | 1   | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |        |
|  | June 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | May 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | April 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | OP-3E Installation Commitments Met<br>Unbundled Loop Analog Benchmark 0.9 | March 2011    | 49  | 50   | 98%    | 0.14   | 0  | 0    | 0%    | 0.00   | (0.27) |
|  |   | February 2011 | 104 | 109  | 95%    | 0.2092 | 0  | 0    | 0%    | 0.00   | (0.18) |
| January 2011   |   | 90            | 96  | 94%  | 0.2421 | 0      | 0  | 0%   | 0.00  | (0.13) |        |
| December 2010  |   | 64            | 76  | 84%  | 0.3646 | 0      | 0  | 0%   | 0.00  | 0.19   |        |
| November 2010  |   | 127           | 130 | 98%  | 0.1501 | 0      | 0  | 0%   | 0.00  | (0.26) |        |
| October 2010   |   | 152           | 154 | 99%  | 0.1132 | 0      | 0  | 0%   | 0.00  | (0.29) |        |
| September 2010   |   | 106           | 107 | 99%  | 0.0962 | 0      | 0  | 0%   | 0.00  | (0.30) |        |
| August 2010  |   | 133           | 140 | 95%  | 0.2179 | 0      | 0  | 0%   | 0.00  | (0.17) |        |
| July 2010  |   | 89            | 108 | 82%  | 0.3808 | 0      | 0  | 0%   | 0.00  | 0.25   |        |
| June 2010  |   | 75            | 75  | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |        |
| May 2010   |   | 123           | 125 | 98%  | 0.1255 | 0      | 0  | 0%   | 0.00  | (0.28) |        |
| April 2010   |   | 150           | 160 | 94%  | 0.2421 | 0      | 0  | 0%   | 0.00  | (0.13) |        |
| OP-3E Installation Commitments Met<br>Unbundled Loop Conditioned Benchmark 0.9 |   | March 2011    | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  |   | February 2011 | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | December 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | November 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | October 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | September 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | August 2010   | 0             | 2   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 3.00   |        |
|  | July 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | June 2010   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | May 2010  | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
|  | April 2010  | 1             | 1   | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |        |
|  | OP-3E Installation Commitments Met<br>Unbundled Loop ISDN Capable Parity  | March 2011    | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  |   | February 2011 | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
| January 2011   |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| December 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| November 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| October 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| September 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| August 2010  |   | 2             | 2   | 100% | 0      | 8      | 8  | 100% | 0.00  | 0.00   |        |
| July 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| June 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| May 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| April 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |



|  |  |               |     |    |       |       |       |      |       |        |        |
|--|--|---------------|-----|----|-------|-------|-------|------|-------|--------|--------|
| OP-4A Installation Interval Business Parity  | March 2011   | 45            | 4   | 11 | 8.73  | 1962  | 490   | 4    | 2.85  | 0.61   |        |
|  | February 2011  | 9             | 2   | 5  | 3.54  | 1876  | 505   | 4    | 0.33  | (0.59) |        |
|  | January 2011   | 4             | 1   | 4  | 0     | 1730  | 437   | 4    | 0.01  | (0.79) |        |
|  | December 2010  | 2             | 1   | 2  | 0     | 1802  | 510   | 4    | -0.45 | (1.28) |        |
|  | November 2010  | 13            | 2   | 7  | 3.54  | 2072  | 513   | 4    | 0.74  | (0.34) |        |
|  | October 2010   | 5             | 2   | 3  | 2.12  | 2286  | 454   | 5    | -0.42 | (1.25) |        |
|  | September 2010   | 56            | 4   | 14 | 11.8  | 5041  | 623   | 8    | 1.20  | (0.29) |        |
|  | August 2010  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
|  | July 2010  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
|  | June 2010  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
|  | May 2010   | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
|  | April 2010   | 5             | 2   | 3  | 0.71  | 3020  | 746   | 4    | -0.39 | (1.24) |        |
|  | OP-4A Installation Interval Line Splitting Benchmark 3.3 | March 2011    | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
|  |  | February 2011 | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
|  |  | January 2011  | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
|  |  | December 2010 | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
| November 2010                                |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| October 2010                                 |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| September 2010                               |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| August 2010                                  |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| July 2010                                    |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| June 2010                                    |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| May 2010                                     |  | 3             | 1   | 3  | 0     | 0     | 0     | 0    | 0.00  | (0.27) |        |
| April 2010                                   |  | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
| OP-4A Installation Interval Residence Parity | March 2011   | 75            | 13  | 6  | 0.83  | 11014 | 2463  | 4    | 1.16  | (0.02) |        |
|  | February 2011  | 53            | 12  | 4  | 1.56  | 10663 | 2450  | 4    | 0.08  | (0.90) |        |
|  | January 2011   | 28            | 5   | 6  | 1.95  | 11419 | 2796  | 4    | 1.42  | (0.02) |        |
|  | December 2010  | 21            | 4   | 5  | 0.5   | 9661  | 2519  | 4    | 0.88  | (0.10) |        |
|  | November 2010  | 24            | 4   | 6  | 1.15  | 10043 | 2667  | 4    | 2.29  | 0.08   |        |
|  | October 2010   | 12            | 2   | 6  | 1.41  | 10472 | 2621  | 4    | 1.05  | (0.16) |        |
|  | September 2010   | 16            | 4   | 4  | 2.94  | 11858 | 2767  | 4    | -0.16 | (1.10) |        |
|  | August 2010  | 8             | 2   | 4  | 2.83  | 18851 | 3699  | 5    | -0.38 | (1.23) |        |
|  | July 2010  | 57            | 9   | 6  | 2.4   | 17300 | 3728  | 5    | 1.65  | (0.04) |        |
|  | June 2010  | 67            | 20  | 3  | 1.46  | 14193 | 3308  | 4    | -1.47 | (1.89) |        |
|  | May 2010   | 19            | 6   | 3  | 0.41  | 8640  | 2603  | 3    | -0.14 | (1.09) |        |
|  | April 2010   | 17            | 6   | 3  | 1.47  | 9177  | 2715  | 3    | -0.59 | (1.36) |        |
|  | OP-4A Installation Interval UNE - P (POTS) Parity        | March 2011    | 308 | 75 | 4     | 5.25  | 12976 | 2953 | 4     | -0.58  | (1.35) |
|  |  | February 2011 | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
| January 2011                                 |  | 11            | 5   | 2  | 0.45  | 13149 | 3233  | 4    | -1.52 | (1.93) |        |
| December 2010                                |  | 23            | 6   | 4  | 2.23  | 11463 | 3029  | 4    | 0.04  | (0.74) |        |
| November 2010                                |  | 69            | 14  | 5  | 4.05  | 12115 | 3180  | 4    | 1.61  | (0.05) |        |
| October 2010                                 |  | 84            | 23  | 4  | 1.56  | 12758 | 3075  | 4    | -0.57 | (1.35) |        |
| September 2010                               |  | 15            | 5   | 3  | 3.46  | 16899 | 3390  | 5    | -0.80 | (1.49) |        |
| August 2010                                  |  | 77            | 11  | 7  | 5.9   | 24678 | 4747  | 5    | 1.26  | (0.25) |        |
| July 2010                                    |  | 115           | 17  | 7  | 16.63 | 23395 | 4892  | 5    | 2.23  | 0.16   |        |
| June 2010                                    |  | 76            | 13  | 6  | 5.64  | 18618 | 4319  | 4    | 1.76  | 0.04   |        |
| May 2010                                     |  | 26            | 10  | 3  | 0.7   | 11473 | 3315  | 3    | -0.76 | (1.46) |        |
| April 2010                                   |  | 31            | 16  | 2  | 0.25  | 12197 | 3461  | 4    | -1.93 | (2.17) |        |
| OP-4B Installation Interval Business Parity  |  | March 2011    | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
|  |  | February 2011 | 0   | 0  | 0     | 0     | 0     | 0    | 0     | 0.00   | 0.00   |
|  | January 2011   | 0             | 0   | 0  | 0     | 0     | 0     | 0    | 0.00  | 0.00   |        |
|  | December 2010  | 1             | 1   | 1  | 0     | 223   | 70    | 3    | -1.12 | (1.68) |        |
|  | November 2010  | 2             | 1   | 2  | 0     | 339   | 105   | 3    | -0.49 | (1.30) |        |

|  |  |            |    |   |      |      |      |     |       |        |
|--|--|------------|----|---|------|------|------|-----|-------|--------|
|  | October 2010   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | September 2010   | 3          | 1  | 3 | 0    | 540  | 92   | 6   | -0.42 | (1.25) |
|  | August 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | July 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | June 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | May 2010   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | April 2010   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| OP-4B Installation Interval Residence Parity | March 2011   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | February 2011  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | January 2011   | 12         | 2  | 6 | 1.41 | 1572 | 458  | 3   | 1.84  | 0.21   |
|  | December 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | November 2010  | 3          | 1  | 3 | 0    | 2123 | 509  | 4   | -0.11 | (1.07) |
|  | October 2010   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | September 2010   | 7          | 1  | 7 | 0    | 2149 | 469  | 5   | 0.53  | (0.46) |
|  | August 2010  | 2          | 1  | 2 | 0    | 3072 | 659  | 5   | -0.63 | (1.38) |
|  | July 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | June 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | May 2010   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | April 2010   | 3          | 1  | 3 | 0    | 2109 | 558  | 4   | -0.28 | (1.17) |
|  | OP-4B Installation Interval UNE - P (POTS) Parity        | March 2011 | 22 | 9 | 2    | 0.88 | 1700 | 506 | 3     | -1.18  |
| February 2011                                |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| January 2011                                 |  | 20         | 5  | 4 | 1.87 | 1808 | 529  | 3   | 0.64  | (0.45) |
| December 2010                                |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| November 2010                                |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| October 2010                                 |  | 8          | 3  | 3 | 2.89 | 1832 | 523  | 4   | -0.49 | (1.30) |
| September 2010                               |  | 9          | 3  | 3 | 3.61 | 2689 | 561  | 5   | -0.61 | (1.37) |
| August 2010                                  |  | 18         | 6  | 3 | 1.79 | 3851 | 815  | 5   | -0.94 | (1.57) |
| July 2010                                    |  | 2          | 1  | 2 | 0    | 4237 | 854  | 5   | -0.66 | (1.40) |
| June 2010                                    |  | 9          | 2  | 5 | 3.54 | 3402 | 779  | 4   | 0.06  | (0.69) |
| May 2010                                     |  | 8          | 4  | 2 | 0.82 | 2321 | 643  | 4   | -0.91 | (1.55) |
| April 2010                                   |  | 2          | 1  | 2 | 0    | 2549 | 665  | 4   | -0.62 | (1.37) |
| OP-4C Installation Interval Business Parity  |  | March 2011 | 2  | 2 | 1    | 0    | 226  | 197 | 1     | -0.23  |
|  | February 2011  | 7          | 7  | 1 | 0    | 221  | 167  | 1   | -0.86 | (1.52) |
|  | January 2011   | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | December 2010  | 5          | 2  | 3 | 2.12 | 173  | 134  | 1   | 1.52  | 0.00   |
|  | November 2010  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
|  | October 2010   | 1          | 1  | 1 | 0    | 290  | 188  | 2   | -0.44 | (1.27) |
|  | September 2010   | 2          | 2  | 1 | 0    | 259  | 175  | 1   | -0.40 | (1.24) |
|  | August 2010  | 6          | 8  | 1 | 0.46 | 188  | 145  | 1   | -1.25 | (1.76) |
|  | July 2010  | 2          | 2  | 1 | 0    | 317  | 215  | 1   | -0.67 | (1.41) |
|  | June 2010  | 6          | 6  | 1 | 0    | 325  | 201  | 2   | -0.38 | (1.23) |
|  | May 2010   | 7          | 5  | 1 | 0.89 | 308  | 219  | 1   | -0.01 | (1.01) |
|  | April 2010   | 7          | 7  | 1 | 0    | 294  | 198  | 1   | -1.27 | (1.77) |
|  | OP-4C Installation Interval Line Splitting Benchmark 3.3 | March 2011 | 0  | 0 | 0    | 0    | 0    | 0   | 0     | 0.00   |
| February 2011                                |  | 9          | 3  | 3 | 0    | 0    | 0    | 0   | 0.00  | (0.27) |
| January 2011                                 |  | 3          | 1  | 3 | 0    | 0    | 0    | 0   | 0.00  | (0.27) |
| December 2010                                |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| November 2010                                |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| October 2010                                 |  | 18         | 7  | 3 | 0.79 | 0    | 0    | 0   | 0.00  | (0.66) |
| September 2010                               |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| August 2010                                  |  | 0          | 0  | 0 | 0    | 0    | 0    | 0   | 0.00  | 0.00   |
| July 2010                                    |  | 6          | 2  | 3 | 0    | 0    | 0    | 0   | 0.00  | (0.27) |
| June 2010                                    |  | 3          | 1  | 3 | 0    | 0    | 0    | 0   | 0.00  | (0.27) |

|  |                |    |    |    |      |      |      |   |       |        |
|--|----------------|----|----|----|------|------|------|---|-------|--------|
|  | May 2010       | 9  | 3  | 3  | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
|  | April 2010     | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| OP-4C Installation Interval Residence Parity             | March 2011     | 12 | 27 | 0  | 0.51 | 2681 | 2333 | 1 | -6.55 | (4.98) |
|  | February 2011  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | November 2010  | 2  | 2  | 1  | 0    | 2969 | 2638 | 1 | -0.36 | (1.22) |
|  | October 2010   | 3  | 3  | 1  | 0    | 3246 | 2871 | 1 | -0.46 | (1.28) |
|  | September 2010 | 1  | 1  | 1  | 0    | 3248 | 2813 | 1 | -0.28 | (1.17) |
|  | August 2010    | 2  | 2  | 1  | 0    | 2982 | 2727 | 1 | -0.30 | (1.18) |
|  | July 2010      | 2  | 2  | 1  | 0    | 3613 | 3111 | 1 | -0.41 | (1.25) |
|  | June 2010      | 9  | 9  | 1  | 0    | 3301 | 2905 | 1 | -0.77 | (1.47) |
|  | May 2010       | 2  | 2  | 1  | 0    | 3858 | 3408 | 1 | -0.20 | (1.12) |
|  | April 2010     | 3  | 3  | 1  | 0    | 4242 | 3696 | 1 | -0.55 | (1.33) |
| OP-4C Installation Interval UNE - P (POTS) Parity        | March 2011     | 40 | 38 | 1  | 0.32 | 2907 | 2530 | 1 | -1.00 | (1.61) |
|  | February 2011  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | January 2011   | 1  | 2  | 1  | 0.71 | 2823 | 2673 | 1 | -1.48 | (1.90) |
|  | December 2010  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | November 2010  | 3  | 3  | 1  | 0    | 3175 | 2814 | 1 | -0.41 | (1.25) |
|  | October 2010   | 5  | 6  | 1  | 0.41 | 3536 | 3059 | 1 | -1.38 | (1.84) |
|  | September 2010 | 1  | 2  | 1  | 0.71 | 3507 | 2988 | 1 | -1.40 | (1.85) |
|  | August 2010    | 2  | 3  | 1  | 0.58 | 3170 | 2872 | 1 | -1.48 | (1.90) |
|  | July 2010      | 2  | 2  | 1  | 0    | 3930 | 3326 | 1 | -0.43 | (1.26) |
|  | June 2010      | 5  | 5  | 1  | 0    | 3626 | 3106 | 1 | -0.33 | (1.20) |
|  | May 2010       | 6  | 5  | 1  | 0.45 | 4166 | 3627 | 1 | 0.12  | (0.99) |
|  | April 2010     | 1  | 3  | 0  | 0.58 | 4536 | 3894 | 1 | -2.81 | (2.71) |
| OP-4D Installation Interval Basic Rate ISDN Parity       | March 2011     | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | November 2010  | 1  | 1  | 1  | 0    | 8    | 3    | 3 | -1.25 | (1.76) |
|  | October 2010   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 1  | 0    | 62   | 10   | 6 | -1.36 | (1.83) |
|  | July 2010      | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | April 2010     | 19 | 1  | 19 | 0    | 50   | 6    | 8 | 1.31  | (0.57) |
| OP-4D Installation Interval Dark Fiber - Loop Diagnostic | March 2011     | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | June 2010      | 20 | 1  | 20 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| OP-4D Installation Interval DS0 Parity                   | March 2011     | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0    | 0    | 0 | 0.00  | 0.00   |

|   |                |     |    |    |      |     |    |    |       |        |
|---|----------------|-----|----|----|------|-----|----|----|-------|--------|
|   | December 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2010      | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 5   | 1  | 5  | 0    | 6   | 1  | 6  | 0.00  | 0.00   |
| OP-4D Installation Interval DS1 Parity  | March 2011     | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | February 2011  | 5   | 1  | 5  | 0    | 278 | 31 | 9  | -1.78 | (2.08) |
|   | January 2011   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2010      | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-4D Installation Interval E911 Parity   | March 2011     | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | January 2011   | 12  | 1  | 12 | 0    | 24  | 2  | 12 | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 14  | 2  | 7  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2010      | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2010      | 48  | 4  | 12 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-4D Installation Interval Enhanced<br>Extended Loops - DS1 Capable Benchmark<br>6 | March 2011     | 87  | 20 | 4  | 1.04 | 0   | 0  | 0  | 0.00  | (0.83) |
|   | February 2011  | 91  | 20 | 5  | 0.76 | 0   | 0  | 0  | 0.00  | (0.73) |
|   | January 2011   | 94  | 20 | 5  | 0.66 | 0   | 0  | 0  | 0.00  | (0.65) |
|   | December 2010  | 87  | 20 | 4  | 1.31 | 0   | 0  | 0  | 0.00  | (0.83) |
|   | November 2010  | 167 | 34 | 5  | 1.22 | 0   | 0  | 0  | 0.00  | (0.54) |
|   | October 2010   | 167 | 32 | 5  | 1.13 | 0   | 0  | 0  | 0.00  | (0.39) |
|   | September 2010 | 177 | 38 | 5  | 0.85 | 0   | 0  | 0  | 0.00  | (0.67) |
|   | August 2010    | 174 | 38 | 5  | 1.27 | 0   | 0  | 0  | 0.00  | (0.71) |
|   | July 2010      | 134 | 31 | 4  | 0.91 | 0   | 0  | 0  | 0.00  | (0.84) |
|   | June 2010      | 111 | 27 | 4  | 1.15 | 0   | 0  | 0  | 0.00  | (0.94) |
|   | May 2010       | 134 | 32 | 4  | 0.9  | 0   | 0  | 0  | 0.00  | (0.91) |
|   | April 2010     | 62  | 14 | 4  | 0.76 | 0   | 0  | 0  | 0.00  | (0.79) |
| OP-4D Installation Interval Enhanced<br>Extended Loops - DS3 Capable Diagnostic     | March 2011     | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | January 2011   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 0   | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |

|  |                |     |     |    |      |     |    |    |   |       |        |
|--|----------------|-----|-----|----|------|-----|----|----|---|-------|--------|
|  | July 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | June 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | May 2010       | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | April 2010     | 6   | 1   | 6  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
| OP-4D Installation Interval LIS Trunk Parity                             | March 2011     | 41  | 3   | 14 | 6.66 | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | February 2011  | 21  | 1   | 21 | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | January 2011   | 52  | 3   | 17 | 8.08 | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | December 2010  | 44  | 2   | 22 | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | November 2010  | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | October 2010   | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | September 2010 | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | August 2010    | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | July 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | June 2010      | 22  | 1   | 22 | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | May 2010       | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | April 2010     | 22  | 1   | 22 | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
| OP-4D Installation Interval UDIT Above DS1 Level Parity                  | March 2011     | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | February 2011  | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | January 2011   | 0   | 0   | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
|  | December 2010  | 7   | 1   | 7  | 0    | 142 | 15 | 9  |   | -0.34 | (1.21) |
|  | November 2010  | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | October 2010   | 3   | 1   | 3  | 0    | 73  | 10 | 7  |   | -1.54 | (1.93) |
|  | September 2010 | 4   | 1   | 4  | 0    | 89  | 15 | 6  |   | -0.72 | (1.44) |
|  | August 2010    | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | July 2010      | 4   | 1   | 4  | 0    | 75  | 7  | 11 |   | -1.38 | (1.84) |
|  | June 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | May 2010       | 14  | 2   | 7  | 0    | 21  | 3  | 7  |   | 0.00  | (1.00) |
|  | April 2010     | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| OP-4D Installation Interval UDIT DS1 Parity                              | March 2011     | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | February 2011  | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | January 2011   | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | December 2010  | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | November 2010  | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | October 2010   | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | September 2010 | 16  | 3   | 5  | 4.93 | 134 | 14 | 10 |   | -0.68 | (1.42) |
|  | August 2010    | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | July 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | June 2010      | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | May 2010       | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|  | April 2010     | 0   | 0   | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| OP-4D Installation Interval Unbundled Loop 2 Wire Non-Loaded Benchmark 6 | March 2011     | 333 | 146 | 2  | 0.67 | 0   | 0  | 0  |   | 0.00  | (1.86) |
|  | February 2011  | 266 | 123 | 2  | 0.72 | 0   | 0  | 0  |   | 0.00  | (1.92) |
|  | January 2011   | 305 | 123 | 2  | 0.83 | 0   | 0  | 0  |   | 0.00  | (1.76) |
|  | December 2010  | 370 | 132 | 3  | 0.76 | 0   | 0  | 0  |   | 0.00  | (1.60) |
|  | November 2010  | 348 | 150 | 2  | 0.89 | 0   | 0  | 0  |   | 0.00  | (1.84) |
|  | October 2010   | 359 | 133 | 3  | 1.26 | 0   | 0  | 0  |   | 0.00  | (1.65) |
|  | September 2010 | 358 | 142 | 3  | 0.56 | 0   | 0  | 0  |   | 0.00  | (1.74) |
|  | August 2010    | 332 | 125 | 3  | 0.51 | 0   | 0  | 0  |   | 0.00  | (1.67) |
|  | July 2010      | 295 | 120 | 2  | 0.61 | 0   | 0  | 0  |   | 0.00  | (1.77) |
|  | June 2010      | 264 | 106 | 2  | 0.95 | 0   | 0  | 0  |   | 0.00  | (1.75) |
|  | May 2010       | 320 | 123 | 3  | 1.01 | 0   | 0  | 0  |   | 0.00  | (1.70) |
|  | April 2010     | 346 | 125 | 3  | 1.69 | 0   | 0  | 0  |   | 0.00  | (1.62) |
| OP-4D Installation Interval Unbundled Loop                               | March 2011     | 276 | 92  | 3  | 0    | 0   | 0  | 0  |   | 0.00  | (1.50) |

|  |  |               |      |     |      |      |    |   |      |        |        |
|--|--|---------------|------|-----|------|------|----|---|------|--------|--------|
| ADSL Qualified Benchmark 6                 | February 2011                              | 258           | 88   | 3   | 0.5  | 0    | 0  | 0 | 0.00 | (1.53) |        |
|  | January 2011                               | 385           | 129  | 3   | 0.28 | 0    | 0  | 0 | 0.00 | (1.51) |        |
|  | December 2010                              | 322           | 104  | 3   | 0.74 | 0    | 0  | 0 | 0.00 | (1.45) |        |
|  | November 2010                              | 441           | 139  | 3   | 0.98 | 0    | 0  | 0 | 0.00 | (1.41) |        |
|  | October 2010                               | 512           | 167  | 3   | 0.35 | 0    | 0  | 0 | 0.00 | (1.47) |        |
|  | September 2010                             | 510           | 163  | 3   | 1.01 | 0    | 0  | 0 | 0.00 | (1.44) |        |
|  | August 2010                                | 337           | 125  | 3   | 0.75 | 0    | 0  | 0 | 0.00 | (1.65) |        |
|  | July 2010                                  | 280           | 101  | 3   | 0.79 | 0    | 0  | 0 | 0.00 | (1.61) |        |
|  | June 2010                                  | 302           | 116  | 3   | 0.6  | 0    | 0  | 0 | 0.00 | (1.70) |        |
|  | May 2010                                   | 397           | 154  | 3   | 0.65 | 0    | 0  | 0 | 0.00 | (1.71) |        |
|  | April 2010                                 | 248           | 101  | 2   | 0.76 | 0    | 0  | 0 | 0.00 | (1.77) |        |
|  | OP-4D Installation Interval Unbundled Loop | March 2011    | 335  | 71  | 5    | 2.84 | 0  | 0 | 0    | 0.00   | (0.43) |
|  | DS1 Capable Benchmark 5.5                  | February 2011 | 495  | 115 | 4    | 1.45 | 0  | 0 | 0    | 0.00   | (0.65) |
| January 2011                               |  | 343           | 73   | 5   | 0.76 | 0    | 0  | 0 | 0.00 | (0.44) |        |
| December 2010                              |  | 309           | 63   | 5   | 3.96 | 0    | 0  | 0 | 0.00 | (0.32) |        |
| November 2010                              |  | 525           | 113  | 5   | 1.33 | 0    | 0  | 0 | 0.00 | (0.47) |        |
| October 2010                               |  | 573           | 107  | 5   | 7.82 | 0    | 0  | 0 | 0.00 | (0.08) |        |
| September 2010                             |  | 474           | 95   | 5   | 0.69 | 0    | 0  | 0 | 0.00 | (0.28) |        |
| August 2010                                |  | 581           | 118  | 5   | 3.44 | 0    | 0  | 0 | 0.00 | (0.31) |        |
| July 2010                                  |  | 580           | 133  | 4   | 1.09 | 0    | 0  | 0 | 0.00 | (0.62) |        |
| June 2010                                  |  | 497           | 110  | 5   | 1.05 | 0    | 0  | 0 | 0.00 | (0.54) |        |
| May 2010                                   |  | 450           | 100  | 5   | 0.9  | 0    | 0  | 0 | 0.00 | (0.55) |        |
| April 2010                                 |  | 413           | 88   | 5   | 1.51 | 0    | 0  | 0 | 0.00 | (0.44) |        |
| OP-4D Installation Interval Unbundled Loop |  | March 2011    | 6    | 1   | 6    | 0    | 36 | 4 | 9    | 0.00   | 0.00   |
| DS3 Capable Parity                         |  | February 2011 | 0    | 0   | 0    | 0    | 0  | 0 | 0    | 0.00   | 0.00   |
|  | January 2011                               | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | December 2010                              | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | November 2010                              | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | October 2010                               | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | September 2010                             | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | August 2010                                | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | July 2010                                  | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | June 2010                                  | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | May 2010                                   | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | April 2010                                 | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
|  | OP-4D Installation Interval Unbundled Loop | March 2011    | 1    | 1   | 1    | 0    | 0  | 0 | 0    | 0.00   | (2.50) |
|  | XDSLi Benchmark 6                          | February 2011 | 0    | 0   | 0    | 0    | 0  | 0 | 0    | 0.00   | 0.00   |
| January 2011                               |  | 6             | 1    | 6   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
| December 2010                              |  | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
| November 2010                              |  | 5             | 1    | 5   | 0    | 0    | 0  | 0 | 0.00 | (0.50) |        |
| October 2010                               |  | 0             | 0    | 0   | 0    | 0    | 0  | 0 | 0.00 | 0.00   |        |
| September 2010                             |  | 9             | 2    | 5   | 0.71 | 0    | 0  | 0 | 0.00 | (0.75) |        |
| August 2010                                |  | 14            | 3    | 5   | 1.15 | 0    | 0  | 0 | 0.00 | (0.67) |        |
| July 2010                                  |  | 5             | 2    | 3   | 2.12 | 0    | 0  | 0 | 0.00 | (1.75) |        |
| June 2010                                  |  | 5             | 1    | 5   | 0    | 0    | 0  | 0 | 0.00 | (0.50) |        |
| May 2010                                   |  | 4             | 1    | 4   | 0    | 0    | 0  | 0 | 0.00 | (1.00) |        |
| April 2010                                 |  | 5             | 1    | 5   | 0    | 0    | 0  | 0 | 0.00 | (0.50) |        |
| OP-4D Installation Interval Unbundled Loop |  | March 2011    | 2012 | 385 | 5    | 4.41 | 0  | 0 | 0    | 0.00   | (0.39) |
| Analog Benchmark 6                         |  | February 2011 | 2291 | 461 | 5    | 1.35 | 0  | 0 | 0    | 0.00   | (0.52) |
|  | January 2011                               | 2643          | 533  | 5   | 1.24 | 0    | 0  | 0 | 0.00 | (0.52) |        |
|  | December 2010                              | 3246          | 631  | 5   | 0.86 | 0    | 0  | 0 | 0.00 | (0.43) |        |
|  | November 2010                              | 3709          | 735  | 5   | 0.99 | 0    | 0  | 0 | 0.00 | (0.48) |        |
|  | October 2010                               | 3011          | 590  | 5   | 0.86 | 0    | 0  | 0 | 0.00 | (0.45) |        |

|  |                |      |     |    |       |    |    |    |       |        |
|--|----------------|------|-----|----|-------|----|----|----|-------|--------|
|  | September 2010 | 4029 | 753 | 5  | 1.1   | 0  | 0  | 0  | 0.00  | (0.32) |
|  | August 2010    | 4357 | 864 | 5  | 0.66  | 0  | 0  | 0  | 0.00  | (0.48) |
|  | July 2010      | 3028 | 588 | 5  | 0.67  | 0  | 0  | 0  | 0.00  | (0.43) |
|  | June 2010      | 2885 | 560 | 5  | 1.41  | 0  | 0  | 0  | 0.00  | (0.42) |
|  | May 2010       | 3735 | 739 | 5  | 0.5   | 0  | 0  | 0  | 0.00  | (0.47) |
|  | April 2010     | 3351 | 673 | 5  | 0.63  | 0  | 0  | 0  | 0.00  | (0.51) |
| OP-4D Installation Interval Unbundled Loop   | March 2011     | 9    | 1   | 9  | 0     | 0  | 0  | 0  | 0.00  | (1.20) |
| Conditioned Benchmark 15                     | February 2011  | 147  | 7   | 21 | 24.21 | 0  | 0  | 0  | 0.00  | 1.20   |
|  | January 2011   | 7    | 1   | 7  | 0     | 0  | 0  | 0  | 0.00  | (1.60) |
|  | December 2010  | 58   | 3   | 19 | 18.88 | 0  | 0  | 0  | 0.00  | 0.87   |
|  | November 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 32   | 3   | 11 | 7.51  | 0  | 0  | 0  | 0.00  | (0.87) |
|  | September 2010 | 25   | 3   | 8  | 9.24  | 0  | 0  | 0  | 0.00  | (1.33) |
|  | August 2010    | 135  | 12  | 11 | 7.3   | 0  | 0  | 0  | 0.00  | (0.75) |
|  | July 2010      | 26   | 2   | 13 | 0     | 0  | 0  | 0  | 0.00  | (0.40) |
|  | June 2010      | 30   | 2   | 15 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 15   | 1   | 15 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
| OP-4D Installation Interval Unbundled Loop   | March 2011     | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
| ISDN Capable Parity                          | February 2011  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 5    | 1   | 5  | 0     | 29 | 4  | 7  | -0.36 | (1.22) |
|  | December 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 5    | 1   | 5  | 0     | 81 | 8  | 10 | -0.67 | (1.41) |
|  | August 2010    | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 4    | 1   | 4  | 0     | 79 | 10 | 8  | -0.65 | (1.39) |
|  | May 2010       | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 7    | 2   | 4  | 0.71  | 50 | 6  | 8  | -0.78 | (1.48) |
| OP-4E Installation Interval Dark Fiber - IOF | March 2011     | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
| Diagnostic                                   | February 2011  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 24   | 1   | 24 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 17   | 1   | 17 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 20   | 1   | 20 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
| OP-4E Installation Interval E911 Parity      | March 2011     | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 12   | 1   | 12 | 0     | 24 | 2  | 12 | 0.00  | 0.00   |
|  | December 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 24   | 2   | 12 | 0     | 0  | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0    | 0   | 0  | 0     | 0  | 0  | 0  | 0.00  | 0.00   |

|  |  |            |    |    |      |    |   |   |      |      |        |
|--|--|------------|----|----|------|----|---|---|------|------|--------|
|  | April 2010                                     | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| OP-4E Installation Interval Enhanced                                     | March 2011                                     | 286        | 66 | 4  | 1.69 | 0  | 0 | 0 | 0    | 0.00 | (0.83) |
| Extended Loops - DS1 Capable Benchmark 6                                 | February 2011                                  | 251        | 61 | 4  | 1.42 | 0  | 0 | 0 | 0    | 0.00 | (0.94) |
|  | January 2011                                   | 255        | 55 | 5  | 0.85 | 0  | 0 | 0 | 0    | 0.00 | (0.68) |
|  | December 2010                                  | 311        | 65 | 5  | 1.34 | 0  | 0 | 0 | 0    | 0.00 | (0.61) |
|  | November 2010                                  | 276        | 54 | 5  | 1.33 | 0  | 0 | 0 | 0    | 0.00 | (0.44) |
|  | October 2010                                   | 268        | 55 | 5  | 1.06 | 0  | 0 | 0 | 0    | 0.00 | (0.56) |
|  | September 2010                                 | 191        | 45 | 4  | 0.96 | 0  | 0 | 0 | 0    | 0.00 | (0.88) |
|  | August 2010                                    | 178        | 44 | 4  | 1.29 | 0  | 0 | 0 | 0    | 0.00 | (0.98) |
|  | July 2010                                      | 221        | 47 | 5  | 1.67 | 0  | 0 | 0 | 0    | 0.00 | (0.65) |
|  | June 2010                                      | 200        | 45 | 4  | 0.78 | 0  | 0 | 0 | 0    | 0.00 | (0.78) |
|  | May 2010                                       | 183        | 40 | 5  | 1.03 | 0  | 0 | 0 | 0    | 0.00 | (0.71) |
|  | April 2010                                     | 377        | 83 | 5  | 1.17 | 0  | 0 | 0 | 0    | 0.00 | (0.73) |
|  | OP-4E Installation Interval Frame Relay Parity | March 2011 | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0    | 0.00   |
| February 2011  |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| January 2011   |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| December 2010  |  | 14         | 1  | 14 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| November 2010  |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| October 2010   |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| September 2010   |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| August 2010  |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| July 2010  |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| June 2010  |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| May 2010   |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| April 2010   |  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| OP-4E Installation Interval LIS Trunk Parity                             | March 2011                                     | 22         | 1  | 22 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | February 2011                                  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | January 2011                                   | 66         | 3  | 22 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | December 2010                                  | 22         | 1  | 22 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | November 2010                                  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | October 2010                                   | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | September 2010                                 | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | August 2010                                    | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | July 2010                                      | 21         | 1  | 21 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | June 2010                                      | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | May 2010                                       | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | April 2010                                     | 21         | 1  | 21 | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
| OP-4E Installation Interval UDIT Above DS1 Level Parity                  | March 2011                                     | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | February 2011                                  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | January 2011                                   | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | December 2010                                  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | November 2010                                  | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | October 2010                                   | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | September 2010                                 | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | August 2010                                    | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | July 2010                                      | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | June 2010                                      | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0    | 0.00 | 0.00   |
|  | May 2010                                       | 19         | 1  | 19 | 0    | 22 | 6 | 4 | 8.69 | 8.69 | (0.41) |
|  | April 2010                                     | 0          | 0  | 0  | 0    | 0  | 0 | 0 | 0.00 | 0.00 | 0.00   |
| OP-4E Installation Interval Unbundled Loop 2 Wire Non-Loaded Benchmark 6 | March 2011                                     | 12         | 5  | 2  | 0.89 | 0  | 0 | 0 | 0    | 0.00 | (1.80) |
|  | February 2011                                  | 6          | 3  | 2  | 1    | 0  | 0 | 0 | 0    | 0.00 | (2.00) |
|  | January 2011                                   | 27         | 11 | 2  | 0.69 | 0  | 0 | 0 | 0    | 0.00 | (1.77) |
|  | December 2010                                  | 10         | 4  | 3  | 1    | 0  | 0 | 0 | 0    | 0.00 | (1.75) |



|  |                |     |     |    |       |   |   |   |      |        |
|--|----------------|-----|-----|----|-------|---|---|---|------|--------|
|  | November 2010  | 9   | 3   | 3  | 1     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | October 2010   | 6   | 2   | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | September 2010 | 19  | 8   | 2  | 0.52  | 0 | 0 | 0 | 0.00 | (1.81) |
|  | August 2010    | 15  | 4   | 4  | 2.22  | 0 | 0 | 0 | 0.00 | (1.13) |
|  | July 2010      | 6   | 1   | 6  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | June 2010      | 15  | 6   | 3  | 0.55  | 0 | 0 | 0 | 0.00 | (1.75) |
|  | May 2010       | 5   | 2   | 3  | 0.71  | 0 | 0 | 0 | 0.00 | (1.75) |
|  | April 2010     | 23  | 8   | 3  | 0.35  | 0 | 0 | 0 | 0.00 | (1.56) |
| OP-4E Installation Interval Unbundled Loop | March 2011     | 3   | 1   | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
| ADSL Qualified Benchmark 6                 | February 2011  | 25  | 8   | 3  | 0.83  | 0 | 0 | 0 | 0.00 | (1.44) |
|  | January 2011   | 9   | 3   | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | December 2010  | 20  | 8   | 3  | 0.93  | 0 | 0 | 0 | 0.00 | (1.75) |
|  | November 2010  | 50  | 13  | 4  | 1.99  | 0 | 0 | 0 | 0.00 | (1.08) |
|  | October 2010   | 45  | 15  | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | September 2010 | 30  | 10  | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | August 2010    | 47  | 17  | 3  | 0.66  | 0 | 0 | 0 | 0.00 | (1.62) |
|  | July 2010      | 26  | 9   | 3  | 0.33  | 0 | 0 | 0 | 0.00 | (1.56) |
|  | June 2010      | 25  | 8   | 3  | 0.83  | 0 | 0 | 0 | 0.00 | (1.44) |
|  | May 2010       | 25  | 11  | 2  | 0.65  | 0 | 0 | 0 | 0.00 | (1.86) |
|  | April 2010     | 26  | 11  | 2  | 0.5   | 0 | 0 | 0 | 0.00 | (1.82) |
| OP-4E Installation Interval Unbundled Loop | March 2011     | 63  | 15  | 4  | 1.08  | 0 | 0 | 0 | 0.00 | (0.71) |
| DS1 Capable Benchmark 5.5                  | February 2011  | 37  | 9   | 4  | 0.78  | 0 | 0 | 0 | 0.00 | (0.76) |
|  | January 2011   | 51  | 11  | 5  | 0.92  | 0 | 0 | 0 | 0.00 | (0.47) |
|  | December 2010  | 130 | 8   | 16 | 32.23 | 0 | 0 | 0 | 0.00 | 5.86   |
|  | November 2010  | 33  | 9   | 4  | 1.22  | 0 | 0 | 0 | 0.00 | (1.00) |
|  | October 2010   | 40  | 9   | 4  | 1.67  | 0 | 0 | 0 | 0.00 | (0.58) |
|  | September 2010 | 48  | 10  | 5  | 0.42  | 0 | 0 | 0 | 0.00 | (0.38) |
|  | August 2010    | 54  | 11  | 5  | 0.3   | 0 | 0 | 0 | 0.00 | (0.32) |
|  | July 2010      | 42  | 9   | 5  | 0.71  | 0 | 0 | 0 | 0.00 | (0.45) |
|  | June 2010      | 44  | 9   | 5  | 0.33  | 0 | 0 | 0 | 0.00 | (0.33) |
|  | May 2010       | 50  | 11  | 5  | 0.52  | 0 | 0 | 0 | 0.00 | (0.52) |
|  | April 2010     | 44  | 11  | 4  | 1.1   | 0 | 0 | 0 | 0.00 | (0.82) |
| OP-4E Installation Interval Unbundled Loop | March 2011     | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
| XDSLi Benchmark 6                          | February 2011  | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | January 2011   | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | December 2010  | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | November 2010  | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | October 2010   | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | September 2010 | 3   | 1   | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | August 2010    | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | July 2010      | 3   | 1   | 3  | 0     | 0 | 0 | 0 | 0.00 | (1.50) |
|  | June 2010      | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | May 2010       | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
|  | April 2010     | 0   | 0   | 0  | 0     | 0 | 0 | 0 | 0.00 | 0.00   |
| OP-4E Installation Interval Unbundled Loop | March 2011     | 131 | 27  | 5  | 0.53  | 0 | 0 | 0 | 0.00 | (0.57) |
| Analog Benchmark 6                         | February 2011  | 398 | 78  | 5  | 0.68  | 0 | 0 | 0 | 0.00 | (0.45) |
|  | January 2011   | 330 | 63  | 5  | 0.43  | 0 | 0 | 0 | 0.00 | (0.38) |
|  | December 2010  | 250 | 52  | 5  | 1.46  | 0 | 0 | 0 | 0.00 | (0.60) |
|  | November 2010  | 585 | 115 | 5  | 0.88  | 0 | 0 | 0 | 0.00 | (0.46) |
|  | October 2010   | 266 | 54  | 5  | 0.67  | 0 | 0 | 0 | 0.00 | (0.54) |
|  | September 2010 | 328 | 66  | 5  | 0.39  | 0 | 0 | 0 | 0.00 | (0.52) |
|  | August 2010    | 572 | 85  | 7  | 6.37  | 0 | 0 | 0 | 0.00 | 0.36   |
|  | July 2010      | 520 | 99  | 5  | 0.91  | 0 | 0 | 0 | 0.00 | (0.37) |

|   |                |     |    |      |        |      |      |      |       |        |
|---|----------------|-----|----|------|--------|------|------|------|-------|--------|
|   | June 2010      | 285 | 55 | 5    | 0.51   | 0    | 0    | 0    | 0.00  | (0.41) |
|   | May 2010       | 457 | 91 | 5    | 0.15   | 0    | 0    | 0    | 0.00  | (0.49) |
|   | April 2010     | 573 | 97 | 6    | 4.2    | 0    | 0    | 0    | 0.00  | (0.05) |
| OP-4E Installation Interval Unbundled Loop<br>Conditioned Benchmark 15              | March 2011     | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | January 2011   | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | August 2010    | 51  | 2  | 26   | 2.12   | 0    | 0    | 0    | 0.00  | 2.10   |
|   | July 2010      | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
| OP-4E Installation Interval Unbundled Loop<br>ISDN Capable Parity                   | March 2011     | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | January 2011   | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | October 2010   | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | August 2010    | 8   | 2  | 4    | 0      | 62   | 7    | 9    | -1.42 | (1.86) |
|   | July 2010      | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
| OP-5A New Service Installation Quality<br>Reported to Repair Basic Rate ISDN Parity | March 2011     | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | November 2010  | 1   | 1  | 100% | 0      | 15   | 16   | 94%  | -0.25 | (1.15) |
|   | October 2010   | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2010    | 1   | 1  | 100% | 0      | 19   | 19   | 100% | 0.00  | 0.00   |
|   | July 2010      | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2010     | 1   | 1  | 100% | 0      | 16   | 16   | 100% | 0.00  | 0.00   |
| OP-5A New Service Installation Quality<br>Reported to Repair Business Parity        | March 2011     | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 10  | 10 | 100% | 0      | 1371 | 1447 | 95%  | -0.74 | (1.45) |
|   | January 2011   | 6   | 6  | 100% | 0      | 1276 | 1360 | 94%  | -0.63 | (1.38) |
|   | December 2010  | 6   | 6  | 100% | 0      | 1558 | 1636 | 95%  | -0.55 | (1.33) |
|   | November 2010  | 6   | 6  | 100% | 0      | 1520 | 1628 | 93%  | -0.65 | (1.40) |
|   | October 2010   | 4   | 4  | 100% | 0      | 1612 | 1716 | 94%  | -0.51 | (1.31) |
|   | September 2010 | 8   | 9  | 89%  | 0.3143 | 1527 | 1645 | 93%  | 0.46  | (0.99) |
|   | August 2010    | 12  | 12 | 100% | 0      | 1485 | 1599 | 93%  | -0.96 | (1.58) |
|   | July 2010      | 6   | 6  | 100% | 0      | 1803 | 1910 | 94%  | -0.60 | (1.36) |
|   | June 2010      | 15  | 16 | 94%  | 0.2421 | 1675 | 1781 | 94%  | 0.05  | (1.20) |
|   | May 2010       | 11  | 11 | 100% | 0      | 1663 | 1786 | 93%  | -0.90 | (1.55) |
|   | April 2010     | 11  | 12 | 92%  | 0.2764 | 1956 | 2078 | 94%  | 0.36  | (1.03) |
| OP-5A New Service Installation Quality<br>Reported to Repair Dark Fiber - IOF       | March 2011     | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 0   | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |

|  |  |              |   |      |      |    |    |      |       |        |
|--|--|--------------|---|------|------|----|----|------|-------|--------|
| Diagnostic   | January 2011   | 1            | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 1            | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 1            | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | March 2011   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | OP-5A New Service Installation Quality<br>Reported to Repair Dark Fiber - Loop<br>Diagnostic | January 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
| December 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| October 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| June 2010  |  | 1            | 1 | 100% | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| April 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| March 2011   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| February 2011  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality<br>Reported to Repair DS0 Parity  |  | January 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
|  | December 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010   | 1            | 1 | 100% | 0    | 18 | 18 | 100% | 0.00  | 0.00   |
|  | March 2011   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | February 2011  | 1            | 1 | 100% | 0    | 64 | 71 | 90%  | -0.33 | (1.20) |
|  | OP-5A New Service Installation Quality<br>Reported to Repair DS1 Parity                      | January 2011 | 0 | 0    | 0%   | 0  | 0  | 0    | 0%    | 0.00   |
| December 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| November 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| October 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| September 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| August 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| July 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| June 2010  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| May 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| April 2010   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| March 2011   |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| February 2011  |  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality<br>Reported to Repair E911 Parity |  | January 2011 | 2 | 2    | 100% | 0  | 4  | 4    | 100%  | 0.00   |
|  | December 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0            | 0 | 0%   | 0    | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010   | 2            | 2 | 100% | 0    | 18 | 18 | 100% | 0.00  | 0.00   |

|  |                |     |      |        |        |    |      |       |        |        |
|--|----------------|-----|------|--------|--------|----|------|-------|--------|--------|
|  | August 2010    | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 6   | 6    | 100%   | 0      | 4  | 4    | 100%  | 0.00   | 0.00   |
|  | May 2010       | 2   | 2    | 100%   | 0      | 7  | 7    | 100%  | 0.00   | 0.00   |
|  | April 2010     | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnostic | March 2011     | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011   | 1   | 1    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | December 2010  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | November 2010  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | October 2010   | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | September 2010 | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | August 2010    | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
| May 2010   | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| April 2010   | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity     | March 2011     | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 115 | 121  | 95%    | 0.2171 | 64 | 71   | 90%   | -1.10  | (1.67) |
|  | January 2011   | 110 | 111  | 99%    | 0.0945 | 50 | 56   | 89%   | -1.94  | (2.18) |
|  | December 2010  | 97  | 105  | 92%    | 0.2653 | 39 | 44   | 89%   | -0.66  | (1.40) |
|  | November 2010  | 105 | 113  | 93%    | 0.2565 | 54 | 55   | 98%   | 2.40   | (0.36) |
|  | October 2010   | 101 | 111  | 91%    | 0.2863 | 61 | 66   | 92%   | 0.35   | (0.98) |
|  | September 2010 | 115 | 120  | 96%    | 0.1998 | 48 | 51   | 94%   | -0.44  | (1.27) |
|  | August 2010    | 189 | 201  | 94%    | 0.2369 | 48 | 52   | 92%   | -0.42  | (1.25) |
|  | July 2010      | 137 | 145  | 94%    | 0.2283 | 43 | 45   | 96%   | 0.31   | (1.10) |
|  | June 2010      | 132 | 137  | 96%    | 0.1875 | 67 | 71   | 94%   | -0.59  | (1.36) |
| May 2010   | 105            | 106 | 99%  | 0.0967 | 23     | 23 | 100% | 0.00  | (1.56) |        |
| April 2010   | 144            | 151 | 95%  | 0.2103 | 64     | 68 | 94%  | -0.36 | (1.22) |        |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | March 2011     | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011   | 1   | 1    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | December 2010  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | November 2010  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | October 2010   | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | September 2010 | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | August 2010    | 2   | 2    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 3   | 3    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 3   | 3    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
| May 2010   | 4              | 4   | 100% | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| April 2010   | 1              | 1   | 100% | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| OP-5A New Service Installation Quality Reported to Repair Frame Relay Parity                               | March 2011     | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | February 2011  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | January 2011   | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | December 2010  | 2   | 2    | 100%   | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | November 2010  | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | October 2010   | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | September 2010 | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | August 2010    | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | July 2010      | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
|  | June 2010      | 0   | 0    | 0%     | 0      | 0  | 0    | 0%    | 0.00   | 0.00   |
| May 2010   | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |        |
| April 2010   | 1              | 1   | 100% | 0      | 4      | 4  | 100% | 0.00  | 0.00   |        |

|   |   |               |    |      |        |       |       |      |       |        |
|---|---|---------------|----|------|--------|-------|-------|------|-------|--------|
| OP-5A New Service Installation Quality Reported to Repair Line Splitting Parity | March 2011  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | February 2011   | 4             | 4  | 100% | 0      | 8825  | 9810  | 90%  | -0.67 | (1.41) |
|   | January 2011  | 1             | 1  | 100% | 0      | 9272  | 10345 | 90%  | -0.34 | (1.21) |
|   | December 2010   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | November 2010   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | October 2010  | 7             | 7  | 100% | 0      | 10679 | 11913 | 90%  | -0.90 | (1.55) |
|   | September 2010  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | August 2010   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | July 2010   | 3             | 3  | 100% | 0      | 11189 | 12447 | 90%  | -0.58 | (1.35) |
|   | June 2010   | 1             | 1  | 100% | 0      | 10470 | 11521 | 91%  | -0.32 | (1.19) |
|   | May 2010  | 4             | 4  | 100% | 0      | 11685 | 13007 | 90%  | -0.67 | (1.41) |
|   | April 2010  | 1             | 1  | 100% | 0      | 11974 | 13284 | 90%  | -0.33 | (1.20) |
|   | March 2011  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | OP-5A New Service Installation Quality Reported to Repair LIS Trunk Parity            | February 2011 | 41 | 41   | 100%   | 0     | 2     | 2    | 100%  | 0.00   |
| January 2011  |   | 83            | 83 | 100% | 0      | 1     | 1     | 100% | 0.00  | 0.00   |
| December 2010   |   | 22            | 22 | 100% | 0      | 3     | 3     | 100% | 0.00  | 0.00   |
| November 2010   |   | 5             | 5  | 100% | 0      | 8     | 8     | 100% | 0.00  | 0.00   |
| October 2010  |   | 16            | 16 | 100% | 0      | 26    | 26    | 100% | 0.00  | 0.00   |
| September 2010  |   | 9             | 9  | 100% | 0      | 31    | 31    | 100% | 0.00  | 0.00   |
| August 2010   |   | 26            | 26 | 100% | 0      | 12    | 12    | 100% | 0.00  | 0.00   |
| July 2010   |   | 11            | 11 | 100% | 0      | 6     | 6     | 100% | 0.00  | 0.00   |
| June 2010   |   | 7             | 7  | 100% | 0      | 25    | 25    | 100% | 0.00  | 0.00   |
| May 2010  |   | 7             | 7  | 100% | 0      | 4     | 4     | 100% | 0.00  | 0.00   |
| April 2010  |   | 18            | 18 | 100% | 0      | 12    | 12    | 100% | 0.00  | 0.00   |
| March 2011  |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| February 2011   |   | 19            | 20 | 95%  | 0.2179 | 7454  | 8363  | 89%  | -0.84 | (1.51) |
| January 2011  |   | 14            | 15 | 93%  | 0.2494 | 7996  | 8985  | 89%  | -0.54 | (1.33) |
| OP-5A New Service Installation Quality Reported to Repair Residence Parity      | December 2010   | 12            | 14 | 86%  | 0.3499 | 8028  | 9004  | 89%  | 0.41  | (0.94) |
|   | November 2010   | 8             | 10 | 80%  | 0.4    | 8569  | 9581  | 89%  | 0.97  | (0.66) |
|   | October 2010  | 11            | 11 | 100% | 0      | 9067  | 10197 | 89%  | -1.17 | (1.71) |
|   | September 2010  | 10            | 11 | 91%  | 0.2875 | 8799  | 9983  | 88%  | -0.28 | (1.17) |
|   | August 2010   | 8             | 8  | 100% | 0      | 8752  | 9799  | 89%  | -0.98 | (1.59) |
|   | July 2010   | 18            | 18 | 100% | 0      | 9386  | 10537 | 89%  | -1.48 | (1.90) |
|   | June 2010   | 35            | 40 | 88%  | 0.3307 | 8795  | 9740  | 90%  | 0.60  | (0.76) |
|   | May 2010  | 21            | 23 | 91%  | 0.2818 | 10022 | 11221 | 89%  | -0.31 | (1.19) |
|   | April 2010  | 25            | 25 | 100% | 0      | 10018 | 11206 | 89%  | -1.72 | (2.05) |
|   | March 2011  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | February 2011   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | December 2010   | 1             | 1  | 100% | 0      | 15    | 15    | 100% | 0.00  | 0.00   |
|   | OP-5A New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity | November 2010 | 1  | 1    | 100%   | 0     | 26    | 26   | 100%  | 0.00   |
| October 2010  |   | 2             | 2  | 100% | 0      | 12    | 12    | 100% | 0.00  | 0.00   |
| September 2010  |   | 2             | 2  | 100% | 0      | 16    | 16    | 100% | 0.00  | 0.00   |
| August 2010   |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| July 2010   |   | 3             | 3  | 100% | 0      | 16    | 16    | 100% | 0.00  | 0.00   |
| June 2010   |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| May 2010  |   | 4             | 4  | 100% | 0      | 12    | 12    | 100% | 0.00  | 0.00   |
| April 2010  |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| March 2011  |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| February 2011   |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| January 2011  |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| December 2010   |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| November 2010   |   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality Reported to Repair UDIT DS1 Parity       |   | March 2011    | 0  | 0    | 0%     | 0     | 0     | 0    | 0%    | 0.00   |
|   | February 2011   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011  | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | December 2010   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | November 2010   | 0             | 0  | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |

|  |                |     |     |      |        |    |    |      |       |        |
|--|----------------|-----|-----|------|--------|----|----|------|-------|--------|
|  | October 2010   | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010 | 3   | 3   | 100% | 0      | 48 | 51 | 94%  | -0.42 | (1.26) |
|  | August 2010    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2010      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2010      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2010     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality     | February 2011  | 268 | 278 | 96%  | 0.1862 | 7  | 7  | 100% | 0.00  | (1.46) |
| Reported to Repair Unbundled Loop - 2 Wire | January 2011   | 215 | 221 | 97%  | 0.1625 | 6  | 6  | 100% | 0.00  | (1.63) |
| Non-Loaded Parity                          | December 2010  | 235 | 244 | 96%  | 0.1885 | 11 | 11 | 100% | 0.00  | (1.26) |
|  | November 2010  | 250 | 261 | 96%  | 0.2009 | 15 | 16 | 94%  | -0.33 | (1.20) |
|  | October 2010   | 209 | 211 | 99%  | 0.0969 | 23 | 24 | 96%  | -0.75 | (1.45) |
|  | September 2010 | 233 | 244 | 95%  | 0.2075 | 17 | 17 | 100% | 0.00  | (0.95) |
|  | August 2010    | 280 | 283 | 99%  | 0.1024 | 19 | 19 | 100% | 0.00  | (1.56) |
|  | July 2010      | 244 | 258 | 95%  | 0.2265 | 24 | 24 | 100% | 0.00  | (0.64) |
|  | June 2010      | 193 | 205 | 94%  | 0.2348 | 13 | 13 | 100% | 0.00  | (0.95) |
|  | May 2010       | 208 | 219 | 95%  | 0.2184 | 14 | 14 | 100% | 0.00  | (1.00) |
|  | April 2010     | 244 | 252 | 97%  | 0.1753 | 16 | 16 | 100% | 0.00  | (1.17) |
|  | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality     | February 2011  | 187 | 201 | 93%  | 0.2546 | 7  | 7  | 100% | 0.00  | (1.17) |
| Reported to Repair Unbundled Loop - ADSL   | January 2011   | 214 | 229 | 93%  | 0.2474 | 6  | 6  | 100% | 0.00  | (1.27) |
| Qualified Parity                           | December 2010  | 186 | 195 | 95%  | 0.2098 | 11 | 11 | 100% | 0.00  | (1.16) |
|  | November 2010  | 212 | 231 | 92%  | 0.2747 | 15 | 16 | 94%  | 0.32  | (1.19) |
|  | October 2010   | 249 | 264 | 94%  | 0.2315 | 23 | 24 | 96%  | 0.36  | (1.17) |
|  | September 2010 | 249 | 266 | 94%  | 0.2446 | 17 | 17 | 100% | 0.00  | (0.75) |
|  | August 2010    | 222 | 226 | 98%  | 0.1319 | 19 | 19 | 100% | 0.00  | (1.36) |
|  | July 2010      | 213 | 216 | 99%  | 0.117  | 24 | 24 | 100% | 0.00  | (1.37) |
|  | June 2010      | 185 | 197 | 94%  | 0.2392 | 13 | 13 | 100% | 0.00  | (0.93) |
|  | May 2010       | 301 | 315 | 96%  | 0.2061 | 14 | 14 | 100% | 0.00  | (1.06) |
|  | April 2010     | 220 | 227 | 97%  | 0.1729 | 16 | 16 | 100% | 0.00  | (1.18) |
|  | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality     | February 2011  | 135 | 148 | 91%  | 0.2831 | 64 | 71 | 90%  | -0.25 | (1.15) |
| Reported to Repair Unbundled Loop - DS1    | January 2011   | 174 | 180 | 97%  | 0.1795 | 50 | 56 | 89%  | -1.56 | (1.95) |
| Capable Parity                             | December 2010  | 112 | 116 | 97%  | 0.1825 | 39 | 44 | 89%  | -1.41 | (1.86) |
|  | November 2010  | 157 | 166 | 95%  | 0.2264 | 54 | 55 | 98%  | 1.73  | (0.57) |
|  | October 2010   | 152 | 158 | 96%  | 0.1911 | 61 | 66 | 92%  | -0.97 | (1.59) |
|  | September 2010 | 147 | 163 | 90%  | 0.2975 | 48 | 51 | 94%  | 1.04  | (0.67) |
|  | August 2010    | 172 | 177 | 97%  | 0.1657 | 48 | 52 | 92%  | -1.16 | (1.70) |
|  | July 2010      | 179 | 187 | 96%  | 0.2024 | 43 | 45 | 96%  | -0.05 | (1.03) |
|  | June 2010      | 180 | 188 | 96%  | 0.2018 | 67 | 71 | 94%  | -0.43 | (1.26) |
|  | May 2010       | 158 | 165 | 96%  | 0.2016 | 23 | 23 | 100% | 0.00  | (0.84) |
|  | April 2010     | 168 | 173 | 97%  | 0.1675 | 64 | 68 | 94%  | -0.89 | (1.54) |
|  | March 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality     | February 2011  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - XDSL   | January 2011   | 1   | 1   | 100% | 0      | 50 | 56 | 89%  | -0.34 | (1.21) |
| Parity                                     | December 2010  | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1   | 1   | 100% | 0      | 54 | 55 | 98%  | -0.13 | (1.08) |
|  | October 2010   | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | September 2010 | 3   | 3   | 100% | 0      | 48 | 51 | 94%  | -0.42 | (1.26) |
|  | August 2010    | 3   | 3   | 100% | 0      | 48 | 52 | 92%  | -0.49 | (1.30) |
|  | July 2010      | 3   | 3   | 100% | 0      | 43 | 45 | 96%  | -0.36 | (1.22) |
|  | June 2010      | 1   | 1   | 100% | 0      | 67 | 71 | 94%  | -0.24 | (1.15) |

|   |                |      |      |      |        |       |       |      |       |        |
|---|----------------|------|------|------|--------|-------|-------|------|-------|--------|
|   | May 2010       | 1    | 1    | 100% | 0      | 23    | 23    | 100% | 0.00  | 0.00   |
|   | April 2010     | 1    | 1    | 100% | 0      | 64    | 68    | 94%  | -0.25 | (1.15) |
| OP-5A New Service Installation Quality                | March 2011     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop Analog Parity       | February 2011  | 732  | 758  | 97%  | 0.182  | 4492  | 4850  | 93%  | -3.87 | (3.35) |
|   | January 2011   | 810  | 832  | 97%  | 0.1604 | 4785  | 5213  | 92%  | -5.43 | (4.30) |
|   | December 2010  | 923  | 941  | 98%  | 0.137  | 4782  | 5171  | 92%  | -6.00 | (4.65) |
|   | November 2010  | 1362 | 1387 | 98%  | 0.133  | 5114  | 5529  | 92%  | -7.21 | (5.38) |
|   | October 2010   | 964  | 980  | 98%  | 0.1267 | 5479  | 5895  | 93%  | -6.14 | (4.73) |
|   | September 2010 | 1097 | 1121 | 98%  | 0.1447 | 5390  | 5861  | 92%  | -6.65 | (5.04) |
|   | August 2010    | 1223 | 1265 | 97%  | 0.1792 | 5319  | 5734  | 93%  | -4.87 | (3.96) |
|   | July 2010      | 830  | 843  | 98%  | 0.1232 | 5494  | 5946  | 92%  | -6.21 | (4.78) |
|   | June 2010      | 749  | 764  | 98%  | 0.1387 | 5184  | 5538  | 94%  | -4.69 | (3.85) |
|   | May 2010       | 1069 | 1089 | 98%  | 0.1343 | 5514  | 5954  | 93%  | -6.44 | (4.92) |
|   | April 2010     | 1057 | 1075 | 98%  | 0.1283 | 5592  | 5998  | 93%  | -6.12 | (4.72) |
| OP-5A New Service Installation Quality                | March 2011     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop ISDN Capable Parity | February 2011  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011   | 1    | 1    | 100% | 0      | 6     | 6     | 100% | 0.00  | 0.00   |
|   | December 2010  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | November 2010  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | September 2010 | 1    | 1    | 100% | 0      | 17    | 17    | 100% | 0.00  | 0.00   |
|   | August 2010    | 2    | 2    | 100% | 0      | 19    | 19    | 100% | 0.00  | 0.00   |
|   | July 2010      | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | June 2010      | 1    | 1    | 100% | 0      | 13    | 13    | 100% | 0.00  | 0.00   |
|   | May 2010       | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | April 2010     | 2    | 2    | 100% | 0      | 16    | 16    | 100% | 0.00  | 0.00   |
| OP-5A New Service Installation Quality                | March 2011     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair UNE - P (POTS) Parity              | February 2011  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011   | 32   | 33   | 97%  | 0.1714 | 9272  | 10345 | 90%  | -1.38 | (1.84) |
|   | December 2010  | 16   | 19   | 84%  | 0.3646 | 9586  | 10640 | 90%  | 0.86  | (0.66) |
|   | November 2010  | 31   | 33   | 94%  | 0.2386 | 10089 | 11209 | 90%  | -0.75 | (1.46) |
|   | October 2010   | 122  | 125  | 98%  | 0.153  | 10679 | 11913 | 90%  | -2.90 | (2.77) |
|   | September 2010 | 24   | 24   | 100% | 0      | 10326 | 11628 | 89%  | -1.74 | (2.06) |
|   | August 2010    | 66   | 70   | 94%  | 0.2321 | 10237 | 11398 | 90%  | -1.23 | (1.75) |
|   | July 2010      | 26   | 27   | 96%  | 0.1889 | 11189 | 12447 | 90%  | -1.10 | (1.67) |
|   | June 2010      | 41   | 41   | 100% | 0      | 10470 | 11521 | 91%  | -2.03 | (2.23) |
|   | May 2010       | 31   | 34   | 91%  | 0.2836 | 11685 | 13007 | 90%  | -0.26 | (1.16) |
|   | April 2010     | 33   | 39   | 85%  | 0.3608 | 11974 | 13284 | 90%  | 1.16  | (0.45) |
| OP-5A New Service Installation Quality                | March 2011     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair UNE P (Centrex 21) Parity          | February 2011  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | December 2010  | 1    | 1    | 100% | 0      | 3     | 3     | 100% | 0.00  | 0.00   |
|   | November 2010  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | September 2010 | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | August 2010    | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | July 2010      | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | June 2010      | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | May 2010       | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | April 2010     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| OP-5B New Service Provisioning Quality                | March 2011     | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| Basic Rate ISDN Benchmark 0.965                       | February 2011  | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011   | 0    | 0    | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |

|  |                |    |    |      |   |   |   |    |      |        |
|--|----------------|----|----|------|---|---|---|----|------|--------|
|  | December 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2010      | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>Business Benchmark 0.965     | March 2011     | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 10 | 10 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 6  | 6  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010  | 6  | 6  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010  | 6  | 6  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 4  | 4  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | September 2010 | 9  | 9  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | August 2010    | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2010      | 6  | 6  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2010      | 16 | 16 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2010       | 11 | 11 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2010     | 12 | 12 | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>Dark Fiber - Loop Diagnostic | March 2011     | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality<br>DS0 Benchmark 0.965          | March 2011     | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>DS1 Benchmark 0.965          | March 2011     | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 1  | 1  | 100% | 0 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 0  | 0  | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00   |



|  |                |     |     |      |        |   |   |    |      |        |
|--|----------------|-----|-----|------|--------|---|---|----|------|--------|
|  | July 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality<br>Enhanced Extended Loops - DS0 Capable<br>Benchmark 0.965 | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality<br>Enhanced Extended Loops - DS1 Capable<br>Benchmark 0.965 | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 121 | 121 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 111 | 111 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010  | 104 | 105 | 99%  | 0.0971 | 0 | 0 | 0% | 0.00 | (0.08) |
|  | November 2010  | 113 | 113 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 111 | 111 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | September 2010 | 120 | 120 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | August 2010    | 200 | 201 | 100% | 0.0704 | 0 | 0 | 0% | 0.00 | (0.09) |
|  | July 2010      | 145 | 145 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2010      | 137 | 137 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2010       | 106 | 106 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2010     | 151 | 151 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>Enhanced Extended Loops - DS3 Capable<br>Benchmark 0.965 | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 2   | 2   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2010      | 3   | 3   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2010      | 3   | 3   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2010       | 4   | 4   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2010     | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>Frame Relay Diagnostic                                   | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 2   | 2   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality   | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |

|   |  |               |     |      |        |   |   |    |      |        |
|---|--|---------------|-----|------|--------|---|---|----|------|--------|
| Line Splitting Benchmark 0.965  | February 2011  | 4             | 4   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | January 2011   | 1             | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | November 2010  | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | October 2010   | 7             | 7   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | September 2010   | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | August 2010  | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | July 2010  | 3             | 3   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | June 2010  | 1             | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010   | 4             | 4   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | April 2010   | 1             | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | March 2011   | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | OP-5B New Service Provisioning Quality Residence Benchmark 0.965                       | February 2011 | 20  | 20   | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
| January 2011  |  | 15            | 15  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| December 2010   |  | 14            | 14  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| November 2010   |  | 10            | 10  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| October 2010  |  | 11            | 11  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| September 2010  |  | 11            | 11  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| August 2010   |  | 8             | 8   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| July 2010   |  | 18            | 18  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| June 2010   |  | 40            | 40  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| May 2010  |  | 23            | 23  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| April 2010  |  | 25            | 25  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| March 2011  |  | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.965 |  | February 2011 | 278 | 278  | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
|   | January 2011   | 221           | 221 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 244           | 244 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | November 2010  | 261           | 261 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | October 2010   | 211           | 211 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | September 2010   | 244           | 244 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | August 2010  | 283           | 283 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | July 2010  | 258           | 258 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | June 2010  | 205           | 205 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010   | 219           | 219 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | April 2010   | 252           | 252 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | March 2011   | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | OP-5B New Service Provisioning Quality Unbundled Loop - ADSL Qualified Benchmark 0.965 | February 2011 | 201 | 201  | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
| January 2011  |  | 229           | 229 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| December 2010   |  | 195           | 195 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| November 2010   |  | 231           | 231 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| October 2010  |  | 264           | 264 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| September 2010  |  | 264           | 266 | 99%  | 0.0864 | 0 | 0 | 0% | 0.00 | (0.09) |
| August 2010   |  | 226           | 226 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| July 2010   |  | 216           | 216 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| June 2010   |  | 197           | 197 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| May 2010  |  | 315           | 315 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| April 2010  |  | 227           | 227 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| March 2011  |  | 0             | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5B New Service Provisioning Quality Unbundled Loop - DS1 Capable Benchmark 0.965       |  | February 2011 | 148 | 148  | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
|   | January 2011   | 180           | 180 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 116           | 116 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | November 2010  | 166           | 166 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | October 2010   | 158           | 158 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |

|   |                |      |      |      |        |   |   |    |      |        |
|---|----------------|------|------|------|--------|---|---|----|------|--------|
|   | September 2010 | 163  | 163  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | August 2010    | 176  | 177  | 99%  | 0.075  | 0 | 0 | 0% | 0.00 | (0.09) |
|   | July 2010      | 186  | 187  | 99%  | 0.0729 | 0 | 0 | 0% | 0.00 | (0.09) |
|   | June 2010      | 188  | 188  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010       | 165  | 165  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | April 2010     | 173  | 173  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality      | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| Unbundled Loop - XDSLi Benchmark 0.965      | February 2011  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | January 2011   | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | November 2010  | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | September 2010 | 3    | 3    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | August 2010    | 3    | 3    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | July 2010      | 3    | 3    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | June 2010      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010       | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | April 2010     | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality      | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| Unbundled Loop Analog Benchmark 0.965       | February 2011  | 758  | 758  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | January 2011   | 831  | 832  | 100% | 0.0346 | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 939  | 941  | 100% | 0.0461 | 0 | 0 | 0% | 0.00 | (0.10) |
|   | November 2010  | 1387 | 1387 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | October 2010   | 980  | 980  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | September 2010 | 1121 | 1121 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | August 2010    | 1265 | 1265 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | July 2010      | 843  | 843  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | June 2010      | 764  | 764  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010       | 1089 | 1089 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | April 2010     | 1075 | 1075 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality      | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| Unbundled Loop ISDN Capable Benchmark 0.965 | February 2011  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | January 2011   | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | November 2010  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | October 2010   | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | September 2010 | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | August 2010    | 2    | 2    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | July 2010      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | June 2010      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010       | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | April 2010     | 2    | 2    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality      | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| UNE - P (POTS) Benchmark 0.965              | February 2011  | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|   | January 2011   | 33   | 33   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | December 2010  | 19   | 19   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | November 2010  | 33   | 33   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | October 2010   | 125  | 125  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | September 2010 | 23   | 24   | 96%  | 0.1998 | 0 | 0 | 0% | 0.00 | 0.02   |
|   | August 2010    | 70   | 70   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | July 2010      | 27   | 27   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | June 2010      | 41   | 41   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|   | May 2010       | 34   | 34   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |

|  |   |            |    |      |        |   |   |    |      |        |
|--|---|------------|----|------|--------|---|---|----|------|--------|
| OP-5B New Service Provisioning Quality<br>UNE P (Centrex 21) Benchmark 0.965 | April 2010  | 39         | 39 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010   | 1          | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5R New Service Quality Multiple Report<br>Rate Business Diagnostic        | March 2011  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010  | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010   | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010  | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | OP-5R New Service Quality Multiple Report<br>Rate Enhanced Extended Loops - DS1<br>Capable Diagnostic | March 2011 | 0  | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
| February 2011  |   | 1          | 7  | 14%  | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00   |
| January 2011   |   | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| December 2010  |   | 0          | 9  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| November 2010  |   | 1          | 9  | 11%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00   |
| October 2010   |   | 2          | 12 | 17%  | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00   |
| September 2010   |   | 1          | 6  | 17%  | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00   |
| August 2010  |   | 0          | 13 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| July 2010  |   | 1          | 9  | 11%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00   |
| June 2010  |   | 0          | 5  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| May 2010   |   | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| April 2010   |   | 2          | 9  | 22%  | 0.4157 | 0 | 0 | 0% | 0.00 | 0.00   |
| OP-5R New Service Quality Multiple Report<br>Rate Residence Diagnostic       |   | March 2011 | 0  | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
|  | February 2011   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011  | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010   | 0          | 2  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010   | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010  | 0          | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010   | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010   | 1          | 6  | 17%  | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010  | 2          | 4  | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010  | 0          | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | OP-5R New Service Quality Multiple Report<br>Rate Unbundled Loop - 2 Wire Non-Loaded<br>Diagnostic    | March 2011 | 0  | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
| February 2011  |   | 1          | 11 | 9%   | 0.2875 | 0 | 0 | 0% | 0.00 | 0.00   |
| January 2011   |   | 0          | 6  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| December 2010  |   | 0          | 9  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |

|   |                |   |    |      |        |   |   |    |      |      |
|---|----------------|---|----|------|--------|---|---|----|------|------|
|   | November 2010  | 1 | 12 | 8%   | 0.2764 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 2  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | September 2010 | 0 | 11 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | August 2010    | 0 | 3  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2010      | 1 | 15 | 7%   | 0.2494 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2010      | 0 | 12 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2010       | 0 | 11 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2010     | 0 | 8  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | March 2011     | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Unbundled Loop - DS1 Capable         | February 2011  | 0 | 13 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Diagnostic                                | January 2011   | 0 | 6  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 1 | 5  | 20%  | 0.4    | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 1 | 10 | 10%  | 0.3    | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 6  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | September 2010 | 2 | 18 | 11%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | August 2010    | 0 | 6  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2010      | 0 | 9  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2010      | 0 | 8  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2010       | 0 | 7  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2010     | 0 | 5  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | March 2011     | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Unbundled Loop Analog Diagnostic     | February 2011  | 1 | 27 | 4%   | 0.1889 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 4 | 27 | 15%  | 0.3552 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 0 | 19 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 0 | 24 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 16 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | September 2010 | 1 | 25 | 4%   | 0.196  | 0 | 0 | 0% | 0.00 | 0.00 |
|   | August 2010    | 4 | 46 | 9%   | 0.2818 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2010      | 0 | 13 | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2010      | 1 | 16 | 6%   | 0.2421 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2010       | 1 | 20 | 5%   | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2010     | 1 | 19 | 5%   | 0.2233 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report | March 2011     | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate UNE - P (POTS) Diagnostic            | February 2011  | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0 | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 1 | 4  | 25%  | 0.433  | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 0 | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 3  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | September 2010 | 0 | 1  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | August 2010    | 2 | 6  | 33%  | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2010      | 1 | 2  | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2010      | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2010       | 1 | 3  | 33%  | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2010     | 0 | 6  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality    | March 2011     | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Basic Rate ISDN Diagnostic          | February 2011  | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 1 | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | September 2010 | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | August 2010    | 1 | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2010      | 0 | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |

|  |                |    |    |      |        |   |   |    |      |      |
|--|----------------|----|----|------|--------|---|---|----|------|------|
|  | June 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | March 2011     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Business Diagnostic              | February 2011  | 10 | 10 | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 6  | 6  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 6  | 6  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 6  | 6  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 4  | 4  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 8  | 9  | 89%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 12 | 12 | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 6  | 6  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 15 | 16 | 94%  | 0.2421 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 11 | 11 | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 11 | 12 | 92%  | 0.2764 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | March 2011     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Dark Fiber - Loop Diagnostic     | February 2011  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | March 2011     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total DS0 Diagnostic                   | February 2011  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | March 2011     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total DS1 Diagnostic                   | February 2011  | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | March 2011     | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS0    | February 2011  | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |

|   |   |               |     |      |        |        |   |    |      |      |      |
|---|---|---------------|-----|------|--------|--------|---|----|------|------|------|
| Capable Diagnostic  | January 2011  | 1             | 1   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | December 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | November 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | October 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | September 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | August 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | July 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | June 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | May 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | April 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | March 2011  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | OP-5T New Service Installation Quality                    | March 2011    | 0   | 0    | 0%     | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|   | Total Enhanced Extended Loops - DS1<br>Capable Diagnostic | February 2011 | 115 | 121  | 95%    | 0.2171 | 0 | 0  | 0%   | 0.00 | 0.00 |
| January 2011  |   | 110           | 111 | 99%  | 0.0945 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| December 2010   |   | 96            | 105 | 91%  | 0.2799 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| November 2010   |   | 105           | 113 | 93%  | 0.2565 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| October 2010  |   | 101           | 111 | 91%  | 0.2863 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| September 2010  |   | 115           | 120 | 96%  | 0.1998 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| August 2010   |   | 188           | 201 | 94%  | 0.246  | 0      | 0 | 0% | 0.00 | 0.00 |      |
| July 2010   |   | 137           | 145 | 94%  | 0.2283 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| June 2010   |   | 132           | 137 | 96%  | 0.1875 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| May 2010  |   | 105           | 106 | 99%  | 0.0967 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| April 2010  |   | 144           | 151 | 95%  | 0.2103 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| March 2011  |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| OP-5T New Service Installation Quality                    |   | February 2011 | 0   | 0    | 0%     | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS3<br>Capable Diagnostic | January 2011  | 1             | 1   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | December 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | November 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | October 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | September 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | August 2010   | 2             | 2   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | July 2010   | 3             | 3   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | June 2010   | 3             | 3   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | May 2010  | 4             | 4   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | April 2010  | 1             | 1   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | March 2011  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | OP-5T New Service Installation Quality                    | February 2011 | 0   | 0    | 0%     | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|   | Total Frame Relay Diagnostic                              | January 2011  | 0   | 0    | 0%     | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
| December 2010   |   | 2             | 2   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| November 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| October 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| September 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| August 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| July 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| June 2010   |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| May 2010  |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| April 2010  |   | 1             | 1   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| March 2011  |   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
| OP-5T New Service Installation Quality                    |   | February 2011 | 4   | 4    | 100%   | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
| Total Line Splitting Diagnostic                           |   | January 2011  | 1   | 1    | 100%   | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|   | December 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | November 2010   | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | October 2010  | 7             | 7   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |
|   | September 2010  | 0             | 0   | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |      |

|  |                |     |     |      |        |   |   |    |      |      |
|--|----------------|-----|-----|------|--------|---|---|----|------|------|
|  | August 2010    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 3   | 3   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 4   | 4   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total Residence Diagnostic                             | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 19  | 20  | 95%  | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 14  | 15  | 93%  | 0.2494 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 12  | 14  | 86%  | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 8   | 10  | 80%  | 0.4    | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 11  | 11  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 10  | 11  | 91%  | 0.2875 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 8   | 8   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 18  | 18  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 35  | 40  | 88%  | 0.3307 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 21  | 23  | 91%  | 0.2818 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 25  | 25  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total Unbundled Loop - 2 Wire Non-Loaded<br>Diagnostic | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 268 | 278 | 96%  | 0.1862 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 215 | 221 | 97%  | 0.1625 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 235 | 244 | 96%  | 0.1885 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 250 | 261 | 96%  | 0.2009 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 209 | 211 | 99%  | 0.0969 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 233 | 244 | 95%  | 0.2075 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 280 | 283 | 99%  | 0.1024 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 244 | 258 | 95%  | 0.2265 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 193 | 205 | 94%  | 0.2348 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 208 | 219 | 95%  | 0.2184 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 244 | 252 | 97%  | 0.1753 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total Unbundled Loop - ADSL Qualified<br>Diagnostic    | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 187 | 201 | 93%  | 0.2546 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 214 | 229 | 93%  | 0.2474 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 186 | 195 | 95%  | 0.2098 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 212 | 231 | 92%  | 0.2747 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 249 | 264 | 94%  | 0.2315 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 247 | 266 | 93%  | 0.2575 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 222 | 226 | 98%  | 0.1319 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 213 | 216 | 99%  | 0.117  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 185 | 197 | 94%  | 0.2392 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 301 | 315 | 96%  | 0.2061 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 220 | 227 | 97%  | 0.1729 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total Unbundled Loop - DS1 Capable<br>Diagnostic       | March 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 135 | 148 | 91%  | 0.2831 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 174 | 180 | 97%  | 0.1795 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 112 | 116 | 97%  | 0.1825 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 157 | 166 | 95%  | 0.2264 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 152 | 158 | 96%  | 0.1911 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | September 2010 | 147 | 163 | 90%  | 0.2975 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | August 2010    | 171 | 177 | 97%  | 0.181  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2010      | 178 | 187 | 95%  | 0.214  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2010      | 180 | 188 | 96%  | 0.2018 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2010       | 158 | 165 | 96%  | 0.2016 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2010     | 168 | 173 | 97%  | 0.1675 | 0 | 0 | 0% | 0.00 | 0.00 |



|   |  |               |      |      |        |        |   |    |      |      |
|---|--|---------------|------|------|--------|--------|---|----|------|------|
| OP-5T New Service Installation Quality<br>Total Unbundled Loop - XDSL Diagnostic          | March 2011   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | September 2010   | 3             | 3    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | August 2010  | 3             | 3    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | July 2010  | 3             | 3    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | June 2010  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | May 2010   | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | April 2010   | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | March 2011   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | OP-5T New Service Installation Quality<br>Total Unbundled Loop Analog Diagnostic | February 2011 | 732  | 758  | 97%    | 0.182  | 0 | 0  | 0%   | 0.00 |
| January 2011  |  | 809           | 832  | 97%  | 0.164  | 0      | 0 | 0% | 0.00 | 0.00 |
| December 2010   |  | 921           | 941  | 98%  | 0.1442 | 0      | 0 | 0% | 0.00 | 0.00 |
| November 2010   |  | 1362          | 1387 | 98%  | 0.133  | 0      | 0 | 0% | 0.00 | 0.00 |
| October 2010  |  | 964           | 980  | 98%  | 0.1267 | 0      | 0 | 0% | 0.00 | 0.00 |
| September 2010  |  | 1097          | 1121 | 98%  | 0.1447 | 0      | 0 | 0% | 0.00 | 0.00 |
| August 2010   |  | 1223          | 1265 | 97%  | 0.1792 | 0      | 0 | 0% | 0.00 | 0.00 |
| July 2010   |  | 830           | 843  | 98%  | 0.1232 | 0      | 0 | 0% | 0.00 | 0.00 |
| June 2010   |  | 749           | 764  | 98%  | 0.1387 | 0      | 0 | 0% | 0.00 | 0.00 |
| May 2010  |  | 1069          | 1089 | 98%  | 0.1343 | 0      | 0 | 0% | 0.00 | 0.00 |
| April 2010  |  | 1057          | 1075 | 98%  | 0.1283 | 0      | 0 | 0% | 0.00 | 0.00 |
| March 2011  |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| February 2011   |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| January 2011  |  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total Unbundled Loop ISDN Capable<br>Diagnostic | December 2010  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | September 2010   | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | August 2010  | 2             | 2    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | July 2010  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | June 2010  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | May 2010   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | April 2010   | 2             | 2    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | March 2011   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 32            | 33   | 97%  | 0.1714 | 0      | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 16            | 19   | 84%  | 0.3646 | 0      | 0 | 0% | 0.00 | 0.00 |
|   | OP-5T New Service Installation Quality<br>Total UNE - P (POTS) Diagnostic        | November 2010 | 31   | 33   | 94%    | 0.2386 | 0 | 0  | 0%   | 0.00 |
| October 2010  |  | 122           | 125  | 98%  | 0.153  | 0      | 0 | 0% | 0.00 | 0.00 |
| September 2010  |  | 23            | 24   | 96%  | 0.1998 | 0      | 0 | 0% | 0.00 | 0.00 |
| August 2010   |  | 66            | 70   | 94%  | 0.2321 | 0      | 0 | 0% | 0.00 | 0.00 |
| July 2010   |  | 26            | 27   | 96%  | 0.1889 | 0      | 0 | 0% | 0.00 | 0.00 |
| June 2010   |  | 41            | 41   | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| May 2010  |  | 31            | 34   | 91%  | 0.2836 | 0      | 0 | 0% | 0.00 | 0.00 |
| April 2010  |  | 33            | 39   | 85%  | 0.3608 | 0      | 0 | 0% | 0.00 | 0.00 |
| March 2011  |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| February 2011   |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| January 2011  |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| December 2010   |  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| November 2010   |  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality<br>Total UNE P (Centrex 21) Diagnostic             |  | March 2011    | 0    | 0    | 0%     | 0      | 0 | 0  | 0%   | 0.00 |
|   | February 2011  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 1             | 1    | 100% | 0      | 0      | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 0             | 0    | 0%   | 0      | 0      | 0 | 0% | 0.00 | 0.00 |

|   |  |            |   |    |   |      |     |      |       |        |
|---|--|------------|---|----|---|------|-----|------|-------|--------|
|   | October 2010   | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | September 2010   | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | August 2010  | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | July 2010  | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | June 2010  | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | May 2010   | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
|   | April 2010   | 0          | 0 | 0% | 0 | 0    | 0   | 0%   | 0.00  | 0.00   |
| OP-6A-1 Delayed Days for Non-Facility Reasons Business Parity       | March 2011   | 1          | 1 | 1  | 0 | 132  | 20  | 7    | -0.30 | (1.18) |
|   | February 2011  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | January 2011   | 1          | 1 | 1  | 0 | 66   | 19  | 3    | -0.42 | (1.26) |
|   | December 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | November 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | October 2010   | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | September 2010   | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | August 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | July 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | June 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | May 2010   | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | April 2010   | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | OP-6A-1 Delayed Days for Non-Facility Reasons Residence Parity | March 2011 | 0 | 0  | 0 | 0    | 0   | 0    | 0     | 0.00   |
| February 2011   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| January 2011  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| December 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| November 2010   |  | 1          | 1 | 1  | 0 | 69   | 31  | 2    | -0.46 | (1.28) |
| October 2010  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| September 2010  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| August 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| July 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| June 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| May 2010  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| April 2010  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| OP-6A-1 Delayed Days for Non-Facility Reasons UNE - P (POTS) Parity |  | March 2011 | 4 | 3  | 1 | 0.58 | 265 | 60   | 4     | -0.45  |
|   | February 2011  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | January 2011   | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | December 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | November 2010  | 2          | 1 | 2  | 0 | 149  | 49  | 3    | -0.15 | (1.09) |
|   | October 2010   | 2          | 2 | 1  | 0 | 314  | 80  | 4    | -0.28 | (1.17) |
|   | September 2010   | 1          | 1 | 1  | 0 | 286  | 71  | 4    | -0.38 | (1.23) |
|   | August 2010  | 2          | 1 | 2  | 0 | 308  | 79  | 4    | -0.21 | (1.13) |
|   | July 2010  | 2          | 1 | 2  | 0 | 114  | 62  | 2    | 0.09  | (0.61) |
|   | June 2010  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
|   | May 2010   | 1          | 1 | 1  | 0 | 187  | 37  | 5    | -0.26 | (1.16) |
|   | April 2010   | 1          | 1 | 1  | 0 | 123  | 57  | 2    | -0.54 | (1.33) |
|   | OP-6A-2 Delayed Days for Non-Facility Reasons Business Parity  | March 2011 | 0 | 0  | 0 | 0    | 0   | 0    | 0     | 0.00   |
| February 2011   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| January 2011  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| December 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| November 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| October 2010  |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| September 2010  |  | 1          | 1 | 1  | 0 | 19   | 3   | 6    | -0.50 | (1.30) |
| August 2010   |  | 0          | 0 | 0  | 0 | 0    | 0   | 0    | 0.00  | 0.00   |
| July 2010   | 0  | 0          | 0 | 0  | 0 | 0    | 0   | 0.00 | 0.00  |        |
| June 2010   | 0  | 0          | 0 | 0  | 0 | 0    | 0   | 0.00 | 0.00  |        |

|  |                |    |   |   |      |    |    |    |      |       |        |
|--|----------------|----|---|---|------|----|----|----|------|-------|--------|
|  | May 2010       | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | April 2010     | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
| OP-6A-3 Delayed Days for Non-Facility Reasons UNE - P (POTS) Parity                        | March 2011     | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | February 2011  | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | January 2011   | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | December 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | November 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | October 2010   | 0  | 0 | 0 | 0    | 0  | 0  | 0  | 0    | 0.00  | 0.00   |
|  | September 2010 | 8  | 2 | 4 | 1.41 | 48 | 11 | 4  |      | -0.09 | (1.06) |
|  | August 2010    | 1  | 1 | 1 | 0    | 23 | 7  | 3  |      | -0.78 | (1.47) |
|  | July 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | June 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
| May 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| April 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| OP-6A-4 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable Parity | March 2011     | 1  | 1 | 1 | 0    | 8  | 1  | 8  |      | 0.00  | 0.00   |
|  | February 2011  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | January 2011   | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | December 2010  | 1  | 1 | 1 | 0    | 1  | 1  | 1  |      | 0.00  | 0.00   |
|  | November 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | October 2010   | 9  | 4 | 2 | 2.5  | 3  | 1  | 3  |      | 0.00  | 0.00   |
|  | September 2010 | 2  | 1 | 2 | 0    | 75 | 4  | 19 |      | -0.87 | (1.53) |
|  | August 2010    | 13 | 2 | 7 | 6.36 | 82 | 4  | 21 |      | -0.64 | (1.39) |
|  | July 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | June 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
| May 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| April 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| OP-6A-4 Delayed Days for Non-Facility Reasons LIS Trunk Parity                             | March 2011     | 4  | 1 | 4 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | February 2011  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | January 2011   | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | December 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | November 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | October 2010   | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | September 2010 | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | August 2010    | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | July 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | June 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
| May 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| April 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| OP-6A-4 Delayed Days for Non-Facility Reasons UDIT DS1 Parity                              | March 2011     | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | February 2011  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | January 2011   | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | December 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | November 2010  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | October 2010   | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | September 2010 | 6  | 1 | 6 | 0    | 75 | 4  | 19 |      | -0.66 | (1.40) |
|  | August 2010    | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | July 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | June 2010      | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
| May 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| April 2010   | 0              | 0  | 0 | 0 | 0    | 0  | 0  |    | 0.00 | 0.00  |        |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity    | March 2011     | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | February 2011  | 0  | 0 | 0 | 0    | 0  | 0  | 0  |      | 0.00  | 0.00   |
|  | January 2011   | 2  | 2 | 1 | 0    | 4  | 2  | 2  |      | 0.00  | 0.00   |

|  |                |    |    |    |       |     |    |    |       |        |
|--|----------------|----|----|----|-------|-----|----|----|-------|--------|
|  | December 2010  | 13 | 5  | 3  | 1.14  | 22  | 1  | 22 | 0.00  | 0.00   |
|  | November 2010  | 7  | 6  | 1  | 0.41  | 18  | 3  | 6  | -0.79 | (1.48) |
|  | October 2010   | 4  | 4  | 1  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 4  | 1  | 4  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 18 | 5  | 4  | 0.89  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 2  | 1  | 2  | 0     | 11  | 3  | 4  | -0.69 | (1.42) |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity | March 2011     | 2  | 2  | 1  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 7  | 7  | 1  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 11 | 8  | 1  | 0.52  | 4   | 2  | 2  | 0.00  | 0.00   |
|  | December 2010  | 20 | 17 | 1  | 0.73  | 22  | 1  | 22 | 0.00  | 0.00   |
|  | November 2010  | 31 | 17 | 2  | 2.16  | 18  | 3  | 6  | -0.77 | (1.47) |
|  | October 2010   | 13 | 13 | 1  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 23 | 12 | 2  | 3.18  | 16  | 3  | 5  | -0.71 | (1.43) |
|  | August 2010    | 28 | 9  | 3  | 5.6   | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 11 | 4  | 3  | 0.5   | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 23 | 2  | 12 | 14.85 | 1   | 1  | 1  | 0.00  | 0.00   |
|  | May 2010       | 2  | 1  | 2  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 1  | 1  | 1  | 0     | 11  | 3  | 4  | -1.11 | (1.67) |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity    | March 2011     | 9  | 5  | 2  | 1.1   | 8   | 1  | 8  | 0.00  | 0.00   |
|  | February 2011  | 4  | 3  | 1  | 0.58  | 15  | 4  | 4  | -1.43 | (1.87) |
|  | January 2011   | 2  | 2  | 1  | 0     | 10  | 2  | 5  | -0.94 | (1.57) |
|  | December 2010  | 30 | 1  | 30 | 0     | 1   | 1  | 1  | 0.00  | 0.00   |
|  | November 2010  | 21 | 12 | 2  | 2.6   | 16  | 3  | 5  | -1.82 | (2.10) |
|  | October 2010   | 23 | 7  | 3  | 3.25  | 3   | 1  | 3  | 0.00  | 0.00   |
|  | September 2010 | 7  | 2  | 4  | 2.12  | 75  | 4  | 19 | -1.02 | (1.62) |
|  | August 2010    | 18 | 12 | 2  | 1.17  | 82  | 4  | 21 | -1.31 | (1.80) |
|  | July 2010      | 5  | 3  | 2  | 1.15  | 114 | 5  | 23 | -2.38 | (2.45) |
|  | June 2010      | 3  | 3  | 1  | 0     | 25  | 3  | 8  | -1.56 | (1.95) |
|  | May 2010       | 8  | 4  | 2  | 2     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 16 | 2  | 8  | 0     | 175 | 6  | 29 | -0.72 | (1.44) |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - XDSLi Parity          | March 2011     | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 3  | 1  | 3  | 0     | 4   | 2  | 2  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 1  | 1  | 1  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity           | March 2011     | 28 | 9  | 3  | 6.33  | 265 | 60 | 4  | -0.31 | (1.19) |
|  | February 2011  | 39 | 27 | 1  | 0.64  | 119 | 64 | 2  | -0.81 | (1.49) |
|  | January 2011   | 70 | 48 | 1  | 3.03  | 218 | 64 | 3  | -1.35 | (1.82) |
|  | December 2010  | 49 | 36 | 1  | 0.49  | 158 | 54 | 3  | -1.16 | (1.71) |
|  | November 2010  | 99 | 49 | 2  | 2.84  | 149 | 49 | 3  | -0.73 | (1.44) |
|  | October 2010   | 45 | 40 | 1  | 0.65  | 314 | 80 | 4  | -0.99 | (1.60) |
|  | September 2010 | 82 | 42 | 2  | 1.32  | 286 | 71 | 4  | -1.36 | (1.83) |
|  | August 2010    | 59 | 33 | 2  | 1.9   | 308 | 79 | 4  | -1.12 | (1.68) |

|  |                |    |    |    |      |     |    |    |       |        |
|--|----------------|----|----|----|------|-----|----|----|-------|--------|
|  | July 2010      | 54 | 48 | 1  | 0.44 | 114 | 62 | 2  | -2.06 | (2.25) |
|  | June 2010      | 26 | 19 | 1  | 0.96 | 133 | 42 | 3  | -1.44 | (1.88) |
|  | May 2010       | 22 | 21 | 1  | 0.22 | 187 | 37 | 5  | -0.95 | (1.58) |
|  | April 2010     | 11 | 9  | 1  | 0.44 | 123 | 57 | 2  | -1.22 | (1.74) |
| OP-6A-5 Delayed Days for Non-Facility Reasons Dark Fiber - IOF Diagnostic                  | March 2011     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 5  | 1  | 5  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6A-5 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable Parity | March 2011     | 1  | 1  | 1  | 0    | 191 | 7  | 27 | -1.71 | (2.04) |
|  | February 2011  | 1  | 1  | 1  | 0    | 86  | 11 | 8  | -0.68 | (1.41) |
|  | January 2011   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 1  | 1  | 1  | 0    | 87  | 8  | 11 | -0.75 | (1.46) |
|  | November 2010  | 5  | 2  | 3  | 0.71 | 110 | 8  | 14 | -1.00 | (1.61) |
|  | October 2010   | 15 | 3  | 5  | 4.58 | 91  | 20 | 5  | 0.24  | (0.77) |
|  | September 2010 | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 5  | 2  | 3  | 0.71 | 213 | 6  | 36 | -1.18 | (1.71) |
|  | July 2010      | 9  | 1  | 9  | 0    | 69  | 7  | 10 | -0.07 | (1.04) |
|  | June 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 4  | 2  | 2  | 0    | 12  | 3  | 4  | -1.10 | (1.67) |
|  | April 2010     | 1  | 1  | 1  | 0    | 119 | 9  | 13 | -1.48 | (1.90) |
| OP-6A-5 Delayed Days for Non-Facility Reasons LIS Trunk Parity                             | March 2011     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 32 | 1  | 32 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 2  | 1  | 2  | 0    | 39  | 1  | 39 | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity    | March 2011     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | September 2010 | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | August 2010    | 4  | 1  | 4  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2010      | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2010       | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2010     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6A-5 Delayed Days for Non-Facility  | March 2011     | 0  | 0  | 0  | 0    | 0   | 0  | 0  | 0.00  | 0.00   |

|   |  |               |    |    |       |     |     |    |       |        |        |
|---|--|---------------|----|----|-------|-----|-----|----|-------|--------|--------|
| Reasons Unbundled Loop - ADSL Qualified Parity                  | February 2011  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | January 2011   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | December 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | November 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | October 2010   | 2             | 2  | 1  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | September 2010   | 1             | 1  | 1  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | August 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | July 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | June 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | May 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | April 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity | March 2011    | 3  | 1  | 3     | 0   | 11  | 5  | 2     | 0.34   | (0.68) |
|   |  | February 2011 | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   |  | January 2011  | 6  | 6  | 1     | 0   | 30  | 16 | 2     | -0.80  | (1.49) |
| December 2010   |  | 12            | 12 | 1  | 0     | 143 | 24  | 6  | -1.08 | (1.66) |        |
| November 2010   |  | 5             | 3  | 2  | 1.15  | 44  | 20  | 2  | -0.36 | (1.22) |        |
| October 2010  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| September 2010  |  | 1             | 1  | 1  | 0     | 30  | 10  | 3  | -0.38 | (1.23) |        |
| August 2010   |  | 136           | 8  | 17 | 13.09 | 38  | 15  | 3  | 13.35 | 1.26   |        |
| July 2010   |  | 33            | 19 | 2  | 1.28  | 19  | 12  | 2  | 0.53  | (0.62) |        |
| June 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| May 2010  |  | 2             | 2  | 1  | 0     | 21  | 6   | 4  | -0.71 | (1.43) |        |
| April 2010  |  | 6             | 6  | 1  | 0     | 57  | 14  | 4  | -1.49 | (1.91) |        |
| OP-6B-1 Delayed Days for Facility Reasons Business Parity       |  | March 2011    | 14 | 1  | 14    | 0   | 162 | 17 | 10    | 0.49   | (0.74) |
|   |  | February 2011 | 4  | 1  | 4     | 0   | 181 | 22 | 8     | -0.53  | (1.32) |
|   | January 2011   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | November 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | October 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | September 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | August 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | July 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | June 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | May 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | April 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | OP-6B-1 Delayed Days for Facility Reasons Residence Parity                 | March 2011    | 1  | 1  | 1     | 0   | 411 | 24 | 17    | -0.55  | (1.33) |
|   |  | February 2011 | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
| January 2011  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| December 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| November 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| October 2010  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| September 2010  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| August 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| July 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| June 2010   |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| May 2010  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| April 2010  |  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
| OP-6B-1 Delayed Days for Facility Reasons UNE - P (POTS) Parity |  | March 2011    | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   |  | February 2011 | 0  | 0  | 0     | 0   | 0   | 0  | 0     | 0.00   | 0.00   |
|   | January 2011   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | December 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | November 2010  | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |
|   | October 2010   | 0             | 0  | 0  | 0     | 0   | 0   | 0  | 0.00  | 0.00   |        |

|   |                |     |    |    |       |     |    |    |       |        |
|---|----------------|-----|----|----|-------|-----|----|----|-------|--------|
|   | September 2010 | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 20  | 2  | 10 | 4.24  | 407 | 46 | 9  | 0.11  | (0.71) |
|   | July 2010      | 64  | 1  | 64 | 0     | 378 | 44 | 9  | 5.52  | 0.34   |
|   | June 2010      | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6B-4 Delayed Days for Facility Reasons | March 2011     | 50  | 9  | 6  | 1.33  | 70  | 13 | 5  | 0.21  | (0.79) |
| Unbundled Loop - 2 Wire Non-Loaded Parity | February 2011  | 2   | 1  | 2  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | January 2011   | 5   | 2  | 3  | 2.12  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | December 2010  | 12  | 1  | 12 | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 15  | 2  | 8  | 6.36  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 4   | 1  | 4  | 0     | 2   | 1  | 2  | 0.00  | 0.00   |
|   | July 2010      | 1   | 1  | 1  | 0     | 2   | 1  | 2  | 0.00  | 0.00   |
|   | June 2010      | 21  | 2  | 11 | 4.95  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 19  | 2  | 10 | 10.61 | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6B-4 Delayed Days for Facility Reasons | March 2011     | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity    | February 2011  | 88  | 4  | 22 | 21.94 | 0   | 0  | 0  | 0.00  | 0.00   |
|   | January 2011   | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 114 | 4  | 29 | 22.53 | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 14  | 3  | 5  | 2.52  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | September 2010 | 8   | 2  | 4  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2010      | 29  | 3  | 10 | 0.58  | 2   | 1  | 2  | 0.00  | 0.00   |
|   | June 2010      | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2010       | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6B-4 Delayed Days for Facility Reasons | March 2011     | 35  | 7  | 5  | 6.35  | 5   | 1  | 5  | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity       | February 2011  | 11  | 3  | 4  | 2.89  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | January 2011   | 3   | 2  | 2  | 0.71  | 0   | 0  | 0  | 0.00  | 0.00   |
|   | December 2010  | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | November 2010  | 6   | 5  | 1  | 0.45  | 20  | 1  | 20 | 0.00  | 0.00   |
|   | October 2010   | 84  | 3  | 28 | 45.03 | 38  | 2  | 19 | 0.70  | (0.88) |
|   | September 2010 | 10  | 5  | 2  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2010    | 35  | 1  | 35 | 0     | 69  | 3  | 23 | 0.35  | (0.73) |
|   | July 2010      | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2010      | 4   | 2  | 2  | 0     | 43  | 5  | 9  | -0.63 | (1.38) |
|   | May 2010       | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2010     | 1   | 1  | 1  | 0     | 36  | 2  | 18 | -1.96 | (2.19) |
| OP-6B-4 Delayed Days for Facility Reasons | March 2011     | 85  | 3  | 28 | 47.34 | 573 | 41 | 14 | 1.05  | (0.42) |
| Unbundled Loop Analog Parity              | February 2011  | 76  | 13 | 6  | 4.02  | 491 | 53 | 9  | -1.08 | (1.66) |
|   | January 2011   | 18  | 6  | 3  | 0     | 348 | 47 | 7  | -1.13 | (1.69) |
|   | December 2010  | 81  | 16 | 5  | 8.01  | 329 | 30 | 11 | -1.00 | (1.61) |
|   | November 2010  | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|   | October 2010   | 42  | 12 | 4  | 1.17  | 211 | 33 | 6  | -1.08 | (1.66) |
|   | September 2010 | 64  | 17 | 4  | 3.6   | 420 | 33 | 13 | -2.68 | (2.63) |
|   | August 2010    | 54  | 19 | 3  | 2.12  | 407 | 46 | 9  | -1.58 | (1.96) |
|   | July 2010      | 20  | 8  | 3  | 0.53  | 378 | 44 | 9  | -1.60 | (1.97) |
|   | June 2010      | 56  | 7  | 8  | 9.78  | 267 | 37 | 7  | 0.24  | (0.74) |
|   | May 2010       | 0   | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |

|  |                |    |   |    |      |   |   |   |   |      |      |
|--|----------------|----|---|----|------|---|---|---|---|------|------|
|  | April 2010     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5 Delayed Days for Facility Reasons        | March 2011     | 12 | 2 | 6  | 1.41 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Enhanced Extended Loops - DS1 Capable Diagnostic | February 2011  | 10 | 3 | 3  | 0.58 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2011   | 2  | 1 | 2  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2010  | 14 | 4 | 4  | 1    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2010  | 12 | 3 | 4  | 2.65 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2010   | 4  | 1 | 4  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2010 | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2010    | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2010       | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2010     | 13 | 5 | 3  | 1.52 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5 Delayed Days for Facility Reasons        | March 2011     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Enhanced Extended Loops - DS3 Capable Diagnostic | February 2011  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2011   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2010   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2010 | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2010    | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2010      | 67 | 1 | 67 | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2010       | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2010     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5 Delayed Days for Facility Reasons        | March 2011     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| UDIT Above DS1 Level Parity                      | February 2011  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2011   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2010   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2010 | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2010    | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2010       | 12 | 1 | 12 | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2010     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5 Delayed Days for Facility Reasons        | March 2011     | 29 | 1 | 29 | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loop - 2 Wire Non-Loaded Parity        | February 2011  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2011   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | November 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | October 2010   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | September 2010 | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | August 2010    | 12 | 1 | 12 | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | July 2010      | 3  | 1 | 3  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | June 2010      | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | May 2010       | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | April 2010     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| OP-6B-5 Delayed Days for Facility Reasons        | March 2011     | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| Unbundled Loop - ADSL Qualified Parity           | February 2011  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | January 2011   | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|  | December 2010  | 0  | 0 | 0  | 0    | 0 | 0 | 0 | 0 | 0.00 | 0.00 |



|   |                |            |     |     |             |    |   |     |       |        |
|---|----------------|------------|-----|-----|-------------|----|---|-----|-------|--------|
|   | November 2010  | 4          | 2   | 2   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | October 2010   | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | September 2010 | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | August 2010    | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | July 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | June 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | May 2010       | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | April 2010     | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
| OP-6B-5 Delayed Days for Facility Reasons   | March 2011     | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity         | February 2011  | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | January 2011   | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | December 2010  | 91         | 1   | 91  | 0           | 21 | 1 | 21  | 0.00  | 0.00   |
|   | November 2010  | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | October 2010   | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | September 2010 | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | August 2010    | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | July 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | June 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | May 2010       | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | April 2010     | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
| OP-6B-5 Delayed Days for Facility Reasons   | March 2011     | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
| Unbundled Loop Analog Parity                | February 2011  | 15         | 5   | 3   | 0           | 39 | 8 | 5   | -0.57 | (1.35) |
|   | January 2011   | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | December 2010  | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | November 2010  | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | October 2010   | 4          | 2   | 2   | 0           | 65 | 6 | 11  | -1.17 | (1.71) |
|   | September 2010 | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | August 2010    | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | July 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | June 2010      | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | May 2010       | 0          | 0   | 0   | 0           | 0  | 0 | 0   | 0.00  | 0.00   |
|   | April 2010     | 84         | 4   | 21  | 0           | 64 | 9 | 7   | 2.75  | 0.39   |
| OP-7 OP-7 - Coordinated Hot Cut" Interval - | March 2011     | 0.62708333 | 226 | :00 | 0.004861111 | 0  | 0 | :00 | 0.00  | 0.00   |
| Unbundled Loops" Unbundled Loop - Analog    | February 2011  | 0.75069444 | 275 | :00 | 0.005555556 | 0  | 0 | :00 | 0.00  | 0.00   |
| Diagnostic                                  | January 2011   | 0.74097222 | 324 | :00 | 0.005555556 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | December 2010  | 1.68680556 | 472 | :00 | 0.025       | 0  | 0 | :00 | 0.00  | 0.00   |
|   | November 2010  | 3.06180556 | 819 | :00 | 0.005555556 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | October 2010   | 1.42152778 | 471 | :00 | 0.004861111 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | September 2010 | 1.21180556 | 590 | :00 | 0.004166667 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | August 2010    | 2.24444444 | 754 | :00 | 0.004166667 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | July 2010      | 0.82986111 | 341 | :00 | 0.004166667 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | June 2010      | 0.81666667 | 358 | :00 | 0.002777778 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | May 2010       | 0.99930556 | 521 | :00 | 0.002083333 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | April 2010     | 1.49375    | 598 | :00 | 0.004166667 | 0  | 0 | :00 | 0.00  | 0.00   |
| OP-7 OP-7 - Coordinated Hot Cut" Interval - | March 2011     | 0          | 0   | :00 | 0           | 0  | 0 | :00 | 0.00  | 0.00   |
| Unbundled Loops" Unbundled Loop Other       | February 2011  | 0.07361111 | 2   | :00 | 0           | 0  | 0 | :00 | 0.00  | 0.00   |
| Diagnostic                                  | January 2011   | 0.81944444 | 22  | :00 | 0           | 0  | 0 | :00 | 0.00  | 0.00   |
|   | December 2010  | 0.68055556 | 18  | :00 | 0.000694444 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | November 2010  | 0.3125     | 10  | :00 | 0.009722222 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | October 2010   | 0.07152778 | 4   | :00 | 0.008333333 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | September 2010 | 0.15902778 | 10  | :00 | 0.002083333 | 0  | 0 | :00 | 0.00  | 0.00   |
|   | August 2010    | 0.00486111 | 1   | :00 | 0           | 0  | 0 | :00 | 0.00  | 0.00   |
|   | July 2010      | 1.01111111 | 13  | :00 | 0           | 0  | 0 | :00 | 0.00  | 0.00   |

|  |   |            |      |         |             |      |       |       |       |        |
|--|---|------------|------|---------|-------------|------|-------|-------|-------|--------|
|  | June 2010   | 1.78541667 | 40   | :00     | 0.016666667 | 0    | 0     | :00   | 0.00  | 0.00   |
|  | May 2010  | 1.19305556 | 26   | :00     | 0.01875     | 0    | 0     | :00   | 0.00  | 0.00   |
|  | April 2010  | 1.96944444 | 38   | :00     | 0.015277778 | 0    | 0     | :00   | 0.00  | 0.00   |
| OP-8B Number Portability Timeliness LNP<br>Benchmark 0.95    | March 2011  | 209        | 209  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | February 2011   | 239        | 239  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | January 2011  | 288        | 288  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | December 2010   | 396        | 396  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | November 2010   | 782        | 786  | :39     | 0.0712      | 0    | 0     | :00   | 0.00  | (0.14) |
|  | October 2010  | 471        | 471  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | September 2010  | 527        | 528  | :16     | 0.0435      | 0    | 0     | :00   | 0.00  | (0.15) |
|  | August 2010   | 674        | 674  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | July 2010   | 331        | 331  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | June 2010   | 358        | 358  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | May 2010  | 506        | 506  | :00     | 0           | 0    | 0     | :00   | 0.00  | (0.16) |
|  | April 2010  | 572        | 574  | :58     | 0.0589      | 0    | 0     | :00   | 0.00  | (0.15) |
|  | OP-8C Percentage of LNP Triggers Set<br>Prior to the Frame Due Time LNP<br>Benchmark 0.95 | March 2011 | 5432 | 5432    | 100.00%     | 0    | 0     | 0     | 0.00% | 0.00   |
| February 2011  |   | 5239       | 5243 | 99.92%  | 0.0276      | 0    | 0     | 0.00% | 0.00  | (0.16) |
| January 2011   |   | 6214       | 6215 | 99.98%  | 0.0127      | 0    | 0     | 0.00% | 0.00  | (0.16) |
| December 2010  |   | 6915       | 6916 | 99.99%  | 0.012       | 0    | 0     | 0.00% | 0.00  | (0.16) |
| November 2010  |   | 7139       | 7140 | 99.99%  | 0.0118      | 0    | 0     | 0.00% | 0.00  | (0.16) |
| October 2010   |   | 6988       | 6988 | 100.00% | 0           | 0    | 0     | 0.00% | 0.00  | (0.16) |
| September 2010   |   | 8028       | 8031 | 99.96%  | 0.0193      | 0    | 0     | 0.00% | 0.00  | (0.16) |
| August 2010  |   | 6473       | 6482 | 99.86%  | 0.0372      | 0    | 0     | 0.00% | 0.00  | (0.15) |
| July 2010  |   | 7490       | 7493 | 99.96%  | 0.02        | 0    | 0     | 0.00% | 0.00  | (0.16) |
| June 2010  |   | 6294       | 6294 | 100.00% | 0           | 0    | 0     | 0.00% | 0.00  | (0.16) |
| May 2010   |   | 7870       | 7877 | 99.91%  | 0.0298      | 0    | 0     | 0.00% | 0.00  | (0.16) |
| April 2010   |   | 9115       | 9115 | 100.00% | 0           | 0    | 0     | 0.00% | 0.00  | (0.16) |
| OS-1 Speed of Answer - Operator Services<br>Parity by Design |   | March 2011 | 0    | 0       | :00         | 0    | 7.2   | 1     | :00   | 0.00   |
|  | February 2011   | 0          | 0    | :00     | 0           | 6.86 | 1     | :24   | 0.00  | 0.00   |
|  | January 2011  | 0          | 0    | :00     | 0           | 7.01 | 1     | :24   | 0.00  | 0.00   |
|  | December 2010   | 0          | 0    | :00     | 0           | 7    | 1     | :00   | 0.00  | 0.00   |
|  | November 2010   | 0          | 0    | :00     | 0           | 7.08 | 1     | :12   | 0.00  | 0.00   |
|  | October 2010  | 0          | 0    | :00     | 0           | 6.7  | 1     | :00   | 0.00  | 0.00   |
|  | September 2010  | 0          | 0    | :00     | 0           | 7.03 | 1     | :12   | 0.00  | 0.00   |
|  | August 2010   | 0          | 0    | :00     | 0           | 7.29 | 1     | :36   | 0.00  | 0.00   |
|  | July 2010   | 0          | 0    | :00     | 0           | 6.49 | 1     | :36   | 0.00  | 0.00   |
|  | June 2010   | 0          | 0    | :00     | 0           | 6.39 | 1     | :36   | 0.00  | 0.00   |
|  | May 2010  | 0          | 0    | :00     | 0           | 6.35 | 1     | :00   | 0.00  | 0.00   |
|  | April 2010  | 0          | 0    | :00     | 0           | 6.42 | 1     | :48   | 0.00  | 0.00   |
|  | PO-15 Number of Due Date Changes per<br>Order All Parity                                  | March 2011 | 91   | 1750    | 0           | 0.23 | 254   | 20025 | 0     | 12.58  |
| February 2011  |   | 110        | 1594 | 0       | 0.26        | 324  | 21184 | 0     | 15.26 | 8.28   |
| January 2011   |   | 67         | 1713 | 0       | 0.2         | 275  | 20862 | 0     | 7.65  | 3.65   |
| December 2010  |   | 139        | 1858 | 0       | 0.27        | 296  | 21353 | 0     | 18.65 | 10.34  |
| November 2010  |   | 133        | 2200 | 0       | 0.25        | 286  | 21914 | 0     | 16.48 | 9.02   |
| October 2010   |   | 100        | 2041 | 0       | 0.23        | 349  | 23792 | 0     | 11.34 | 5.89   |
| September 2010   |   | 135        | 2075 | 0       | 0.26        | 239  | 22622 | 0     | 21.57 | 12.11  |
| August 2010  |   | 141        | 2508 | 0       | 0.26        | 266  | 21989 | 0     | 17.12 | 9.41   |
| July 2010  |   | 111        | 1898 | 0       | 0.23        | 256  | 23369 | 0     | 17.66 | 9.74   |
| June 2010  |   | 97         | 1655 | 0       | 0.25        | 177  | 20446 | 0     | 18.95 | 10.52  |
| May 2010   |   | 116        | 2049 | 0       | 0.25        | 258  | 23827 | 0     | 16.77 | 9.19   |
| April 2010   |   | 107        | 1966 | 0       | 0.24        | 187  | 23824 | 0     | 20.58 | 11.51  |
| PO-16 Timely Release Notifications<br>Benchmark 0.925        |   | March 2011 | 6    | 6       | 100.00%     | 0    | 0     | 0     | 0.00% | 0.00   |
|  | February 2011   | 4          | 4    | 100.00% | 0           | 0    | 0     | 0.00% | 0.00  | 0.00   |

|   |   |            |       |         |       |   |       |       |       |      |
|---|---|------------|-------|---------|-------|---|-------|-------|-------|------|
|   | January 2011  | 3          | 3     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | December 2010   | 0          | 0     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | November 2010   | 2          | 2     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | October 2010  | 3          | 3     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | September 2010  | 1          | 1     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | August 2010   | 0          | 0     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | July 2010   | 5          | 5     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | June 2010   | 1          | 1     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | May 2010  | 0          | 0     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | April 2010  | 5          | 5     | 100.00% | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| PO-19B Stand-Alone Test Environment<br>(SATE) Accuracy IMA_SATE_XML<br>Benchmark 0.95 | March 2011  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | February 2011   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | January 2011  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | December 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | November 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | October 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | September 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | August 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | July 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | June 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | May 2010  | 164        | 171   | 95.91%  | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | April 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML IMA_SATE_XML<br>Diagnostic | March 2011 | 0     | 0       | 0.00% | 0 | 0     | 0     | 0.00% | 0.00 |
| February 2011   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| January 2011  |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| December 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| November 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| October 2010  |   | 919        | 933   | 98.50%  | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| September 2010  |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| August 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| July 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| June 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| May 2010  |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| April 2010  |   | 919        | 933   | 98.50%  | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. 25.0 Diagnostic       |   | March 2011 | 0     | 0       | 0.00% | 0 | 0     | 0     | 0.00% | 0.00 |
|   | February 2011   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | January 2011  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | December 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | November 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | October 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | September 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | August 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | July 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | June 2010   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | May 2010  | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | April 2010  | 276        | 284   | 97.18%  | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
|   | PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. 26.0 Diagnostic       | March 2011 | 0     | 0       | 0.00% | 0 | 0     | 0     | 0.00% | 0.00 |
| February 2011   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| January 2011  |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| December 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| November 2010   |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| October 2010  |   | 0          | 0     | 0.00%   | 0     | 0 | 0     | 0.00% | 0.00  | 0.00 |
| September 2010  | 0   | 0          | 0.00% | 0       | 0     | 0 | 0.00% | 0.00  | 0.00  |      |

|   |                |     |     |        |   |   |   |       |      |      |
|---|----------------|-----|-----|--------|---|---|---|-------|------|------|
|   | August 2010    | 0   | 0   | 0.00%  | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 |
|   | July 2010      | 0   | 0   | 0.00%  | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 |
|   | June 2010      | 0   | 0   | 0.00%  | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 |
|   | May 2010       | 0   | 0   | 0.00%  | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 |
|   | April 2010     | 293 | 294 | 99.66% | 0 | 0 | 0 | 0.00% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. 27.0 Diagnostic     | March 2011     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | February 2011  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | January 2011   | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | December 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | November 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | October 2010   | 294 | 294 | 100%   | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | September 2010 | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | August 2010    | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | July 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | June 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | May 2010       | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | April 2010     | 289 | 294 | 98%    | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. 28.0 Diagnostic     | March 2011     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | February 2011  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | January 2011   | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | December 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | November 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | October 2010   | 291 | 292 | 100%   | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | September 2010 | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | August 2010    | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | July 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | June 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | May 2010       | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | April 2010     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. 29.0 Diagnostic     | March 2011     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | February 2011  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | January 2011   | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | December 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | November 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | October 2010   | 292 | 292 | 100%   | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | September 2010 | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | August 2010    | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | July 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | June 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | May 2010       | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | April 2010     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment<br>(SATE) Accuracy XML Rel. VICKI<br>Diagnostic | March 2011     | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | February 2011  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | January 2011   | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | December 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | November 2010  | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | October 2010   | 61  | 61  | 100%   | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | September 2010 | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | August 2010    | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | July 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | June 2010      | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | May 2010       | 0   | 0   | 0%     | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |
|   | April 2010     | 61  | 61  | 100%   | 0 | 0 | 0 | 0%    | 0.00 | 0.00 |

|  |   |               |         |      |      |      |   |     |      |      |      |
|--|---|---------------|---------|------|------|------|---|-----|------|------|------|
| PO-1A-1 Total Pre-Order Response Times<br>(Appt. Scheduler) IMA Aggregate<br>Benchmark 10    | March 2011  | 5650.64       | 3071    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | February 2011   | 5922.4        | 3365    | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | January 2011  | 5783.4        | 3213    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | December 2010   | 5862.65       | 3169    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | November 2010   | 5794.98       | 3274    | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | October 2010  | 5821.45       | 3365    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | September 2010  | 5782.59       | 3267    | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | August 2010   | 5276.62       | 2734    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | July 2010   | 5553.9        | 2805    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | June 2010   | 5376.98       | 2786    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | May 2010  | 1664.7        | 930     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | April 2010  | 4203.51       | 2297    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | PO-1A-1(a) Pre-Order Response Times<br>(Appt. Scheduler) IMA Request Diagnostic               | March 2011    | 337.81  | 3071 | :24  | 0.06 | 0 | 0   | :00  | 0.00 | 0.00 |
|  |   | February 2011 | 336.5   | 3365 | :00  | 0.01 | 0 | 0   | :00  | 0.00 | 0.00 |
| January 2011   |   | 353.43        | 3213    | :24  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010  |   | 316.9         | 3169    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010  |   | 327.4         | 3274    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010   |   | 302.85        | 3365    | :36  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| September 2010   |   | 359.37        | 3267    | :24  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| August 2010  |   | 273.4         | 2734    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| July 2010  |   | 280.5         | 2805    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| June 2010  |   | 278.6         | 2786    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2010   |   | 93            | 930     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2010   |   | 229.7         | 2297    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1A-1(b,c) Pre-Order Response Times<br>(Appt. Scheduler) IMA Response/Accept<br>Diagnostic |   | March 2011    | 5312.83 | 3071 | :12  | 0.46 | 0 | 0   | :00  | 0.00 | 0.00 |
|  |   | February 2011 | 5585.9  | 3365 | :24  | 0.41 | 0 | 0   | :00  | 0.00 | 0.00 |
|  | January 2011  | 5429.97       | 3213    | :36  | 0.55 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | December 2010   | 5545.75       | 3169    | :00  | 0.56 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | November 2010   | 5467.58       | 3274    | :48  | 0.71 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | October 2010  | 5518.6        | 3365    | :36  | 0.61 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | September 2010  | 5423.22       | 3267    | :24  | 0.5  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | August 2010   | 5003.22       | 2734    | :12  | 0.58 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | July 2010   | 5273.4        | 2805    | :12  | 0.56 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | June 2010   | 5098.38       | 2786    | :12  | 0.61 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | May 2010  | 1571.7        | 930     | :36  | 0.65 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | April 2010  | 3973.81       | 2297    | :12  | 0.87 | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | PO-1A-10 Total Pre-Order Response Times<br>(Meet Point Inquiry) IMA Aggregate<br>Benchmark 30 | March 2011    | 1973.88 | 671  | :36  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  |   | February 2011 | 2301.52 | 770  | :36  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
| January 2011   |   | 2075.43       | 699     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010  |   | 2263.34       | 737     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010  |   | 2186.69       | 759     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010   |   | 2552.43       | 749     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| September 2010   |   | 1970.44       | 723     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| August 2010  |   | 2468.51       | 629     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| July 2010  |   | 2503.34       | 642     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| June 2010  |   | 2381.04       | 630     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2010   |   | 757.2         | 198     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2010   |   | 1869.2        | 496     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1A-10(a) Pre-Order Response Times<br>(Meet Point Inquiry) IMA Request Diagnostic          |   | March 2011    | 67.49   | 671  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  |   | February 2011 | 77.41   | 770  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | January 2011  | 70.4          | 699     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | December 2010   | 74.11         | 737     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
|  | November 2010   | 76.25         | 759     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |

|   |  |            |          |      |      |      |   |     |      |      |
|---|--|------------|----------|------|------|------|---|-----|------|------|
|   | October 2010   | 67.2       | 749      | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | September 2010   | 72.72      | 723      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | August 2010  | 63.37      | 629      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | July 2010  | 64.48      | 642      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | June 2010  | 64.94      | 630      | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | May 2010   | 20.1       | 198      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | April 2010   | 50.49      | 496      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(b) Pre-Order Response Times<br>(Meet Point Inquiry) IMA Response<br>Diagnostic | March 2011   | 1906.39    | 671      | :36  | 0.65 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 2224.11    | 770      | :36  | 0.69 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 2005.03    | 699      | :48  | 0.67 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 2189.23    | 737      | :48  | 0.78 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 2110.44    | 759      | :12  | 1.74 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 2485.23    | 749      | :48  | 0.77 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | September 2010   | 1897.72    | 723      | :48  | 0.82 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | August 2010  | 2405.14    | 629      | :48  | 0.98 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | July 2010  | 2438.86    | 642      | :00  | 1.02 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | June 2010  | 2316.1     | 630      | :12  | 0.74 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | May 2010   | 737.1      | 198      | :48  | 0.7  | 0    | 0 | :00 | 0.00 | 0.00 |
|   | April 2010   | 1818.71    | 496      | :48  | 0.77 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | PO-1A-2 Total Pre-Order Response Times<br>(Service Availability) IMA Aggregate<br>Benchmark 25 | March 2011 | 40444.81 | 5391 | :00  | 0    | 0 | 0   | :00  | 0.00 |
| February 2011   |  | 47332.32   | 6041     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011  |  | 36031.27   | 5737     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010   |  | 52130.06   | 5854     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010   |  | 51985.73   | 6205     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| October 2010  |  | 43316.87   | 6126     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| September 2010  |  | 30719.69   | 6148     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| August 2010   |  | 23556.71   | 4904     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2010   |  | 24298.41   | 5034     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2010   |  | 24448.69   | 4917     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2010  |  | 8158.38    | 1689     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2010  |  | 19027.01   | 4116     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(a) Pre-Order Response Times<br>(Service Availability) IMA Request<br>Diagnostic |  | March 2011 | 861.95   | 5391 | :24  | 0.02 | 0 | 0   | :00  | 0.00 |
|   | February 2011  | 963.4      | 6041     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 803.88     | 5737     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 823.27     | 5854     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 882.14     | 6205     | :36  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 842.87     | 6126     | :36  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | September 2010   | 869.15     | 6148     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | August 2010  | 751.91     | 4904     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | July 2010  | 769.37     | 5034     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | June 2010  | 767.25     | 4917     | :24  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
|   | May 2010   | 259.82     | 1689     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | April 2010   | 633.66     | 4116     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|   | PO-1A-2(b) Pre-Order Response Times<br>(Service Availability) IMA Response<br>Diagnostic       | March 2011 | 39582.86 | 5391 | :36  | 4.24 | 0 | 0   | :00  | 0.00 |
| February 2011   |  | 46368.92   | 6041     | :12  | 4.31 | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011  |  | 35227.39   | 5737     | :36  | 4.7  | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010   |  | 51306.79   | 5854     | :24  | 7.17 | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010   |  | 51103.59   | 6205     | :36  | 6.93 | 0    | 0 | :00 | 0.00 | 0.00 |
| October 2010  |  | 42474      | 6126     | :12  | 4.07 | 0    | 0 | :00 | 0.00 | 0.00 |
| September 2010  |  | 29850.54   | 6148     | :24  | 4.59 | 0    | 0 | :00 | 0.00 | 0.00 |
| August 2010   |  | 22804.8    | 4904     | :00  | 3.52 | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2010   |  | 23529.04   | 5034     | :48  | 3.41 | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2010   |  | 23681.44   | 4917     | :48  | 3.6  | 0    | 0 | :00 | 0.00 | 0.00 |

|  |                |          |      |     |      |   |   |     |      |      |
|--|----------------|----------|------|-----|------|---|---|-----|------|------|
|  | May 2010       | 7898.56  | 1689 | :12 | 3.54 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 18393.35 | 4116 | :48 | 3.52 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3 Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25     | March 2011     | 5731.94  | 1238 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 6233.08  | 1379 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 6349.84  | 1334 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 6232.2   | 1326 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 6584.58  | 1413 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 5361.8   | 1411 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 5974.32  | 1364 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 5045.04  | 1092 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 5449.89  | 1167 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 4930.38  | 1118 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 1743.63  | 399  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 5160.96  | 1024 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(a) Pre-Order Response Times (Facility Check) IMA Request Diagnostic            | March 2011     | 123.8    | 1238 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 137.9    | 1379 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 133.4    | 1334 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 132.6    | 1326 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 141.3    | 1413 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 126.99   | 1411 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 136.4    | 1364 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 109.2    | 1092 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 116.7    | 1167 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 111.8    | 1118 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 39.9     | 399  | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 102.4    | 1024 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(b) Pre-Order Response Times (Facility Check) IMA Response Diagnostic           | March 2011     | 5608.14  | 1238 | :12 | 1.7  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 6095.18  | 1379 | :48 | 1.67 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 6216.44  | 1334 | :24 | 2.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 6099.6   | 1326 | :00 | 1.75 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 6443.28  | 1413 | :24 | 1.98 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 5234.81  | 1411 | :24 | 1.57 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 5837.92  | 1364 | :12 | 1.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 4935.84  | 1092 | :48 | 2.84 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 5333.19  | 1167 | :48 | 2.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 4818.58  | 1118 | :24 | 1.73 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 1703.73  | 399  | :48 | 3.7  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 5058.56  | 1024 | :36 | 5.53 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4 Total Pre-Order Response Times (Address Validation) IMA Aggregate Benchmark 10 | March 2011     | 26765.85 | 8346 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 29703.34 | 9268 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 29872.95 | 8899 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 32008.77 | 9077 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 33319.22 | 9583 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 28006.38 | 9283 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 32326.29 | 9361 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 20684.57 | 7079 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 21183.23 | 7218 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 20153.24 | 7282 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 7985.32  | 2346 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 20523.05 | 5930 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(a) Pre-Order Response Times (Address Validation) IMA Request Diagnostic        | March 2011     | 1778.38  | 8346 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 1979.54  | 9268 | :24 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 1955.07  | 8899 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |

|  |                |          |      |     |      |   |   |     |      |      |
|--|----------------|----------|------|-----|------|---|---|-----|------|------|
|  | December 2010  | 2001.47  | 9077 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 2143.43  | 9583 | :48 | 0.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 1865.14  | 9283 | :00 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 2072.65  | 9361 | :48 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 1384.2   | 7079 | :00 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 1390.9   | 7218 | :36 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 1441.07  | 7282 | :00 | 0.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 528.84   | 2346 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 1345.95  | 5930 | :12 | 0.02 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(b) Pre-Order Response Times<br>(Address Validation) IMA Response<br>Diagnostic | March 2011     | 24987.47 | 8346 | :36 | 1.04 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 27723.8  | 9268 | :36 | 1.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 27917.88 | 8899 | :36 | 1.17 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 30007.3  | 9077 | :24 | 1.23 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 31175.79 | 9583 | :00 | 1.12 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 26141.24 | 9283 | :48 | 0.95 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 30253.64 | 9361 | :12 | 0.85 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 19300.37 | 7079 | :12 | 1.6  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 19792.33 | 7218 | :36 | 1.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 18712.17 | 7282 | :48 | 1.39 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 7456.48  | 2346 | :12 | 1.32 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 19177.1  | 5930 | :12 | 2.16 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5 Total Pre-Order Response Times<br>(Get CSR) IMA Aggregate Benchmark 12.5       | March 2011     | 3420.27  | 1243 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 3730.1   | 1361 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 4252.14  | 1303 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 4042.59  | 1330 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 3772.22  | 1442 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 3746.78  | 1441 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 3971.82  | 1368 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 2438.77  | 798  | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 3102.76  | 1029 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 1186.62  | 359  | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 404.56   | 127  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 1093.69  | 319  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(a) Pre-Order Response Times<br>(Get CSR) IMA Request Diagnostic                | March 2011     | 115.22   | 1243 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 125.68   | 1361 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 133.15   | 1303 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 135.88   | 1330 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 147.34   | 1442 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 118.46   | 1441 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 139.99   | 1368 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 73.47    | 798  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 94.83    | 1029 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 33.46    | 359  | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 11.77    | 127  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 29.77    | 319  | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(b) Pre-Order Response Times<br>(Get CSR) IMA Response Diagnostic               | March 2011     | 3305.05  | 1243 | :24 | 6.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 3604.42  | 1361 | :00 | 6.78 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 4118.99  | 1303 | :24 | 6.38 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 3906.71  | 1330 | :36 | 6.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 3624.88  | 1442 | :24 | 5.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 3628.32  | 1441 | :48 | 5.79 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 3831.83  | 1368 | :00 | 6.54 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 2365.3   | 798  | :24 | 5.83 | 0 | 0 | :00 | 0.00 | 0.00 |



|  |                |         |      |     |      |   |   |     |      |      |
|--|----------------|---------|------|-----|------|---|---|-----|------|------|
|  | July 2010      | 3007.93 | 1029 | :48 | 6.27 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 1153.16 | 359  | :24 | 6.51 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 392.79  | 127  | :36 | 1.28 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 1063.92 | 319  | :36 | 5.89 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6 Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10 | March 2011     | 5510.08 | 1932 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 6248.82 | 2208 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 6109.3  | 2107 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 6050.54 | 2102 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 5958.48 | 2209 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 6252.66 | 2223 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 5592.64 | 2149 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 6401.05 | 1823 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 6655.68 | 1875 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 6210.16 | 1825 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 1992.11 | 615  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 5092.52 | 1559 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(a) Pre-Order Response Times (TN Reservation) IMA Request Diagnostic        | March 2011     | 195.55  | 1932 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 224.01  | 2208 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 212.62  | 2107 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 212.65  | 2102 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 223.61  | 2209 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 201.02  | 2223 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 217.89  | 2149 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 186.17  | 1823 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 189.78  | 1875 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 191.15  | 1825 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 63.28   | 615  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 160.56  | 1559 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(b) Pre-Order Response Times (TN Reservation) IMA Response Diagnostic       | March 2011     | 4562.47 | 1932 | :24 | 0.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 5168.52 | 2208 | :36 | 0.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 5078.97 | 2107 | :24 | 1.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 4998.37 | 2102 | :12 | 0.9  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 4883.07 | 2209 | :24 | 0.72 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 5144.2  | 2223 | :24 | 0.92 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 4493.47 | 2149 | :36 | 0.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 5296.2  | 1823 | :24 | 0.81 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 5530.8  | 1875 | :00 | 0.82 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 5109    | 1825 | :00 | 0.84 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 1667.96 | 615  | :24 | 0.74 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 4257.44 | 1559 | :12 | 1.22 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(c) Pre-Order Response Times (TN Reservation) IMA Accept Diagnostic         | March 2011     | 752.06  | 1932 | :36 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 856.29  | 2208 | :36 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 817.71  | 2107 | :36 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 839.52  | 2102 | :00 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 851.8   | 2209 | :36 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 907.44  | 2223 | :24 | 0.33 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | September 2010 | 881.28  | 2149 | :24 | 0.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2010    | 918.68  | 1823 | :00 | 0.3  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2010      | 935.1   | 1875 | :00 | 0.29 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2010      | 910.01  | 1825 | :00 | 0.24 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2010       | 260.87  | 615  | :48 | 0.18 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2010     | 674.52  | 1559 | :12 | 0.48 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7 Total Pre-Order Response Times   | March 2011     | 12244.8 | 1518 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |

|  |   |            |        |       |      |      |     |      |      |      |      |
|--|---|------------|--------|-------|------|------|-----|------|------|------|------|
| (Loop Qualification Tools) IMA Aggregate Benchmark 20  | February 2011   | 13572.41   | 1723   | :12   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | January 2011  | 14658.57   | 1702   | :24   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | December 2010   | 14896.31   | 1864   | :36   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | November 2010   | 17098.51   | 2059   | :00   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | October 2010  | 14136.58   | 1832   | :48   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | September 2010  | 16186.25   | 2004   | :12   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | August 2010   | 11181.23   | 1366   | :36   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | July 2010   | 12199.1    | 1398   | :12   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | June 2010   | 12333.61   | 1437   | :12   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | May 2010  | 4979.27    | 524    | :00   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | April 2010  | 13278.26   | 1219   | :36   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
|  | PO-1A-7(a) Pre-Order Response Times (Loop Qualification Tools) IMA Request Diagnostic | March 2011 | 220.19 | 1518  | :00  | 0.06 | 0   | 0    | :00  | 0.00 | 0.00 |
|  | February 2011   | 251.72     | 1723   | :00   | 0.07 | 0    | 0   | :00  | 0.00 | 0.00 |      |
| January 2011   | 265.92  | 1702       | :24    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| December 2010  | 292.32  | 1864       | :24    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| November 2010  | 326.33  | 2059       | :24    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| October 2010   | 210.94  | 1832       | :48    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| September 2010   | 315.73  | 2004       | :24    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| August 2010  | 172.84  | 1366       | :12    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| July 2010  | 175.96  | 1398       | :12    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| June 2010  | 184.52  | 1437       | :12    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| May 2010   | 66.77   | 524        | :12    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| April 2010   | 153.8   | 1219       | :12    | 0.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| PO-1A-7(b) Pre-Order Response Times (Loop Qualification Tools) IMA Response Diagnostic             | March 2011  | 12024.61   | 1518   | :48   | 5.88 | 0    | 0   | :00  | 0.00 | 0.00 |      |
| February 2011  | 13320.69  | 1723       | :12    | 6.72  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| January 2011   | 14392.65  | 1702       | :24    | 8.08  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| December 2010  | 14603.99  | 1864       | :12    | 7.57  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| November 2010  | 16772.18  | 2059       | :00    | 8.4   | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| October 2010   | 13925.64  | 1832       | :00    | 6.73  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| September 2010   | 15870.52  | 2004       | :48    | 8.09  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| August 2010  | 11008.39  | 1366       | :24    | 5.94  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| July 2010  | 12023.14  | 1398       | :00    | 6.06  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| June 2010  | 12149.09  | 1437       | :00    | 5.11  | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| May 2010   | 4912.5  | 524        | :12    | 11.17 | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| April 2010   | 13124.46  | 1219       | :48    | 13.54 | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| PO-1A-9 Total Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate Benchmark 25 | March 2011  | 5616.26    | 921    | :00   | 0    | 0    | 0   | :00  | 0.00 | 0.00 |      |
| February 2011  | 6509.58   | 1021       | :12    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| January 2011   | 6441.51   | 957        | :12    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| December 2010  | 5876.09   | 917        | :24    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| November 2010  | 4645.03   | 961        | :12    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| October 2010   | 6146.34   | 967        | :24    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| September 2010   | 4997.37   | 948        | :48    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| August 2010  | 5801.22   | 784        | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| July 2010  | 5772.28   | 799        | :48    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| June 2010  | 5391.11   | 830        | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| May 2010   | 1783.07   | 259        | :12    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| April 2010   | 4618.32   | 656        | :36    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| PO-1A-9(a) Pre-Order Response Times (Connecting Facility Assignment) IMA Request Diagnostic        | March 2011  | 94.59      | 921    | :00   | 0.03 | 0    | 0   | :00  | 0.00 | 0.00 |      |
| February 2011  | 103.53  | 1021       | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| January 2011   | 96.95   | 957        | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| December 2010  | 92.75   | 917        | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| November 2010  | 97.44   | 961        | :00    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |
| October 2010   | 87.41   | 967        | :36    | 0     | 0    | 0    | :00 | 0.00 | 0.00 |      |      |

|   |                |          |      |     |      |   |   |     |      |      |
|---|----------------|----------|------|-----|------|---|---|-----|------|------|
|   | September 2010 | 96.41    | 948  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2010    | 79.03    | 784  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2010      | 80.24    | 799  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2010      | 85.45    | 830  | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2010       | 26.25    | 259  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2010     | 66.92    | 656  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(b) Pre-Order Response Times<br>(Connecting Facility Assignment) IMA<br>Response Diagnostic  | March 2011     | 5521.67  | 921  | :00 | 1.37 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 6406.05  | 1021 | :48 | 3.18 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 6344.56  | 957  | :12 | 5.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 5783.34  | 917  | :24 | 5.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 4547.59  | 961  | :12 | 1.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 6058.93  | 967  | :48 | 4.34 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | September 2010 | 4900.96  | 948  | :48 | 4.71 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2010    | 5722.19  | 784  | :00 | 6.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2010      | 5692.04  | 799  | :48 | 5.88 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2010      | 5305.66  | 830  | :36 | 3.36 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2010       | 1756.82  | 259  | :12 | 4.58 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2010     | 4551.4   | 656  | :36 | 5.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-1 Pre-Order Response Times (Appt.<br>Scheduler XML) XML Request/Response<br>Benchmark 10      | March 2011     | 14465.24 | 4357 | :48 | 2.15 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 14701.48 | 4682 | :36 | 1.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 12938.24 | 4256 | :36 | 1.29 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 12202.19 | 4081 | :36 | 2.61 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 18091.15 | 4699 | :00 | 7.9  | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 14250.89 | 4553 | :12 | 0.89 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | September 2010 | 14631.15 | 4735 | :36 | 3.81 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2010    | 16299.5  | 4657 | :00 | 1.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2010      | 16642.02 | 4547 | :24 | 2.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2010      | 5905.03  | 1609 | :48 | 1.19 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-10 Pre-Order Response Times<br>(Meet Point Inquiry XML) XML<br>Request/Response Benchmark 30  | March 2011     | 2546.78  | 826  | :12 | 4.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 2632.74  | 883  | :12 | 3.75 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 2538.89  | 831  | :24 | 4.49 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 2281.15  | 700  | :24 | 4.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 2581.39  | 877  | :36 | 4.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 3320.11  | 846  | :48 | 4.03 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | September 2010 | 2526.61  | 895  | :48 | 2.89 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2010    | 3592.85  | 879  | :36 | 3.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2010      | 3794.44  | 866  | :12 | 4.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2010      | 1385.51  | 316  | :12 | 5.83 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1X-2 Pre-Order Response Times<br>(Service Availability XML) XML<br>Request/Response Benchmark 25 | March 2011     | 48116.74 | 5139 | :24 | 5.44 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 52614.21 | 5531 | :24 | 4.97 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 38199.07 | 5083 | :48 | 5.16 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 42356.9  | 4703 | :24 | 7.37 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 49876.03 | 5514 | :00 | 7.79 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 46985.05 | 5338 | :00 | 3.95 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | September 2010 | 31859.14 | 5601 | :36 | 5.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2010    | 25616.34 | 5476 | :12 | 3.43 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2010      | 32137.64 | 5362 | :36 | 3.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2010      | 9306.64  | 1931 | :48 | 3.73 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |

|   |                |          |      |     |       |   |   |   |   |      |      |
|---|----------------|----------|------|-----|-------|---|---|---|---|------|------|
|   | April 2010     | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-1X-3 Pre-Order Response Times<br>(Facility Check XML) XML<br>Request/Response Benchmark 25           | March 2011     | 6673.59  | 1177 | :48 | 7.89  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 8306.76  | 1276 | :24 | 8.08  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 9236.44  | 1156 | :36 | 9.64  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 11113.63 | 1423 | :24 | 9.3   | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 12895.76 | 1324 | :36 | 14.32 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 7469.53  | 1247 | :36 | 7.64  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 9103.86  | 1242 | :12 | 9.63  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 10007.39 | 1591 | :36 | 8.74  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 9372.6   | 1270 | :12 | 10.13 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 2967.58  | 451  | :12 | 8.71  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-1X-4 Pre-Order Response Times<br>(Address Validation XML) XML<br>Request/Response Benchmark 10       | March 2011     | 16057.8  | 7406 | :48 | 1.31  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 17071.36 | 7967 | :36 | 0.92  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 16966.74 | 7303 | :48 | 1.24  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 17223.78 | 6669 | :12 | 3.63  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 22139.38 | 7962 | :12 | 4.95  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 16812.25 | 7708 | :12 | 1.77  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 21008.46 | 8048 | :24 | 4.34  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 17519.37 | 7895 | :48 | 1.31  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 20082.88 | 7734 | :00 | 2.86  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 6154.73  | 2753 | :36 | 2.29  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-1X-5 Pre-Order Response Times (Get<br>CSR XML) XML Request/Response<br>Benchmark 12.5                | March 2011     | 4869.55  | 1854 | :12 | 5.6   | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 5434.54  | 2000 | :48 | 6.27  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 15411.83 | 1890 | :00 | 15.11 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 8112.69  | 1991 | :48 | 7.65  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 5833.95  | 1894 | :12 | 6.56  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 4485.19  | 1845 | :12 | 6.61  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 6549.31  | 1816 | :24 | 6.43  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 8714.45  | 5082 | :24 | 2.96  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 6295.62  | 1817 | :24 | 9.56  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 2987.11  | 1766 | :36 | 3.26  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-1X-6 Pre-Order Response Times (TN<br>Reservation XML) XML Request/Response<br>Benchmark 10           | March 2011     | 8140.11  | 3576 | :12 | 0.84  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 8640.33  | 3857 | :36 | 0.95  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 8278.5   | 3541 | :36 | 1.17  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 9668.48  | 3958 | :36 | 1.54  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 8219.89  | 3851 | :12 | 1.68  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 9472.8   | 3742 | :12 | 2.48  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | September 2010 | 8463     | 3841 | :00 | 3.89  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2010    | 10802.39 | 3804 | :36 | 0.95  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2010      | 11366.27 | 3752 | :12 | 1.03  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2010      | 3823.4   | 1307 | :12 | 1.25  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2010       | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2010     | 0        | 0    | :00 | 0     | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
| PO-1X-7 Pre-Order Response Times (Loop<br>Qualification Tools XML) XML<br>Request/Response Benchmark 20 | March 2011     | 39134.71 | 3606 | :00 | 6.41  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 43035.23 | 3886 | :48 | 6.81  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 41191.46 | 3614 | :00 | 7.99  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 31112.77 | 3055 | :12 | 6.33  | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

|   |   |            |      |        |        |        |    |      |      |        |
|---|---|------------|------|--------|--------|--------|----|------|------|--------|
|   | November 2010   | 37497.78   | 3834 | :12    | 7.28   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | October 2010  | 45339.04   | 3779 | :00    | 6.43   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | September 2010  | 35738.74   | 3924 | :24    | 5.62   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | August 2010   | 51852.07   | 3849 | :48    | 6.33   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | July 2010   | 54100.3    | 3767 | :24    | 7.4    | 0      | 0  | :00  | 0.00 | 0.00   |
|   | June 2010   | 17431.25   | 1355 | :24    | 6.03   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | May 2010  | 0          | 0    | :00    | 0      | 0      | 0  | :00  | 0.00 | 0.00   |
|   | April 2010  | 0          | 0    | :00    | 0      | 0      | 0  | :00  | 0.00 | 0.00   |
| PO-1X-9 Pre-Order Response Times<br>(Connecting Facility Assignment XML) XML<br>Request/Response Benchmark 25 | March 2011  | 4256.03    | 1031 | :12    | 1.15   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | February 2011   | 4708.82    | 1094 | :00    | 2.21   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | January 2011  | 4186.58    | 1006 | :24    | 1.22   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | December 2010   | 3308       | 842  | :12    | 3.1    | 0      | 0  | :00  | 0.00 | 0.00   |
|   | November 2010   | 4164.84    | 1088 | :12    | 4.58   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | October 2010  | 5129.05    | 1061 | :12    | 2.41   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | September 2010  | 3930.25    | 1113 | :12    | 3.2    | 0      | 0  | :00  | 0.00 | 0.00   |
|   | August 2010   | 6290.51    | 1105 | :36    | 1.69   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | July 2010   | 6111.99    | 1065 | :36    | 1.59   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | June 2010   | 2185.2     | 390  | :00    | 1.41   | 0      | 0  | :00  | 0.00 | 0.00   |
|   | May 2010  | 0          | 0    | :00    | 0      | 0      | 0  | :00  | 0.00 | 0.00   |
|   | April 2010  | 0          | 0    | :00    | 0      | 0      | 0  | :00  | 0.00 | 0.00   |
|   | PO-20 Manual Service Order Accuracy<br>Resale & UNE-P (POTS) Benchmark 0.95 | March 2011 | 0    | 0      | 0%     | 0      | 0  | 0    | 0%   | 0.00   |
| February 2011   |   | 21         | 21   | 100%   | 0      | 0      | 0  | 0%   | 0.00 | (0.16) |
| January 2011  |   | 36         | 36   | 100%   | 0      | 0      | 0  | 0%   | 0.00 | (0.16) |
| December 2010   |   | 41         | 42   | 98%    | 0.1525 | 0      | 0  | 0%   | 0.00 | (0.08) |
| November 2010   |   | 42         | 43   | 98%    | 0.1507 | 0      | 0  | 0%   | 0.00 | (0.08) |
| October 2010  |   | 60         | 61   | 98%    | 0.127  | 0      | 0  | 0%   | 0.00 | (0.11) |
| September 2010  |   | 15         | 15   | 100%   | 0      | 0      | 0  | 0%   | 0.00 | (0.16) |
| August 2010   |   | 54         | 55   | 98%    | 0.1336 | 0      | 0  | 0%   | 0.00 | (0.10) |
| July 2010   |   | 36         | 36   | 100%   | 0      | 0      | 0  | 0%   | 0.00 | (0.16) |
| June 2010   |   | 40         | 41   | 98%    | 0.1543 | 0      | 0  | 0%   | 0.00 | (0.08) |
| May 2010  |   | 45         | 45   | 100%   | 0      | 0      | 0  | 0%   | 0.00 | (0.16) |
| April 2010  |   | 48         | 51   | 94%    | 0.2353 | 0      | 0  | 0%   | 0.00 | 0.03   |
| PO-20 Manual Service Order Accuracy<br>Unbundled Loops Benchmark 0.95   |   | March 2011 | 0    | 0      | 0%     | 0      | 0  | 0    | 0%   | 0.00   |
|   | February 2011   | 420        | 427  | 98%    | 0.127  | 0      | 0  | 0%   | 0.00 | (0.11) |
|   | January 2011  | 504        | 507  | 99%    | 0.0767 | 0      | 0  | 0%   | 0.00 | (0.14) |
|   | December 2010   | 421        | 424  | 99%    | 0.0838 | 0      | 0  | 0%   | 0.00 | (0.14) |
|   | November 2010   | 422        | 428  | 99%    | 0.1176 | 0      | 0  | 0%   | 0.00 | (0.11) |
|   | October 2010  | 504        | 521  | 97%    | 0.1777 | 0      | 0  | 0%   | 0.00 | (0.05) |
|   | September 2010  | 441        | 444  | 99%    | 0.0819 | 0      | 0  | 0%   | 0.00 | (0.14) |
|   | August 2010   | 595        | 597  | 100%   | 0.0578 | 0      | 0  | 0%   | 0.00 | (0.15) |
|   | July 2010   | 441        | 453  | 97%    | 0.1606 | 0      | 0  | 0%   | 0.00 | (0.07) |
|   | June 2010   | 391        | 393  | 99%    | 0.0712 | 0      | 0  | 0%   | 0.00 | (0.14) |
|   | May 2010  | 426        | 429  | 99%    | 0.0833 | 0      | 0  | 0%   | 0.00 | (0.14) |
|   | April 2010  | 589        | 594  | 99%    | 0.0914 | 0      | 0  | 0%   | 0.00 | (0.13) |
|   | PO-2A Electronic Flow-through for LSRs<br>received via IMA LNP Diagnostic   | March 2011 | 5505 | 6357   | 87%    | 0.3407 | 0  | 0    | 0%   | 0.00   |
| February 2011   |   | 6902       | 7895 | 87%    | 0.3316 | 0      | 0  | 0%   | 0.00 | 0.00   |
| January 2011  |   | 6849       | 7692 | 89%    | 0.3124 | 0      | 0  | 0%   | 0.00 | 0.00   |
| December 2010   |   | 7232       | 8109 | 89%    | 0.3106 | 0      | 0  | 0%   | 0.00 | 0.00   |
| November 2010   |   | 7885       | 8983 | 88%    | 0.3276 | 0      | 0  | 0%   | 0.00 | 0.00   |
| October 2010  |   | 8686       | 9707 | 89%    | 0.3068 | 0      | 0  | 0%   | 0.00 | 0.00   |
| September 2010  |   | 8726       | 9807 | 89%    | 0.3132 | 0      | 0  | 0%   | 0.00 | 0.00   |
| August 2010   |   | 7479       | 8296 | 90%    | 0.298  | 0      | 0  | 0%   | 0.00 | 0.00   |
| July 2010   | 8297  | 9244       | 90%  | 0.3032 | 0      | 0      | 0% | 0.00 | 0.00 |        |

|  |                |      |       |     |        |   |   |    |      |        |
|--|----------------|------|-------|-----|--------|---|---|----|------|--------|
|  | June 2010      | 7341 | 8258  | 89% | 0.3142 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 8172 | 9242  | 88% | 0.32   | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 8996 | 10303 | 87% | 0.3328 | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2A Electronic Flow-through for LSRs received via IMA Resale Aggregate W/O UNE-P-POTS Diagnostic | March 2011     | 110  | 240   | 46% | 0.4983 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 115  | 191   | 60% | 0.4895 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 59   | 103   | 57% | 0.4947 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 134  | 211   | 64% | 0.4814 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 71   | 109   | 65% | 0.4765 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 92   | 131   | 70% | 0.4573 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 86   | 137   | 63% | 0.4834 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 82   | 142   | 58% | 0.494  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 78   | 133   | 59% | 0.4925 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 108  | 153   | 71% | 0.4556 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 100  | 159   | 63% | 0.4831 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 118  | 175   | 67% | 0.4686 | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2A Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate Diagnostic        | March 2011     | 1210 | 1619  | 75% | 0.4345 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 1449 | 1911  | 76% | 0.4281 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 1258 | 1837  | 68% | 0.4646 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 1318 | 1901  | 69% | 0.4611 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 1439 | 2182  | 66% | 0.4739 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 1698 | 2326  | 73% | 0.444  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 1481 | 2073  | 71% | 0.4517 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 1607 | 2194  | 73% | 0.4427 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 1449 | 1963  | 74% | 0.4396 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 1392 | 1851  | 75% | 0.4318 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 1566 | 2296  | 68% | 0.4657 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 1685 | 2327  | 72% | 0.447  | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2A Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG) Diagnostic                | March 2011     | 656  | 794   | 83% | 0.3789 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 0    | 0     | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 107  | 148   | 72% | 0.4475 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 113  | 145   | 78% | 0.4147 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 140  | 187   | 75% | 0.4338 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 250  | 314   | 80% | 0.4028 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010 | 133  | 160   | 83% | 0.3745 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010    | 170  | 216   | 79% | 0.4094 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2010      | 119  | 166   | 72% | 0.4505 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010      | 125  | 164   | 76% | 0.4257 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010       | 143  | 186   | 77% | 0.4216 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2010     | 141  | 184   | 77% | 0.4232 | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP Benchmark 0.95            | March 2011     | 5505 | 5573  | 99% | 0.1098 | 0 | 0 | 0% | 0.00 | (0.12) |
|  | February 2011  | 6902 | 6964  | 99% | 0.0939 | 0 | 0 | 0% | 0.00 | (0.13) |
|  | January 2011   | 6849 | 6893  | 99% | 0.0796 | 0 | 0 | 0% | 0.00 | (0.14) |
|  | December 2010  | 7232 | 7290  | 99% | 0.0888 | 0 | 0 | 0% | 0.00 | (0.13) |
|  | November 2010  | 7885 | 7966  | 99% | 0.1003 | 0 | 0 | 0% | 0.00 | (0.13) |
|  | October 2010   | 8686 | 8769  | 99% | 0.0968 | 0 | 0 | 0% | 0.00 | (0.13) |
|  | September 2010 | 8726 | 8795  | 99% | 0.0882 | 0 | 0 | 0% | 0.00 | (0.13) |
|  | August 2010    | 7479 | 7527  | 99% | 0.0796 | 0 | 0 | 0% | 0.00 | (0.14) |
|  | July 2010      | 8297 | 8396  | 99% | 0.1079 | 0 | 0 | 0% | 0.00 | (0.12) |
|  | June 2010      | 7341 | 7451  | 99% | 0.1206 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2010       | 8172 | 8348  | 98% | 0.1437 | 0 | 0 | 0% | 0.00 | (0.09) |
|  | April 2010     | 8996 | 9151  | 98% | 0.129  | 0 | 0 | 0% | 0.00 | (0.10) |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Resale                        | March 2011     | 110  | 119   | 92% | 0.2644 | 0 | 0 | 0% | 0.00 | 0.08   |
|  | February 2011  | 115  | 118   | 97% | 0.1574 | 0 | 0 | 0% | 0.00 | (0.08) |

|  |  |               |            |        |             |             |   |       |       |        |        |
|--|--|---------------|------------|--------|-------------|-------------|---|-------|-------|--------|--------|
| Aggregate W/O UNE-P-POTS Benchmark 0.95  | January 2011   | 59            | 60         | 98%    | 0.128       | 0           | 0 | 0%    | 0.00  | (0.11) |        |
|  | December 2010  | 134           | 137        | 98%    | 0.1463      | 0           | 0 | 0%    | 0.00  | (0.09) |        |
|  | November 2010  | 71            | 72         | 99%    | 0.117       | 0           | 0 | 0%    | 0.00  | (0.11) |        |
|  | October 2010   | 92            | 97         | 95%    | 0.2211      | 0           | 0 | 0%    | 0.00  | 0.00   |        |
|  | September 2010   | 86            | 91         | 95%    | 0.2279      | 0           | 0 | 0%    | 0.00  | 0.02   |        |
|  | August 2010  | 82            | 84         | 98%    | 0.1525      | 0           | 0 | 0%    | 0.00  | (0.08) |        |
|  | July 2010  | 78            | 81         | 96%    | 0.1889      | 0           | 0 | 0%    | 0.00  | (0.04) |        |
|  | June 2010  | 108           | 116        | 93%    | 0.2534      | 0           | 0 | 0%    | 0.00  | 0.06   |        |
|  | May 2010   | 100           | 107        | 93%    | 0.2473      | 0           | 0 | 0%    | 0.00  | 0.05   |        |
|  | April 2010   | 118           | 123        | 96%    | 0.1975      | 0           | 0 | 0%    | 0.00  | (0.03) |        |
|  | PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0.85 | March 2011    | 1210       | 1304   | 92.79%      | 0.2586      | 0 | 0     | 0.00% | 0.00   | (0.27) |
|  |  | February 2011 | 1449       | 1531   | 94.64%      | 0.2251      | 0 | 0     | 0.00% | 0.00   | (0.34) |
|  |  | January 2011  | 1258       | 1355   | 92.84%      | 0.2578      | 0 | 0     | 0.00% | 0.00   | (0.28) |
| December 2010  |  | 1318          | 1413       | 93.28% | 0.2504      | 0           | 0 | 0.00% | 0.00  | (0.29) |        |
| November 2010  |  | 1439          | 1531       | 93.99% | 0.2377      | 0           | 0 | 0.00% | 0.00  | (0.32) |        |
| October 2010   |  | 1698          | 1805       | 94.07% | 0.2361      | 0           | 0 | 0.00% | 0.00  | (0.32) |        |
| September 2010   |  | 1481          | 1591       | 93.09% | 0.2537      | 0           | 0 | 0.00% | 0.00  | (0.29) |        |
| August 2010  |  | 1607          | 1720       | 93.43% | 0.2478      | 0           | 0 | 0.00% | 0.00  | (0.30) |        |
| July 2010  |  | 1449          | 1560       | 92.88% | 0.2571      | 0           | 0 | 0.00% | 0.00  | (0.28) |        |
| June 2010  |  | 1392          | 1468       | 94.82% | 0.2216      | 0           | 0 | 0.00% | 0.00  | (0.35) |        |
| May 2010   |  | 1566          | 1642       | 95.37% | 0.2101      | 0           | 0 | 0.00% | 0.00  | (0.37) |        |
| April 2010   |  | 1685          | 1768       | 95.31% | 0.2115      | 0           | 0 | 0.00% | 0.00  | (0.36) |        |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG) Benchmark 0.95 |  | March 2011    | 656        | 662    | 99.09%      | 0.0948      | 0 | 0     | 0.00% | 0.00   | (0.13) |
|  | February 2011  | 0             | 0          | 0.00%  | 0           | 0           | 0 | 0.00% | 0.00  | 0.00   |        |
|  | January 2011   | 107           | 108        | 99.07% | 0.0958      | 0           | 0 | 0.00% | 0.00  | (0.13) |        |
|  | December 2010  | 113           | 114        | 99.12% | 0.0932      | 0           | 0 | 0.00% | 0.00  | (0.13) |        |
|  | November 2010  | 140           | 142        | 98.59% | 0.1178      | 0           | 0 | 0.00% | 0.00  | (0.11) |        |
|  | October 2010   | 250           | 257        | 97.28% | 0.1628      | 0           | 0 | 0.00% | 0.00  | (0.07) |        |
|  | September 2010   | 133           | 134        | 99.25% | 0.0861      | 0           | 0 | 0.00% | 0.00  | (0.13) |        |
|  | August 2010  | 170           | 174        | 97.70% | 0.1499      | 0           | 0 | 0.00% | 0.00  | (0.09) |        |
|  | July 2010  | 119           | 121        | 98.35% | 0.1275      | 0           | 0 | 0.00% | 0.00  | (0.11) |        |
|  | June 2010  | 125           | 126        | 99.21% | 0.0887      | 0           | 0 | 0.00% | 0.00  | (0.13) |        |
|  | May 2010   | 143           | 145        | 98.62% | 0.1166      | 0           | 0 | 0.00% | 0.00  | (0.11) |        |
|  | April 2010   | 141           | 144        | 97.92% | 0.1428      | 0           | 0 | 0.00% | 0.00  | (0.09) |        |
|  | PO-3C LSR Rejection Notice Interval for Manual and IIS Product Aggregate Benchmark 1                         | March 2011    | 0.84097222 | 3      | 6:44        | 0.406944444 | 0 | 0     | 0:00  | 0.00   | (2.16) |
| February 2011  |  | 0.21875       | 3          | 1:45   | 0.077777778 | 0           | 0 | 0:00  | 0.00  | (2.78) |        |
| January 2011   |  | 2.37777778    | 4          | 14:16  | 0.397222222 | 0           | 0 | 0:00  | 0.00  | (1.22) |        |
| December 2010  |  | 0             | 0          | 0:00   | 0           | 0           | 0 | 0:00  | 0.00  | 0.00   |        |
| November 2010  |  | 0.0875        | 2          | 1:03   | 0.0125      | 0           | 0 | 0:00  | 0.00  | (2.87) |        |
| October 2010   |  | 2.38263889    | 4          | 14:18  | 0.349305556 | 0           | 0 | 0:00  | 0.00  | (1.21) |        |
| September 2010   |  | 2.77708333    | 2          | 9:20   | 1.925694444 | 0           | 0 | 0:00  | 0.00  | 1.17   |        |
| August 2010  |  | 0.57708333    | 1          | 13:51  | 0           | 0           | 0 | 0:00  | 0.00  | (1.27) |        |
| July 2010  |  | 0.07708333    | 1          | 1:51   | 0           | 0           | 0 | 0:00  | 0.00  | (2.77) |        |
| June 2010  |  | 1.01597222    | 4          | 6:06   | 0.339583333 | 0           | 0 | 0:00  | 0.00  | (2.24) |        |
| May 2010   |  | 1.14513889    | 2          | 13:44  | 0.502777778 | 0           | 0 | 0:00  | 0.00  | (1.28) |        |
| April 2010   |  | 3.14444444    | 4          | 18:52  | 0.173611111 | 0           | 0 | 0:00  | 0.00  | (0.64) |        |
| PO-3X LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate Benchmark 0.5      |  | March 2011    | 13.8659722 | 258    | 1:17        | 0.077777778 | 0 | 0     | 0:00  | 0.00   | (2.68) |
|  | February 2011  | 12.3270833    | 313        | 0:57   | 0.059722222 | 0           | 0 | 0:00  | 0.00  | (2.76) |        |
|  | January 2011   | 14.9833333    | 279        | 1:17   | 0.096527778 | 0           | 0 | 0:00  | 0.00  | (2.68) |        |
|  | December 2010  | 13.6576389    | 279        | 1:10   | 0.071527778 | 0           | 0 | 0:00  | 0.00  | (2.71) |        |
|  | November 2010  | 17.8243056    | 323        | 1:19   | 0.104861111 | 0           | 0 | 0:00  | 0.00  | (2.67) |        |
|  | October 2010   | 18.3666667    | 338        | 1:18   | 0.076388889 | 0           | 0 | 0:00  | 0.00  | (2.67) |        |
|  | September 2010   | 16.9743056    | 332        | 1:14   | 0.063888889 | 0           | 0 | 0:00  | 0.00  | (2.69) |        |

|   |                |            |       |      |             |   |   |      |      |        |
|---|----------------|------------|-------|------|-------------|---|---|------|------|--------|
|   | August 2010    | 12.4548611 | 326   | 0:55 | 0.051388889 | 0 | 0 | 0:00 | 0.00 | (2.77) |
|   | July 2010      | 23.6902778 | 301   | 1:53 | 0.084027778 | 0 | 0 | 0:00 | 0.00 | (2.53) |
|   | June 2010      | 12.6118056 | 243   | 1:15 | 0.055555556 | 0 | 0 | 0:00 | 0.00 | (2.69) |
|   | May 2010       | 24.5222222 | 359   | 1:38 | 0.120138889 | 0 | 0 | 0:00 | 0.00 | (2.59) |
|   | April 2010     | 19.9       | 340   | 1:24 | 0.06875     | 0 | 0 | 0:00 | 0.00 | (2.65) |
| PO-4A-1 LSRs Rejected for IMA - Rejected Manually Product Aggregate Diagnostic                    | March 2011     | 931        | 32450 | 3%   | 0.1669      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | February 2011  | 1172       | 36001 | 3%   | 0.1775      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | January 2011   | 1151       | 36296 | 3%   | 0.1752      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | December 2010  | 884        | 34513 | 3%   | 0.158       | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | November 2010  | 1064       | 39623 | 3%   | 0.1617      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | October 2010   | 962        | 38164 | 3%   | 0.1568      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | September 2010 | 992        | 39912 | 2%   | 0.1557      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | August 2010    | 982        | 37639 | 3%   | 0.1594      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | July 2010      | 1129       | 38793 | 3%   | 0.1681      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | June 2010      | 952        | 34432 | 3%   | 0.164       | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | May 2010       | 1106       | 40736 | 3%   | 0.1625      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | April 2010     | 1041       | 43053 | 2%   | 0.1536      | 0 | 0 | 0%   | 0.00 | 0.00   |
| PO-4A-2 LSRs Rejected for IMA - Auto-Rejected Product Aggregate Diagnostic                        | March 2011     | 13771      | 32450 | 42%  | 0.4942      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | February 2011  | 15764      | 36001 | 44%  | 0.4961      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | January 2011   | 15790      | 36296 | 44%  | 0.4958      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | December 2010  | 14161      | 34513 | 41%  | 0.4919      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | November 2010  | 18289      | 39623 | 46%  | 0.4985      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | October 2010   | 16769      | 38164 | 44%  | 0.4963      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | September 2010 | 17971      | 39912 | 45%  | 0.4975      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | August 2010    | 16496      | 37639 | 44%  | 0.4962      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | July 2010      | 16368      | 38793 | 42%  | 0.4939      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | June 2010      | 14191      | 34432 | 41%  | 0.4922      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | May 2010       | 18961      | 40736 | 47%  | 0.4988      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | April 2010     | 19032      | 43053 | 44%  | 0.4966      | 0 | 0 | 0%   | 0.00 | 0.00   |
| PO-4C LSRs Received via Facsimile Product Aggregate Diagnostic                                    | March 2011     | 3          | 11    | 27%  | 0.4454      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | February 2011  | 3          | 7     | 43%  | 0.4949      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | January 2011   | 4          | 14    | 29%  | 0.4518      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | December 2010  | 0          | 4     | 0%   | 0           | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | November 2010  | 2          | 6     | 33%  | 0.4714      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | October 2010   | 4          | 7     | 57%  | 0.4949      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | September 2010 | 2          | 11    | 18%  | 0.3857      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | August 2010    | 1          | 3     | 33%  | 0.4714      | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | July 2010      | 1          | 2     | 50%  | 0.5         | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | June 2010      | 4          | 5     | 80%  | 0.4         | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | May 2010       | 2          | 8     | 25%  | 0.433       | 0 | 0 | 0%   | 0.00 | 0.00   |
|   | April 2010     | 4          | 11    | 36%  | 0.481       | 0 | 0 | 0%   | 0.00 | 0.00   |
| PO-5A-(a) FOCs On Time for Fully Electronic LSRs Received Via IMA Resale Aggregate Benchmark 0.95 | March 2011     | 721        | 722   | 100% | 0.0372      | 0 | 0 | 0%   | 0.00 | (0.15) |
|   | February 2011  | 101        | 101   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | January 2011   | 152        | 152   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | December 2010  | 195        | 195   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | November 2010  | 195        | 195   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | October 2010   | 315        | 315   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | September 2010 | 196        | 196   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | August 2010    | 242        | 242   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | July 2010      | 179        | 179   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | June 2010      | 225        | 225   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | May 2010       | 237        | 237   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |
|   | April 2010     | 244        | 244   | 100% | 0           | 0 | 0 | 0%   | 0.00 | (0.16) |



|   |  |               |      |      |        |        |   |    |      |        |        |
|---|--|---------------|------|------|--------|--------|---|----|------|--------|--------|
| PO-5A-(b) FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate Benchmark 0.95 | March 2011   | 913           | 914  | 100% | 0.0331 | 0      | 0 | 0% | 0.00 | (0.15) |        |
|   | February 2011  | 1072          | 1072 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | January 2011   | 928           | 928  | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | December 2010  | 1003          | 1003 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | November 2010  | 1105          | 1105 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | October 2010   | 1314          | 1314 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | September 2010   | 1106          | 1108 | 100% | 0.0424 | 0      | 0 | 0% | 0.00 | (0.15) |        |
|   | August 2010  | 1220          | 1221 | 100% | 0.0286 | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | July 2010  | 1092          | 1092 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | June 2010  | 1032          | 1032 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | May 2010   | 1163          | 1163 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | April 2010   | 1277          | 1277 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
|   | PO-5A-(c) FOCs On Time for Fully Electronic LSRs Received Via IMA LNP Benchmark 0.95                     | March 2011    | 4852 | 4853 | 100%   | 0.0144 | 0 | 0  | 0%   | 0.00   | (0.16) |
|   |  | February 2011 | 6104 | 6105 | 100%   | 0.0128 | 0 | 0  | 0%   | 0.00   | (0.16) |
| January 2011  |  | 6066          | 6070 | 100% | 0.0257 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| December 2010   |  | 6293          | 6294 | 100% | 0.0126 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| November 2010   |  | 6867          | 6867 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
| October 2010  |  | 7639          | 7646 | 100% | 0.0302 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| September 2010  |  | 7679          | 7679 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
| August 2010   |  | 6526          | 6526 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
| July 2010   |  | 7176          | 7180 | 100% | 0.0236 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| June 2010   |  | 6441          | 6442 | 100% | 0.0125 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| May 2010  |  | 7145          | 7145 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.16) |        |
| April 2010  |  | 7843          | 7847 | 100% | 0.0226 | 0      | 0 | 0% | 0.00 | (0.16) |        |
| PO-5B-(a) FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate Benchmark 0.9         |  | March 2011    | 222  | 222  | 100%   | 0      | 0 | 0  | 0%   | 0.00   | (0.33) |
|   |  | February 2011 | 50   | 50   | 100%   | 0      | 0 | 0  | 0%   | 0.00   | (0.33) |
|   | January 2011   | 68            | 68   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | December 2010  | 66            | 66   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | November 2010  | 66            | 66   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | October 2010   | 85            | 85   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | September 2010   | 53            | 53   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | August 2010  | 89            | 89   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | July 2010  | 78            | 78   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | June 2010  | 74            | 74   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | May 2010   | 90            | 90   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | April 2010   | 83            | 83   | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | PO-5B-(b) FOCs On Time For Electronic/Manual LSRs Received Via IMA Unbundled Loop AGG-EELs Benchmark 0.9 | March 2011    | 815  | 823  | 99%    | 0.0981 | 0 | 0  | 0%   | 0.00   | (0.30) |
|   |  | February 2011 | 882  | 894  | 99%    | 0.1151 | 0 | 0  | 0%   | 0.00   | (0.29) |
| January 2011  |  | 1010          | 1031 | 98%  | 0.1413 | 0      | 0 | 0% | 0.00 | (0.27) |        |
| December 2010   |  | 961           | 973  | 99%  | 0.1104 | 0      | 0 | 0% | 0.00 | (0.29) |        |
| November 2010   |  | 1129          | 1139 | 99%  | 0.0933 | 0      | 0 | 0% | 0.00 | (0.30) |        |
| October 2010  |  | 1034          | 1055 | 98%  | 0.1397 | 0      | 0 | 0% | 0.00 | (0.27) |        |
| September 2010  |  | 1049          | 1061 | 99%  | 0.1057 | 0      | 0 | 0% | 0.00 | (0.30) |        |
| August 2010   |  | 1076          | 1089 | 99%  | 0.1086 | 0      | 0 | 0% | 0.00 | (0.29) |        |
| July 2010   |  | 1017          | 1040 | 98%  | 0.1471 | 0      | 0 | 0% | 0.00 | (0.26) |        |
| June 2010   |  | 883           | 895  | 99%  | 0.115  | 0      | 0 | 0% | 0.00 | (0.29) |        |
| May 2010  |  | 1180          | 1197 | 99%  | 0.1183 | 0      | 0 | 0% | 0.00 | (0.29) |        |
| April 2010  |  | 1135          | 1151 | 99%  | 0.1171 | 0      | 0 | 0% | 0.00 | (0.29) |        |
| PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9                      |  | March 2011    | 803  | 803  | 100%   | 0      | 0 | 0  | 0%   | 0.00   | (0.33) |
|   |  | February 2011 | 930  | 930  | 100%   | 0      | 0 | 0  | 0%   | 0.00   | (0.33) |
|   | January 2011   | 803           | 806  | 100% | 0.0609 | 0      | 0 | 0% | 0.00 | (0.32) |        |
|   | December 2010  | 837           | 838  | 100% | 0.0345 | 0      | 0 | 0% | 0.00 | (0.33) |        |
|   | November 2010  | 1038          | 1038 | 100% | 0      | 0      | 0 | 0% | 0.00 | (0.33) |        |

|  |   |            |      |      |        |   |   |    |      |        |
|--|---|------------|------|------|--------|---|---|----|------|--------|
|  | October 2010  | 960        | 960  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | September 2010  | 990        | 990  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | August 2010   | 789        | 789  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | July 2010   | 892        | 892  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | June 2010   | 863        | 863  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | May 2010  | 1021       | 1021 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2010  | 1246       | 1246 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5C-(a) FOCs on Time for Manual Resale Aggregate Benchmark 0.9 | March 2011  | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | February 2011   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011  | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010   | 2          | 2    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | November 2010   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010  | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | September 2010  | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2010   | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | July 2010   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2010   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2010  | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2010  | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | PO-5C-(b) FOCs on Time for Manual Unbundled Loop AGG-EELs Benchmark 0.9 | March 2011 | 0    | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
| February 2011  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| January 2011   |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| December 2010  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| November 2010  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| October 2010   |   | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
| September 2010   |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| August 2010  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| July 2010  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| June 2010  |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| May 2010   |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| April 2010   |   | 0          | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9              |   | March 2011 | 7    | 7    | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
|  | February 2011   | 4          | 4    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | January 2011  | 10         | 10   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | December 2010   | 2          | 2    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | November 2010   | 4          | 4    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | October 2010  | 2          | 2    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | September 2010  | 8          | 9    | 89%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.04   |
|  | August 2010   | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | July 2010   | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | June 2010   | 1          | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | May 2010  | 5          | 5    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2010  | 6          | 6    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85  | March 2011 | 95   | 95   | 100%   | 0 | 0 | 0  | 0%   | 0.00   |
| February 2011  |   | 45         | 45   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| January 2011   |   | 90         | 90   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| December 2010  |   | 110        | 110  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| November 2010  |   | 121        | 121  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| October 2010   |   | 131        | 131  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| September 2010   |   | 72         | 72   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| August 2010  |   | 64         | 64   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |
| July 2010  |   | 33         | 34   | 97%  | 0.169  | 0 | 0 | 0% | 0.00 | (0.43) |
| June 2010  |   | 55         | 55   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.53) |

|  |                |            |      |         |             |        |        |         |        |         |
|--|----------------|------------|------|---------|-------------|--------|--------|---------|--------|---------|
|  | May 2010       | 30         | 31   | 97%     | 0.1767      | 0      | 0      | 0%      | 0.00   | (0.42)  |
|  | April 2010     | 31         | 31   | 100%    | 0           | 0      | 0      | 0%      | 0.00   | (0.53)  |
| PO-6 Work Completion Notification<br>Timeliness All Benchmark 0.25   | March 2011     | 53.8590278 | 6601 | 00:12   | 0.0875      | 0      | 0      | 00:00   | 0.00   | (2.90)  |
|  | February 2011  | 20.1506944 | 4341 | 00:07   | 0.027083333 | 0      | 0      | 00:00   | 0.00   | (2.94)  |
|  | January 2011   | 16.1118056 | 2141 | 00:11   | 0.1125      | 0      | 0      | 00:00   | 0.00   | (2.91)  |
|  | December 2010  | 21.0388889 | 2339 | 00:13   | 0.190972222 | 0      | 0      | 00:00   | 0.00   | (2.89)  |
|  | November 2010  | 9.52430556 | 2634 | 00:05   | 0.027083333 | 0      | 0      | 00:00   | 0.00   | (2.96)  |
|  | October 2010   | 40.5583333 | 2734 | 00:21   | 0.467361111 | 0      | 0      | 00:00   | 0.00   | (2.82)  |
|  | September 2010 | 38.8291667 | 5975 | 00:09   | 0.024305556 | 0      | 0      | 00:00   | 0.00   | (2.92)  |
|  | August 2010    | 47.65625   | 7386 | 00:09   | 0.047916667 | 0      | 0      | 00:00   | 0.00   | (2.92)  |
|  | July 2010      | 51.1027778 | 8136 | 00:09   | 0.034722222 | 0      | 0      | 00:00   | 0.00   | (2.92)  |
|  | June 2010      | 48.0493056 | 6932 | 00:10   | 0.0375      | 0      | 0      | 00:00   | 0.00   | (2.92)  |
|  | May 2010       | 100.095139 | 8130 | 00:18   | 0.068055556 | 0      | 0      | 00:00   | 0.00   | (2.85)  |
|  | April 2010     | 79.9951389 | 9077 | 00:13   | 0.019444444 | 0      | 0      | 00:00   | 0.00   | (2.89)  |
| PO-7X,C Notices Made Available via IMA -<br>GUI and XML / Billing System Posting<br>Completions All Parity | March 2011     | 3367       | 3367 | 100.00% | 0           | 209854 | 209854 | 100.00% | 0.00   | 0.00    |
|  | February 2011  | 3228       | 3228 | 100.00% | 0           | 214586 | 214586 | 100.00% | 0.00   | 0.00    |
|  | January 2011   | 3212       | 3212 | 100.00% | 0           | 176674 | 176674 | 100.00% | 0.00   | 0.00    |
|  | December 2010  | 3821       | 3821 | 100.00% | 0           | 167829 | 167829 | 100.00% | 0.00   | 0.00    |
|  | November 2010  | 4225       | 4225 | 100.00% | 0           | 182855 | 182855 | 100.00% | 0.00   | 0.00    |
|  | October 2010   | 4008       | 4008 | 100.00% | 0           | 190482 | 190482 | 100.00% | 0.00   | 0.00    |
|  | September 2010 | 3943       | 3943 | 100.00% | 0           | 193556 | 193556 | 100.00% | 0.00   | 0.00    |
|  | August 2010    | 4363       | 4363 | 100.00% | 0           | 192251 | 192251 | 100.00% | 0.00   | 0.00    |
|  | July 2010      | 3625       | 3625 | 100.00% | 0           | 202102 | 202102 | 100.00% | 0.00   | 0.00    |
|  | June 2010      | 3192       | 3192 | 100.00% | 0           | 160260 | 160260 | 100.00% | 0.00   | 0.00    |
|  | May 2010       | 3973       | 3973 | 100.00% | 0           | 171104 | 171104 | 100.00% | 0.00   | 0.00    |
|  | April 2010     | 4117       | 4117 | 100.00% | 0           | 184578 | 184578 | 100.00% | 0.00   | 0.00    |
| PO-8A Jeopardy Notice Interval Non-<br>Designed Services Parity  | March 2011     | 11         | 3    | 4       | 3.21        | 21     | 22     | 1       | -2.36  | (2.44)  |
|  | February 2011  | 2          | 1    | 2       | 0           | 31     | 30     | 1       | -1.32  | (1.80)  |
|  | January 2011   | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | December 2010  | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | November 2010  | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | October 2010   | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | September 2010 | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | August 2010    | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | July 2010      | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | June 2010      | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | May 2010       | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | April 2010     | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| PO-8B Jeopardy Notice Interval Unbundled<br>Loops and Number Portability Parity                            | March 2011     | 201        | 54   | 4       | 2.62        | 21     | 22     | 1       | -5.87  | (4.57)  |
|  | February 2011  | 254        | 75   | 3       | 2.7         | 31     | 30     | 1       | -15.16 | (10.22) |
|  | January 2011   | 178        | 56   | 3       | 1.85        | 17     | 23     | 1       | -21.94 | (14.34) |
|  | December 2010  | 356        | 96   | 4       | 2.26        | 17     | 25     | 1       | -14.99 | (10.11) |
|  | November 2010  | 228        | 60   | 4       | 2.84        | 27     | 31     | 1       | -19.75 | (13.01) |
|  | October 2010   | 476        | 114  | 4       | 4.51        | 21     | 20     | 1       | -12.28 | (8.46)  |
|  | September 2010 | 196        | 66   | 3       | 2.58        | 28     | 35     | 1       | -21.95 | (14.34) |
|  | August 2010    | 440        | 116  | 4       | 1.98        | 25     | 30     | 1       | -22.31 | (14.56) |
|  | July 2010      | 180        | 70   | 3       | 2.26        | 16     | 32     | 1       | -15.60 | (10.49) |
|  | June 2010      | 389        | 91   | 4       | 1.75        | 23     | 35     | 1       | -33.73 | (21.51) |
|  | May 2010       | 314        | 69   | 5       | 5.24        | 21     | 30     | 1       | -29.55 | (18.96) |
|  | April 2010     | 290        | 77   | 4       | 2.68        | 38     | 33     | 1       | -6.23  | (4.79)  |
| PO-8D Jeopardy Notice Interval UNE - P<br>(POTS) Parity  | March 2011     | 31         | 3    | 10      | 10.97       | 21     | 22     | 1       | -8.18  | (5.97)  |
|  | February 2011  | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
|  | January 2011   | 0          | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |

|   |                |    |     |     |        |    |     |     |        |         |
|---|----------------|----|-----|-----|--------|----|-----|-----|--------|---------|
|   | December 2010  | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | November 2010  | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | October 2010   | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | September 2010 | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | August 2010    | 12 | 1   | 12  | 0      | 25 | 30  | 1   | -16.96 | (11.31) |
|   | July 2010      | 6  | 1   | 6   | 0      | 16 | 32  | 1   | -8.71  | (6.29)  |
|   | June 2010      | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | May 2010       | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
|   | April 2010     | 0  | 0   | 0   | 0      | 0  | 0   | 0   | 0.00   | 0.00    |
| PO-9A Timely Jeopardy Notices Non-Designed Services Parity                  | March 2011     | 2  | 3   | 67% | 0.4714 | 8  | 104 | 8%  | -3.78  | (3.30)  |
|   | February 2011  | 1  | 2   | 50% | 0.5    | 15 | 132 | 11% | -1.71  | (2.04)  |
|   | January 2011   | 0  | 2   | 0%  | 0      | 10 | 121 | 8%  | 0.42   | (1.61)  |
|   | December 2010  | 0  | 2   | 0%  | 0      | 9  | 103 | 9%  | 0.43   | (1.59)  |
|   | November 2010  | 0  | 1   | 0%  | 0      | 7  | 103 | 7%  | 0.27   | (1.91)  |
|   | October 2010   | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | September 2010 | 0  | 2   | 0%  | 0      | 11 | 112 | 10% | 0.46   | (1.55)  |
|   | August 2010    | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | July 2010      | 0  | 1   | 0%  | 0      | 8  | 127 | 6%  | 0.26   | (1.93)  |
|   | June 2010      | 0  | 1   | 0%  | 0      | 15 | 87  | 17% | 0.45   | (1.58)  |
|   | May 2010       | 0  | 1   | 0%  | 0      | 7  | 89  | 8%  | 0.29   | (1.86)  |
|   | April 2010     | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
| PO-9B Timely Jeopardy Notices Unbundled Loops and Number Portability Parity | March 2011     | 18 | 58  | 31% | 0.4626 | 8  | 104 | 8%  | -5.35  | (4.25)  |
|   | February 2011  | 26 | 77  | 34% | 0.4729 | 15 | 132 | 11% | -4.92  | (3.99)  |
|   | January 2011   | 19 | 95  | 20% | 0.4    | 10 | 121 | 8%  | -3.11  | (2.89)  |
|   | December 2010  | 26 | 118 | 22% | 0.4145 | 9  | 103 | 9%  | -3.49  | (3.12)  |
|   | November 2010  | 13 | 94  | 14% | 0.3452 | 7  | 103 | 7%  | -1.96  | (2.19)  |
|   | October 2010   | 17 | 111 | 15% | 0.3601 | 9  | 132 | 7%  | -2.62  | (2.59)  |
|   | September 2010 | 21 | 100 | 21% | 0.4073 | 11 | 112 | 10% | -2.73  | (2.66)  |
|   | August 2010    | 50 | 125 | 40% | 0.4899 | 13 | 126 | 10% | -7.73  | (5.70)  |
|   | July 2010      | 24 | 116 | 21% | 0.4051 | 8  | 127 | 6%  | -4.61  | (3.80)  |
|   | June 2010      | 22 | 55  | 40% | 0.4899 | 15 | 87  | 17% | -3.50  | (3.13)  |
|   | May 2010       | 25 | 59  | 42% | 0.4941 | 7  | 89  | 8%  | -7.64  | (5.64)  |
|   | April 2010     | 22 | 44  | 50% | 0.5    | 11 | 116 | 9%  | -7.81  | (5.75)  |
| PO-9C Timely Jeopardy Notices LIS Trunk Parity                              | March 2011     | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | February 2011  | 0  | 1   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | January 2011   | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | December 2010  | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | November 2010  | 0  | 1   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | October 2010   | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | September 2010 | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | August 2010    | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | July 2010      | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | June 2010      | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | May 2010       | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | April 2010     | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
| PO-9D Timely Jeopardy Notices UNE - P (POTS) Parity                         | March 2011     | 1  | 3   | 33% | 0.4714 | 8  | 104 | 8%  | -1.64  | (2.00)  |
|   | February 2011  | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | January 2011   | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | December 2010  | 0  | 0   | 0%  | 0      | 0  | 0   | 0%  | 0.00   | 0.00    |
|   | November 2010  | 0  | 1   | 0%  | 0      | 7  | 103 | 7%  | 0.27   | (1.91)  |
|   | October 2010   | 0  | 2   | 0%  | 0      | 9  | 132 | 7%  | 0.38   | (1.68)  |
|   | September 2010 | 0  | 3   | 0%  | 0      | 11 | 112 | 10% | 0.56   | (1.39)  |
|   | August 2010    | 0  | 1   | 0%  | 0      | 13 | 126 | 10% | 0.34   | (1.77)  |

|            |   |   |     |     |    |     |    |       |        |
|------------|---|---|-----|-----|----|-----|----|-------|--------|
| July 2010  | 1 | 2 | 50% | 0.5 | 8  | 127 | 6% | -2.52 | (2.53) |
| June 2010  | 0 | 0 | 0%  | 0   | 0  | 0   | 0% | 0.00  | 0.00   |
| May 2010   | 0 | 1 | 0%  | 0   | 7  | 89  | 8% | 0.29  | (1.86) |
| April 2010 | 0 | 1 | 0%  | 0   | 11 | 116 | 9% | 0.32  | (1.80) |

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| Combined   | Standard         | Benchmark |
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| BI-1A Time to Provide Usage Records UNEs and Resale Aggregate Parity                           | Parity           |           |
| BI-1B Time to Provide Usage Records Jointly-provided Switched Access Benchmark 0.95            | Benchmark        | 0.95      |
| BI-1C-1 Time to Provide Usage Records [CAT11] UNEs and Resale Aggregate Parity                 | Parity           |           |
| BI-1C-2 Time to Provide Usage Records [CAT10] UNEs and Resale Aggregate Parity                 | Parity           |           |
| BI-2 Invoices Delivered within 10 Days All Parity by Design                                    | Parity by Design |           |
| BI-3A Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Benchmark 0.98       | Benchmark        | 0.98      |
| BI-3B Billing Accuracy - Adjustments for Errors Reciprocal Compensation Benchmark 0.95         | Benchmark        | 0.95      |
| BI-4A Billing Completeness UNEs and Resale Aggregate Parity                                    | Parity           |           |
| BI-4B Billing Completeness Reciprocal Compensation Benchmark 0.95                              | Benchmark        | 0.95      |
| BI-5A Billing Accuracy & Claims Processing - Acknowledgment All Benchmark 0.95                 | Benchmark        | 0.95      |
| BI-5B Billing Accuracy & Claims Processing - Resolution All Benchmark 0.95                     | Benchmark        | 0.95      |
| CP-1A Scheduled Interval 90 Calendar Days or Less All Benchmark 90                             | Benchmark        | 90        |
| CP-1B Scheduled Interval 91 to 120 Calendar Days All Benchmark 120                             | Benchmark        | 120       |
| CP-1C Scheduled Interval 121 to 150 Calendar Days All Benchmark 150                            | Benchmark        | 150       |
| CP-2B Non-Forcasted & Late Forecasted Collocations All Benchmark 0.9                           | Benchmark        | 0.9       |
| CP-2C Collocations with Intervals Longer than 120 Days All Benchmark 0.9                       | Benchmark        | 0.9       |
| CP-3 Collocation Feasibility Study Interval All Benchmark 10                                   | Benchmark        | 10        |
| CP-4 Collocation Feasibility Study Commitments Met All Benchmark 0.9                           | Benchmark        | 0.9       |
| DA-1 Speed of Answer - Directory Assistance Parity by Design                                   | Parity by Design |           |
| DB-1A Time to Update Databases E911 Parity by Design   | Parity by Design |           |
| DB-1B Time to Update Databases LIDB Parity by Design   | Parity by Design |           |
| DB-1C-1 Time to Update Databases Directory Listing Parity by Design                            | Parity by Design |           |
| DB-2C-1 Accurate Database Updates Directory Listing Parity by Design                           | Parity by Design |           |
| GA-1 Gateway Availability - IMA-GUI All Benchmark 0.9925                                       | Benchmark        | 0.9925    |
| GA-1 Gateway Availability - IMA-GUI SIA Benchmark 0.9925                                       | Benchmark        | 0.9925    |
| GA-3 Gateway Availability - EB-TA Benchmark 0.9925   | Benchmark        | 0.9925    |
| GA-4 System Availability - EXACT Benchmark 0.9925  | Benchmark        | 0.9925    |
| GA-6 Gateway Availability - GUI - Repair Benchmark 0.9925                                      | Benchmark        | 0.9925    |
| GA-7 Timely Outage Resolution following Software Releases GA-7 XML Reporting Benchmark 0.95    | Benchmark        | 0.95      |
| GA-8 Gateway Availability - IMA-XML GA-8 XML Reporting Benchmark 0.9925                        | Benchmark        | 0.9925    |
| MR-10 Customer and Non-Qwest Related Trouble Reports Basic Rate ISDN Parity                    | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Business Parity                           | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Centrex Parity                            | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Centrex 21 Parity                         | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports DS0 Parity                                | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports DS1 Parity                                | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports E911 Parity                               | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports ISDN Primary Parity                       | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports LIS Trunk Parity                          | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports PBX Parity                                | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Residence Parity                          | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports UDIT Above DS1 Level Parity               | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports UDIT DS1 Parity                           | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded Parity | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded Parity | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop - ADSL Qualified Parity    | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop - DS1 Capable Parity       | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop - XDSLi Parity             | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop Analog Parity              | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports Unbundled Loop ISDN Capable Parity        | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports UNE - P (POTS) Parity                     | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports UNE P (Centrex 21) Parity                 | Parity           |           |
| MR-10 Customer and Non-Qwest Related Trouble Reports UNE P (Centrex) Parity                    | Parity           |           |
| MR-11A LNP Trouble Reports Cleared within 4 Hours LNP Parity 0.95                              | Parity           | 0.95      |
| MR-11B LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP Parity 0.95               | Parity           | 0.95      |
| MR-2 Calls Answered within 20 seconds - Interconnect Repair Center All Parity                  | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity                            | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Business Parity                                   | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Centrex Parity                                    | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity                                 | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity                               | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Line Splitting Parity                             | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours PBX Parity  | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours Residence Parity                                  | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours UNE - P (POTS) Parity                             | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours UNE P (Centrex 21) Parity                         | Parity           |           |
| MR-3A Out of Service Cleared within 24 Hours UNE P (Centrex) Parity                            | Parity           |           |
| MR-3B Out of Service Cleared within 24 Hours Business Parity                                   | Parity           |           |
| MR-3B Out of Service Cleared within 24 Hours PBX Parity  | Parity           |           |
| MR-3B Out of Service Cleared within 24 Hours Residence Parity                                  | Parity           |           |
| MR-3B Out of Service Cleared within 24 Hours UNE - P (POTS) Parity                             | Parity           |           |
| MR-3C Out of Service Cleared within 24 Hours Business Parity                                   | Parity           |           |
| MR-3C Out of Service Cleared within 24 Hours Line Sharing Parity                               | Parity           |           |

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| MR-3C | Out of Service Cleared within 24 Hours Line Splitting Parity                         | Parity     |
| MR-3C | Out of Service Cleared within 24 Hours Residence Parity                              | Parity     |
| MR-3C | Out of Service Cleared within 24 Hours UNE - P (POTS) Parity                         | Parity     |
| MR-3C | Out of Service Cleared within 24 Hours UNE P (Centrex) Parity                        | Parity     |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity     | Parity     |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity        | Parity     |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi Parity                 | Parity     |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity                  | Parity     |
| MR-3D | Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity            | Parity     |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded Parity     | Parity     |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity        | Parity     |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi Parity                 | Parity     |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity                  | Parity     |
| MR-3E | Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity            | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Basic Rate ISDN Parity                          | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Business Parity                                 | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Centrex Parity                                  | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Centrex 21 Parity                               | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Line Sharing Parity                             | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Line Splitting Parity                           | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours PBX Parity                                      | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours Residence Parity                                | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours UNE - P (POTS) Parity                           | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity                       | Parity     |
| MR-4A | All Troubles Cleared within 48 Hours UNE P (Centrex) Parity                          | Parity     |
| MR-4B | All Troubles Cleared within 48 Hours Business Parity                                 | Parity     |
| MR-4B | All Troubles Cleared within 48 Hours Centrex 21 Parity                               | Parity     |
| MR-4B | All Troubles Cleared within 48 Hours PBX Parity                                      | Parity     |
| MR-4B | All Troubles Cleared within 48 Hours Residence Parity                                | Parity     |
| MR-4B | All Troubles Cleared within 48 Hours UNE - P (POTS) Parity                           | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours Business Parity                                 | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours Centrex 21 Parity                               | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours Line Sharing Parity                             | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours Line Splitting Parity                           | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours Residence Parity                                | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours UNE - P (POTS) Parity                           | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity                       | Parity     |
| MR-4C | All Troubles Cleared within 48 Hours UNE P (Centrex) Parity                          | Parity     |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity       | Parity     |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity          | Parity     |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity                   | Parity     |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity                    | Parity     |
| MR-4D | All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity              | Parity     |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity       | Parity     |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity          | Parity     |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity                   | Parity     |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity                    | Parity     |
| MR-4E | All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity              | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours DS0 Parity                                       | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours DS1 Parity                                       | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS0 Capable Diagnostic | Diagnostic |
| MR-5A | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable Parity     | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours LIS Trunk Parity                                 | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours UDIT Above DS1 Level Parity                      | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours UDIT DS1 Parity                                  | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours Unbundled Loop - 4 Wire Non-Loaded Parity        | Parity     |
| MR-5A | All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity              | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours DS1 Parity                                       | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours E911 Parity                                      | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours Enhanced Extended Loops - DS1 Capable Parity     | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours ISDN Primary Parity                              | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours LIS Trunk Parity                                 | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours UDIT Above DS1 Level Parity                      | Parity     |
| MR-5B | All Troubles Cleared within 4 Hours Unbundled Loop - DS1 Capable Parity              | Parity     |
| MR-6A | Mean Time to Restore Basic Rate ISDN Parity  | Parity     |
| MR-6A | Mean Time to Restore Business Parity   | Parity     |
| MR-6A | Mean Time to Restore Centrex Parity  | Parity     |
| MR-6A | Mean Time to Restore Centrex 21 Parity   | Parity     |
| MR-6A | Mean Time to Restore Line Sharing Parity   | Parity     |
| MR-6A | Mean Time to Restore Line Splitting Parity   | Parity     |
| MR-6A | Mean Time to Restore PBX Parity  | Parity     |
| MR-6A | Mean Time to Restore Residence Parity  | Parity     |
| MR-6A | Mean Time to Restore UNE - P (POTS) Parity   | Parity     |
| MR-6A | Mean Time to Restore UNE P (Centrex 21) Parity                                       | Parity     |

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| MR-6A | Mean Time to Restore UNE P (Centrex) Parity                                | Parity     |
| MR-6B | Mean Time to Restore Business Parity                                       | Parity     |
| MR-6B | Mean Time to Restore Centrex 21 Parity                                     | Parity     |
| MR-6B | Mean Time to Restore PBX Parity  | Parity     |
| MR-6B | Mean Time to Restore Residence Parity                                      | Parity     |
| MR-6B | Mean Time to Restore UNE - P (POTS) Parity                                 | Parity     |
| MR-6C | Mean Time to Restore Business Parity                                       | Parity     |
| MR-6C | Mean Time to Restore Centrex 21 Parity                                     | Parity     |
| MR-6C | Mean Time to Restore Line Sharing Parity                                   | Parity     |
| MR-6C | Mean Time to Restore Line Splitting Parity                                 | Parity     |
| MR-6C | Mean Time to Restore Residence Parity                                      | Parity     |
| MR-6C | Mean Time to Restore UNE - P (POTS) Parity                                 | Parity     |
| MR-6C | Mean Time to Restore UNE P (Centrex 21) Parity                             | Parity     |
| MR-6C | Mean Time to Restore UNE P (Centrex) Parity                                | Parity     |
| MR-6D | Mean Time to Restore Dark Fiber - IOF Parity                               | Parity     |
| MR-6D | Mean Time to Restore Dark Fiber - Loop Parity                              | Parity     |
| MR-6D | Mean Time to Restore DS0 Parity  | Parity     |
| MR-6D | Mean Time to Restore DS1 Parity  | Parity     |
| MR-6D | Mean Time to Restore Enhanced Extended Loops - DS0 Capable Diagnostic      | Diagnostic |
| MR-6D | Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity          | Parity     |
| MR-6D | Mean Time to Restore LIS Trunk Parity                                      | Parity     |
| MR-6D | Mean Time to Restore UDIT Above DS1 Level Parity                           | Parity     |
| MR-6D | Mean Time to Restore UDIT DS1 Parity                                       | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity             | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded Parity             | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop - ADSL Qualified Parity                | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop - DS1 Capable Parity                   | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop - XDSLi Parity                         | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop Analog Parity                          | Parity     |
| MR-6D | Mean Time to Restore Unbundled Loop ISDN Capable Parity                    | Parity     |
| MR-6E | Mean Time to Restore Dark Fiber - IOF Parity                               | Parity     |
| MR-6E | Mean Time to Restore Dark Fiber - Loop Parity                              | Parity     |
| MR-6E | Mean Time to Restore DS1 Parity  | Parity     |
| MR-6E | Mean Time to Restore E911 Parity   | Parity     |
| MR-6E | Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity          | Parity     |
| MR-6E | Mean Time to Restore ISDN Primary Parity                                   | Parity     |
| MR-6E | Mean Time to Restore LIS Trunk Parity                                      | Parity     |
| MR-6E | Mean Time to Restore UDIT Above DS1 Level Parity                           | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity             | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop - ADSL Qualified Parity                | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop - DS1 Capable Parity                   | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop - XDSLi Parity                         | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop Analog Parity                          | Parity     |
| MR-6E | Mean Time to Restore Unbundled Loop ISDN Capable Parity                    | Parity     |
| MR-7A | Repair Repeat Report Rate Basic Rate ISDN Parity                           | Parity     |
| MR-7A | Repair Repeat Report Rate Business Parity                                  | Parity     |
| MR-7A | Repair Repeat Report Rate Centrex Parity                                   | Parity     |
| MR-7A | Repair Repeat Report Rate Centrex 21 Parity                                | Parity     |
| MR-7A | Repair Repeat Report Rate Line Sharing Parity                              | Parity     |
| MR-7A | Repair Repeat Report Rate Line Splitting Parity                            | Parity     |
| MR-7A | Repair Repeat Report Rate PBX Parity                                       | Parity     |
| MR-7A | Repair Repeat Report Rate Residence Parity                                 | Parity     |
| MR-7A | Repair Repeat Report Rate UNE - P (POTS) Parity                            | Parity     |
| MR-7A | Repair Repeat Report Rate UNE P (Centrex 21) Parity                        | Parity     |
| MR-7A | Repair Repeat Report Rate UNE P (Centrex) Parity                           | Parity     |
| MR-7B | Repair Repeat Report Rate Business Parity                                  | Parity     |
| MR-7B | Repair Repeat Report Rate Centrex 21 Parity                                | Parity     |
| MR-7B | Repair Repeat Report Rate PBX Parity                                       | Parity     |
| MR-7B | Repair Repeat Report Rate Residence Parity                                 | Parity     |
| MR-7B | Repair Repeat Report Rate UNE - P (POTS) Parity                            | Parity     |
| MR-7C | Repair Repeat Report Rate Business Parity                                  | Parity     |
| MR-7C | Repair Repeat Report Rate Centrex 21 Parity                                | Parity     |
| MR-7C | Repair Repeat Report Rate Line Sharing Parity                              | Parity     |
| MR-7C | Repair Repeat Report Rate Line Splitting Parity                            | Parity     |
| MR-7C | Repair Repeat Report Rate Residence Parity                                 | Parity     |
| MR-7C | Repair Repeat Report Rate UNE - P (POTS) Parity                            | Parity     |
| MR-7C | Repair Repeat Report Rate UNE P (Centrex 21) Parity                        | Parity     |
| MR-7C | Repair Repeat Report Rate UNE P (Centrex) Parity                           | Parity     |
| MR-7D | Repair Repeat Report Rate Dark Fiber - IOF Parity                          | Parity     |
| MR-7D | Repair Repeat Report Rate Dark Fiber - Loop Parity                         | Parity     |
| MR-7D | Repair Repeat Report Rate DS0 Parity                                       | Parity     |
| MR-7D | Repair Repeat Report Rate DS1 Parity                                       | Parity     |
| MR-7D | Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic | Diagnostic |
| MR-7D | Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity     | Parity     |



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| MR-7D | Repair Repeat Report Rate LIS Trunk Parity                             | Parity     |      |
| MR-7D | Repair Repeat Report Rate UDIT Above DS1 Level Parity                  | Parity     |      |
| MR-7D | Repair Repeat Report Rate UDIT DS1 Parity                              | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded Parity    | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - 4 Wire Non-Loaded Parity    | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity       | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity          | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop - XDSLi Parity                | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop Analog Parity                 | Parity     |      |
| MR-7D | Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity           | Parity     |      |
| MR-7E | Repair Repeat Report Rate Dark Fiber - IOF Parity                      | Parity     |      |
| MR-7E | Repair Repeat Report Rate Dark Fiber - Loop Parity                     | Parity     |      |
| MR-7E | Repair Repeat Report Rate DS1 Parity                                   | Parity     |      |
| MR-7E | Repair Repeat Report Rate E911 Parity                                  | Parity     |      |
| MR-7E | Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | Parity     |      |
| MR-7E | Repair Repeat Report Rate ISDN Primary Parity                          | Parity     |      |
| MR-7E | Repair Repeat Report Rate LIS Trunk Parity                             | Parity     |      |
| MR-7E | Repair Repeat Report Rate UDIT Above DS1 Level Parity                  | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - 2 Wire Non-Loaded Parity    | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - ADSL Qualified Parity       | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - DS1 Capable Parity          | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop - XDSLi Parity                | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop Analog Parity                 | Parity     |      |
| MR-7E | Repair Repeat Report Rate Unbundled Loop ISDN Capable Parity           | Parity     |      |
| MR-8  | Trouble Rate Basic Rate ISDN Parity                                    | Parity     |      |
| MR-8  | Trouble Rate Business Parity   | Parity     |      |
| MR-8  | Trouble Rate Centrex Parity  | Parity     |      |
| MR-8  | Trouble Rate Centrex 21 Parity   | Parity     |      |
| MR-8  | Trouble Rate Dark Fiber - IOF Diagnostic                               | Diagnostic |      |
| MR-8  | Trouble Rate Dark Fiber - Loop Diagnostic                              | Diagnostic |      |
| MR-8  | Trouble Rate DS0 Parity  | Parity     |      |
| MR-8  | Trouble Rate DS1 Parity  | Parity     |      |
| MR-8  | Trouble Rate DS3 Parity  | Parity     |      |
| MR-8  | Trouble Rate E911 Parity   | Parity     |      |
| MR-8  | Trouble Rate Enhanced Extended Loops - DS0 Capable Diagnostic          | Diagnostic |      |
| MR-8  | Trouble Rate Enhanced Extended Loops - DS1 Capable Parity              | Parity     |      |
| MR-8  | Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic          | Diagnostic |      |
| MR-8  | Trouble Rate Frame Relay Parity  | Parity     |      |
| MR-8  | Trouble Rate ISDN Primary Parity                                       | Parity     |      |
| MR-8  | Trouble Rate Line Sharing Parity                                       | Parity     |      |
| MR-8  | Trouble Rate Line Splitting Parity                                     | Parity     |      |
| MR-8  | Trouble Rate LIS Trunk Parity  | Parity     |      |
| MR-8  | Trouble Rate PBX Parity  | Parity     |      |
| MR-8  | Trouble Rate Residence Parity  | Parity     |      |
| MR-8  | Trouble Rate Sub-Loop Unbundling Diagnostic                            | Diagnostic |      |
| MR-8  | Trouble Rate UDIT Above DS1 Level Parity                               | Parity     |      |
| MR-8  | Trouble Rate UDIT DS1 Parity   | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop - 2 Wire Non-Loaded Parity                 | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop - 4 Wire Non-Loaded Parity                 | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop - ADSL Qualified Parity                    | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop - DS1 Capable Parity                       | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop - XDSLi Parity                             | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop Analog Parity                              | Parity     |      |
| MR-8  | Trouble Rate Unbundled Loop ISDN Capable Parity                        | Parity     |      |
| MR-8  | Trouble Rate UNE - P (POTS) Parity                                     | Parity     |      |
| MR-8  | Trouble Rate UNE P (Centrex 21) Parity                                 | Parity     |      |
| MR-8  | Trouble Rate UNE P (Centrex) Parity                                    | Parity     |      |
| MR-9A | Repair Appointments Met Business Parity                                | Parity     |      |
| MR-9A | Repair Appointments Met Centrex Parity                                 | Parity     |      |
| MR-9A | Repair Appointments Met Centrex 21 Parity                              | Parity     |      |
| MR-9A | Repair Appointments Met PBX Parity                                     | Parity     |      |
| MR-9A | Repair Appointments Met Residence Parity                               | Parity     |      |
| MR-9A | Repair Appointments Met UNE - P (POTS) Parity                          | Parity     |      |
| MR-9B | Repair Appointments Met Business Parity                                | Parity     |      |
| MR-9B | Repair Appointments Met Centrex 21 Parity                              | Parity     |      |
| MR-9B | Repair Appointments Met PBX Parity                                     | Parity     |      |
| MR-9B | Repair Appointments Met Residence Parity                               | Parity     |      |
| MR-9B | Repair Appointments Met UNE - P (POTS) Parity                          | Parity     |      |
| MR-9C | Repair Appointments Met Business Parity                                | Parity     |      |
| MR-9C | Repair Appointments Met Centrex 21 Parity                              | Parity     |      |
| MR-9C | Repair Appointments Met Residence Parity                               | Parity     |      |
| MR-9C | Repair Appointments Met UNE - P (POTS) Parity                          | Parity     |      |
| NI-1A | Trunk Blockage to Qwest Tandem Offices LIS Trunk Parity 0.01           | Parity     | 0.01 |
| NI-1B | Trunk Blockage to Qwest End Offices LIS Trunk Parity 0.01              | Parity     | 0.01 |

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| NI-1C  | Trunk Blockage to Qwest Tandem Offices LIS Trunk  | Diagnostic |        |
| NI-1D  | Trunk Blockage to Qwest End Offices LIS Trunk   | Diagnostic |        |
| OP-13A | Coordinated Cuts Completed on Time Unbundled Loop - Analog                                | Benchmark  | 0.95   |
| OP-13A | Coordinated Cuts Completed on Time Unbundled Loop Other                                   | Benchmark  | 0.95   |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog                    | Diagnostic |        |
| OP-13B | Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other                       | Diagnostic |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Business                                | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs)          | Diagnostic |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Line Splitting                          | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Residence                               | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - 2 Wire Non-Loaded      | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - ADSL Qualified         | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop - DS1 Capable            | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date Unbundled Loop Analog                   | Parity     |        |
| OP-15A | Interval for Pending Orders Delayed Past Due Date UNE - P (POTS)                          | Parity     |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Business                           | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs)     | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Line Splitting                     | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Residence                          | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified    | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable       | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog              | Diagnostic |        |
| OP-15B | Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS)                     | Diagnostic |        |
| OP-17A | Timeliness of Disconnects associated with LNP Orders LNP                                  | Benchmark  | 0.9825 |
| OP-17B | Timeliness of Disconnects associated with LNP Orders LNP                                  | Diagnostic |        |
| OP-2   | Calls Answered within Twenty Seconds - Interconnect Provisioning Center                   | Parity     |        |
| OP-3A  | Installation Commitments Met Business   | Parity     |        |
| OP-3A  | Installation Commitments Met Line Splitting   | Benchmark  | 0.95   |
| OP-3A  | Installation Commitments Met Residence  | Parity     |        |
| OP-3A  | Installation Commitments Met UNE - P (POTS)   | Parity     |        |
| OP-3A  | Installation Commitments Met UNE P (Centrex)  | Parity     |        |
| OP-3B  | Installation Commitments Met Business   | Parity     |        |
| OP-3B  | Installation Commitments Met Residence  | Parity     |        |
| OP-3B  | Installation Commitments Met Sub-Loop Unbundling  | Diagnostic |        |
| OP-3B  | Installation Commitments Met UNE - P (POTS)   | Parity     |        |
| OP-3C  | Installation Commitments Met Business   | Parity     |        |
| OP-3C  | Installation Commitments Met Centrex  | Parity     |        |
| OP-3C  | Installation Commitments Met Line Splitting   | Benchmark  | 0.95   |
| OP-3C  | Installation Commitments Met PBX  | Parity     |        |
| OP-3C  | Installation Commitments Met Residence  | Parity     |        |
| OP-3C  | Installation Commitments Met UNE - P (POTS)   | Parity     |        |
| OP-3D  | Installation Commitments Met Basic Rate ISDN  | Parity     |        |
| OP-3D  | Installation Commitments Met Dark Fiber - IOF   | Diagnostic |        |
| OP-3D  | Installation Commitments Met DS0  | Parity     |        |
| OP-3D  | Installation Commitments Met E911   | Parity     |        |
| OP-3D  | Installation Commitments Met Enhanced Extended Loops - DS0 Capable                        | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Enhanced Extended Loops - DS1 Capable                        | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Enhanced Extended Loops - DS3 Capable                        | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met ISDN Primary   | Parity     |        |
| OP-3D  | Installation Commitments Met LIS Trunk  | Parity     |        |
| OP-3D  | Installation Commitments Met PBX  | Parity     |        |
| OP-3D  | Installation Commitments Met UDIT Above DS1 Level   | Parity     |        |
| OP-3D  | Installation Commitments Met UDIT DS1   | Parity     |        |
| OP-3D  | Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded                           | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Unbundled Loop - 4 Wire Non-Loaded                           | Parity     |        |
| OP-3D  | Installation Commitments Met Unbundled Loop - ADSL Qualified                              | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Unbundled Loop - DS1 Capable                                 | Parity     |        |
| OP-3D  | Installation Commitments Met Unbundled Loop - DS3 Capable                                 | Parity     |        |
| OP-3D  | Installation Commitments Met Unbundled Loop - XDSLi                                       | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Unbundled Loop Analog  | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Unbundled Loop Conditioned                                   | Benchmark  | 0.9    |
| OP-3D  | Installation Commitments Met Unbundled Loop ISDN Capable                                  | Parity     |        |
| OP-3E  | Installation Commitments Met Basic Rate ISDN  | Parity     |        |
| OP-3E  | Installation Commitments Met E911   | Parity     |        |
| OP-3E  | Installation Commitments Met Enhanced Extended Loops - DS1 Capable                        | Benchmark  | 0.9    |
| OP-3E  | Installation Commitments Met Enhanced Extended Loops - DS3 Capable                        | Benchmark  | 0.9    |
| OP-3E  | Installation Commitments Met Frame Relay  | Parity     |        |
| OP-3E  | Installation Commitments Met LIS Trunk  | Parity     |        |
| OP-3E  | Installation Commitments Met PBX  | Parity     |        |
| OP-3E  | Installation Commitments Met UDIT Above DS1 Level   | Parity     |        |
| OP-3E  | Installation Commitments Met UDIT DS1   | Parity     |        |
| OP-3E  | Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded                           | Benchmark  | 0.9    |
| OP-3E  | Installation Commitments Met Unbundled Loop - ADSL Qualified                              | Benchmark  | 0.9    |

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| OP-3E | Installation Commitments Met Unbundled Loop - DS1 Capable Parity                                     | Parity     |     |
| OP-3E | Installation Commitments Met Unbundled Loop - XDSLi Benchmark 0.9                                    | Benchmark  | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop Analog Benchmark 0.9                                     | Benchmark  | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop Conditioned Benchmark 0.9                                | Benchmark  | 0.9 |
| OP-3E | Installation Commitments Met Unbundled Loop ISDN Capable Parity                                      | Parity     |     |
| OP-4A | Installation Interval Business Parity  | Parity     |     |
| OP-4A | Installation Interval Line Splitting Benchmark 3.3   | Benchmark  | 3.3 |
| OP-4A | Installation Interval Residence Parity   | Parity     |     |
| OP-4A | Installation Interval UNE - P (POTS) Parity  | Parity     |     |
| OP-4B | Installation Interval Business Parity  | Parity     |     |
| OP-4B | Installation Interval Residence Parity   | Parity     |     |
| OP-4B | Installation Interval Sub-Loop Unbundling Diagnostic   | Diagnostic |     |
| OP-4B | Installation Interval UNE - P (POTS) Parity  | Parity     |     |
| OP-4C | Installation Interval Business Parity  | Parity     |     |
| OP-4C | Installation Interval Centrex Parity   | Parity     |     |
| OP-4C | Installation Interval Line Splitting Benchmark 3.3   | Benchmark  | 3.3 |
| OP-4C | Installation Interval Residence Parity   | Parity     |     |
| OP-4C | Installation Interval UNE - P (POTS) Parity  | Parity     |     |
| OP-4D | Installation Interval Basic Rate ISDN Parity   | Parity     |     |
| OP-4D | Installation Interval Dark Fiber - IOF Diagnostic  | Diagnostic |     |
| OP-4D | Installation Interval DS0 Parity   | Parity     |     |
| OP-4D | Installation Interval Enhanced Extended Loops - DS0 Capable Diagnostic                               | Diagnostic |     |
| OP-4D | Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6                              | Benchmark  | 6   |
| OP-4D | Installation Interval Enhanced Extended Loops - DS3 Capable Diagnostic                               | Diagnostic |     |
| OP-4D | Installation Interval ISDN Primary Parity  | Parity     |     |
| OP-4D | Installation Interval LIS Trunk Parity   | Parity     |     |
| OP-4D | Installation Interval PBX Parity   | Parity     |     |
| OP-4D | Installation Interval UDIT Above DS1 Level Parity  | Parity     |     |
| OP-4D | Installation Interval Unbundled Loop - 2 Wire Non-Loaded Benchmark 6                                 | Benchmark  | 6   |
| OP-4D | Installation Interval Unbundled Loop - 4 Wire Non-Loaded Parity                                      | Parity     |     |
| OP-4D | Installation Interval Unbundled Loop - ADSL Qualified Benchmark 6                                    | Benchmark  | 6   |
| OP-4D | Installation Interval Unbundled Loop - DS1 Capable Benchmark 5.5                                     | Benchmark  | 5.5 |
| OP-4D | Installation Interval Unbundled Loop - DS3 Capable Parity  | Parity     |     |
| OP-4D | Installation Interval Unbundled Loop - XDSLi Benchmark 6   | Benchmark  | 6   |
| OP-4D | Installation Interval Unbundled Loop Analog Benchmark 6  | Benchmark  | 6   |
| OP-4D | Installation Interval Unbundled Loop Conditioned Benchmark 15  | Benchmark  | 15  |
| OP-4D | Installation Interval Unbundled Loop ISDN Capable Parity   | Parity     |     |
| OP-4E | Installation Interval Basic Rate ISDN Parity   | Parity     |     |
| OP-4E | Installation Interval E911 Parity  | Parity     |     |
| OP-4E | Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6                              | Benchmark  | 6   |
| OP-4E | Installation Interval LIS Trunk Parity   | Parity     |     |
| OP-4E | Installation Interval PBX Parity   | Parity     |     |
| OP-4E | Installation Interval Unbundled Loop - 2 Wire Non-Loaded Benchmark 6                                 | Benchmark  | 6   |
| OP-4E | Installation Interval Unbundled Loop - ADSL Qualified Benchmark 6                                    | Benchmark  | 6   |
| OP-4E | Installation Interval Unbundled Loop - DS1 Capable Benchmark 5.5                                     | Benchmark  | 5.5 |
| OP-4E | Installation Interval Unbundled Loop - XDSLi Benchmark 6   | Benchmark  | 6   |
| OP-4E | Installation Interval Unbundled Loop Analog Benchmark 6  | Benchmark  | 6   |
| OP-4E | Installation Interval Unbundled Loop Conditioned Benchmark 15  | Benchmark  | 15  |
| OP-4E | Installation Interval Unbundled Loop ISDN Capable Parity   | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Basic Rate ISDN Parity                           | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Business Parity                                  | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Centrex Parity                                   | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic                      | Diagnostic |     |
| OP-5A | New Service Installation Quality Reported to Repair DS0 Parity                                       | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair E911 Parity                                      | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnostic | Diagnostic |     |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity     | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | Diagnostic |     |
| OP-5A | New Service Installation Quality Reported to Repair Frame Relay Parity                               | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair ISDN Primary Parity                              | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Line Splitting Parity                            | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair LIS Trunk Parity                                 | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair PBX Parity                                       | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Residence Parity                                 | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Sub-Loop Unbundling Diagnostic                   | Diagnostic |     |
| OP-5A | New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity                      | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair UDIT DS1 Parity                                  | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - 2 Wire Non-Loaded Parity        | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - 4 Wire Non-Loaded Parity        | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - ADSL Qualified Parity           | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - DS1 Capable Parity              | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - DS3 Capable Parity              | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop - XDSLi Parity                    | Parity     |     |
| OP-5A | New Service Installation Quality Reported to Repair Unbundled Loop Analog Parity                     | Parity     |     |

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|---------|---|------------|-------|
| OP-5A   | New Service Installation Quality Reported to Repair Unbundled Loop ISDN Capable | Parity     |       |
| OP-5A   | New Service Installation Quality Reported to Repair UNE - P (POTS)              | Parity     |       |
| OP-5A   | New Service Installation Quality Reported to Repair UNE P (Centrex)             | Parity     |       |
| OP-5B   | New Service Provisioning Quality Basic Rate ISDN                                | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Business                                       | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Centrex  | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality DS0  | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Enhanced Extended Loops - DS0 Capable          | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Enhanced Extended Loops - DS1 Capable          | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Enhanced Extended Loops - DS3 Capable          | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Frame Relay                                    | Diagnostic |       |
| OP-5B   | New Service Provisioning Quality ISDN Primary                                   | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Line Splitting                                 | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality PBX  | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Residence                                      | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Sub-Loop Unbundling                            | Diagnostic |       |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - 2 Wire Non-Loaded             | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - 4 Wire Non-Loaded             | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - ADSL Qualified                | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - DS1 Capable                   | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - DS3 Capable                   | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop - XDSLi                         | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop Analog                          | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality Unbundled Loop ISDN Capable                    | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality UNE - P (POTS)                                 | Benchmark  | 0.965 |
| OP-5B   | New Service Provisioning Quality UNE P (Centrex)                                | Benchmark  | 0.965 |
| OP-5R   | New Service Quality Multiple Report Rate Business                               | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Dark Fiber - IOF                       | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate DS0                                    | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Enhanced Extended Loops - DS0 Capable  | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Enhanced Extended Loops - DS1 Capable  | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Residence                              | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Unbundled Loop - 2 Wire Non-Loaded     | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Unbundled Loop - DS1 Capable           | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Unbundled Loop Analog                  | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate Unbundled Loop ISDN Capable            | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate UNE - P (POTS)                         | Diagnostic |       |
| OP-5R   | New Service Quality Multiple Report Rate UNE P (Centrex)                        | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Basic Rate ISDN                          | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Business                                 | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Centrex                                  | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total DS0                                      | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Enhanced Extended Loops - DS0 Capable    | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Enhanced Extended Loops - DS1 Capable    | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Enhanced Extended Loops - DS3 Capable    | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Frame Relay                              | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total ISDN Primary                             | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Line Splitting                           | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total PBX                                      | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Residence                                | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Sub-Loop Unbundling                      | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - 2 Wire Non-Loaded       | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - 4 Wire Non-Loaded       | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - ADSL Qualified          | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - DS1 Capable             | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - DS3 Capable             | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop - XDSLi                   | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop Analog                    | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total Unbundled Loop ISDN Capable              | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total UNE - P (POTS)                           | Diagnostic |       |
| OP-5T   | New Service Installation Quality Total UNE P (Centrex)                          | Diagnostic |       |
| OP-6A-1 | Delayed Days for Non-Facility Reasons Line Splitting                            | Parity     |       |
| OP-6A-1 | Delayed Days for Non-Facility Reasons UNE - P (POTS)                            | Parity     |       |
| OP-6A-2 | Delayed Days for Non-Facility Reasons UNE - P (POTS)                            | Parity     |       |
| OP-6A-3 | Delayed Days for Non-Facility Reasons Business                                  | Parity     |       |
| OP-6A-3 | Delayed Days for Non-Facility Reasons Residence                                 | Parity     |       |
| OP-6A-3 | Delayed Days for Non-Facility Reasons UNE - P (POTS)                            | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable     | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons LIS Trunk                                 | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded        | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified           | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable              | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop - XDSLi                    | Parity     |       |
| OP-6A-4 | Delayed Days for Non-Facility Reasons Unbundled Loop Analog                     | Parity     |       |

|              |  |                  |                  |
|--------------|--|------------------|------------------|
| OP-6A-5      | Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable                  | Parity           | Parity           |
| OP-6A-5      | Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded                     | Parity           | Parity           |
| OP-6A-5      | Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable                           | Parity           | Parity           |
| OP-6A-5      | Delayed Days for Non-Facility Reasons Unbundled Loop Analog                                  | Parity           | Parity           |
| OP-6B-1      | Delayed Days for Facility Reasons Business   | Parity           | Parity           |
| OP-6B-1      | Delayed Days for Facility Reasons Residence  | Parity           | Parity           |
| OP-6B-1      | Delayed Days for Facility Reasons UNE - P (POTS)   | Parity           | Parity           |
| OP-6B-4      | Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded                         | Parity           | Parity           |
| OP-6B-4      | Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified                            | Parity           | Parity           |
| OP-6B-4      | Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable                               | Parity           | Parity           |
| OP-6B-4      | Delayed Days for Facility Reasons Unbundled Loop Analog                                      | Parity           | Parity           |
| OP-6B-5      | Delayed Days for Facility Reasons Enhanced Extended Loops - DS1 Capable                      | Diagnostic       | Diagnostic       |
| OP-6B-5      | Delayed Days for Facility Reasons UDIT Above DS1 Level                                       | Parity           | Parity           |
| OP-6B-5      | Delayed Days for Facility Reasons Unbundled Loop - 2 Wire Non-Loaded                         | Parity           | Parity           |
| OP-6B-5      | Delayed Days for Facility Reasons Unbundled Loop - ADSL Qualified                            | Parity           | Parity           |
| OP-6B-5      | Delayed Days for Facility Reasons Unbundled Loop - DS1 Capable                               | Parity           | Parity           |
| OP-6B-5      | Delayed Days for Facility Reasons Unbundled Loop Analog                                      | Parity           | Parity           |
| OP-7         | OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop - Analog              | Diagnostic       | Diagnostic       |
| OP-7         | OP-7 - Coordinated Hot Cut" Interval - Unbundled Loops" Unbundled Loop Other                 | Diagnostic       | Diagnostic       |
| OP-8B        | Number Portability Timeliness LNP Benchmark  | 0.95             | Benchmark        |
| OP-8C        | Percentage of LNP Triggers Set Prior to the Frame Due Time LNP Benchmark                     | 0.95             | Benchmark        |
| OS-1         | Speed of Answer - Operator Services  | Parity by Design | Parity by Design |
| PO-15        | Number of Due Date Changes per Order All   | Parity           | Parity           |
| PO-16        | Timely Release Notifications Benchmark   | 0.925            | Benchmark        |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML IMA_SATE_XML Benchmark                      | 0.95             | Benchmark        |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 23.0                                   | Diagnostic       | Diagnostic       |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 24.0                                   | Diagnostic       | Diagnostic       |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 25.0                                   | Diagnostic       | Diagnostic       |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML Rel. 26.0                                   | Diagnostic       | Diagnostic       |
| PO-19A       | Stand-Alone Test Environment (SATE) Accuracy XML Rel. VICKI                                  | Diagnostic       | Diagnostic       |
| PO-19B       | Stand-Alone Test Environment (SATE) Accuracy IMA_SATE_XML Benchmark                          | 0.95             | Benchmark        |
| PO-1A-1      | Total Pre-Order Response Times (Appt. Scheduler) IMA Aggregate Benchmark                     | 10               | Benchmark        |
| PO-1A-1(a)   | Pre-Order Response Times (Appt. Scheduler) IMA Request                                       | Diagnostic       | Diagnostic       |
| PO-1A-1(b,c) | Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept                               | Diagnostic       | Diagnostic       |
| PO-1A-10     | Total Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark                  | 30               | Benchmark        |
| PO-1A-10(a)  | Pre-Order Response Times (Meet Point Inquiry) IMA Request                                    | Diagnostic       | Diagnostic       |
| PO-1A-10(b)  | Pre-Order Response Times (Meet Point Inquiry) IMA Response                                   | Diagnostic       | Diagnostic       |
| PO-1A-2      | Total Pre-Order Response Times (Service Availability) IMA Aggregate Benchmark                | 25               | Benchmark        |
| PO-1A-2(a)   | Pre-Order Response Times (Service Availability) IMA Request                                  | Diagnostic       | Diagnostic       |
| PO-1A-2(b)   | Pre-Order Response Times (Service Availability) IMA Response                                 | Diagnostic       | Diagnostic       |
| PO-1A-3      | Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark                      | 25               | Benchmark        |
| PO-1A-3(a)   | Pre-Order Response Times (Facility Check) IMA Request  | Diagnostic       | Diagnostic       |
| PO-1A-3(b)   | Pre-Order Response Times (Facility Check) IMA Response                                       | Diagnostic       | Diagnostic       |
| PO-1A-4      | Total Pre-Order Response Times (Address Validation) IMA Aggregate Benchmark                  | 10               | Benchmark        |
| PO-1A-4(a)   | Pre-Order Response Times (Address Validation) IMA Request                                    | Diagnostic       | Diagnostic       |
| PO-1A-4(b)   | Pre-Order Response Times (Address Validation) IMA Response                                   | Diagnostic       | Diagnostic       |
| PO-1A-5      | Total Pre-Order Response Times (Get CSR) IMA Aggregate Benchmark                             | 12.5             | Benchmark        |
| PO-1A-5(a)   | Pre-Order Response Times (Get CSR) IMA Request   | Diagnostic       | Diagnostic       |
| PO-1A-5(b)   | Pre-Order Response Times (Get CSR) IMA Response  | Diagnostic       | Diagnostic       |
| PO-1A-6      | Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark                      | 10               | Benchmark        |
| PO-1A-6(a)   | Pre-Order Response Times (TN Reservation) IMA Request  | Diagnostic       | Diagnostic       |
| PO-1A-6(b)   | Pre-Order Response Times (TN Reservation) IMA Response                                       | Diagnostic       | Diagnostic       |
| PO-1A-6(c)   | Pre-Order Response Times (TN Reservation) IMA Accept   | Diagnostic       | Diagnostic       |
| PO-1A-7      | Total Pre-Order Response Times (Loop Qualification Tools) IMA Aggregate Benchmark            | 20               | Benchmark        |
| PO-1A-7(a)   | Pre-Order Response Times (Loop Qualification Tools) IMA Request                              | Diagnostic       | Diagnostic       |
| PO-1A-7(b)   | Pre-Order Response Times (Loop Qualification Tools) IMA Response                             | Diagnostic       | Diagnostic       |
| PO-1A-9      | Total Pre-Order Response Times (Connecting Facility Assignment) IMA Aggregate Benchmark      | 25               | Benchmark        |
| PO-1A-9(a)   | Pre-Order Response Times (Connecting Facility Assignment) IMA Request                        | Diagnostic       | Diagnostic       |
| PO-1A-9(b)   | Pre-Order Response Times (Connecting Facility Assignment) IMA Response                       | Diagnostic       | Diagnostic       |
| PO-1X-1      | Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response Benchmark                | 10               | Benchmark        |
| PO-1X-10     | Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response Benchmark             | 30               | Benchmark        |
| PO-1X-2      | Pre-Order Response Times (Service Availability XML) XML Request/Response Benchmark           | 25               | Benchmark        |
| PO-1X-3      | Pre-Order Response Times (Facility Check XML) XML Request/Response Benchmark                 | 25               | Benchmark        |
| PO-1X-4      | Pre-Order Response Times (Address Validation XML) XML Request/Response Benchmark             | 10               | Benchmark        |
| PO-1X-5      | Pre-Order Response Times (Get CSR XML) XML Request/Response Benchmark                        | 12.5             | Benchmark        |
| PO-1X-6      | Pre-Order Response Times (TN Reservation XML) XML Request/Response Benchmark                 | 10               | Benchmark        |
| PO-1X-7      | Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response Benchmark       | 20               | Benchmark        |
| PO-1X-9      | Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response Benchmark | 25               | Benchmark        |
| PO-20        | Manual Service Order Accuracy Resale & UNE-P (POTS) Benchmark                                | 0.95             | Benchmark        |
| PO-20        | Manual Service Order Accuracy Unbundled Loops Benchmark                                      | 0.95             | Benchmark        |
| PO-2A        | Electronic Flow-through for LSRs received via IMA LNP  | Diagnostic       | Diagnostic       |
| PO-2A        | Electronic Flow-through for LSRs received via IMA Resale Aggregate W/O UNE-P-POTS            | Diagnostic       | Diagnostic       |
| PO-2A        | Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate                   | Diagnostic       | Diagnostic       |
| PO-2A        | Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG)                           | Diagnostic       | Diagnostic       |

|           |  |                |            |      |
|-----------|--|----------------|------------|------|
| PO-2B     | Electronic Flow-through for all eligible LSRs Received via IMA LNP                             | Benchmark 0.95 | Benchmark  | 0.95 |
| PO-2B     | Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS | Benchmark 0.95 | Benchmark  | 0.95 |
| PO-2B     | Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate        | Benchmark 0.8  | Benchmark  | 0.85 |
| PO-2B     | Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG)                | Benchmark 0.95 | Benchmark  | 0.95 |
| PO-3C     | LSR Rejection Notice Interval for Manual and IIS Product Aggregate                             | Benchmark 1    | Benchmark  | 1    |
| PO-3X     | LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate                    | Benchmark 0.5  | Benchmark  | 0.5  |
| PO-4A-1   | LSRs Rejected for IMA - Rejected Manually Product Aggregate                                    | Diagnostic     | Diagnostic |      |
| PO-4A-2   | LSRs Rejected for IMA - Auto-Rejected Product Aggregate  | Diagnostic     | Diagnostic |      |
| PO-4C     | LSRs Received via Facsimile Product Aggregate  | Diagnostic     | Diagnostic |      |
| PO-5A-(a) | FOCs On Time for Fully Electronic LSRs Received Via IMA Resale Aggregate                       | Benchmark 0.95 | Benchmark  | 0.95 |
| PO-5A-(b) | FOCs On Time for Fully Electronic LSRs Received Via IMA Unbundled Loop Aggregate               | Benchmark 0.9  | Benchmark  | 0.95 |
| PO-5A-(c) | FOCs On Time for Fully Electronic LSRs Received Via IMA LNP                                    | Benchmark 0.95 | Benchmark  | 0.95 |
| PO-5B-(a) | FOCs On Time For Electronic/Manual LSRs Received Via IMA Resale Aggregate                      | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5B-(b) | FOCs On Time For Electronic/Manual LSRs Received Via IMA Unbundled Loop AGG-EELs               | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5B-(c) | FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP                                   | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5C-(a) | FOCs on Time for Manual Resale Aggregate   | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5C-(b) | FOCs on Time for Manual Unbundled Loop AGG-EELs  | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5C-(c) | FOCs on Time for Manual LNP  | Benchmark 0.9  | Benchmark  | 0.9  |
| PO-5D     | Firm Order Confirmations (FOCs) On Time LIS Trunk  | Benchmark 0.85 | Benchmark  | 0.85 |
| PO-6      | Work Completion Notification Timeliness All  | Benchmark 0.25 | Benchmark  | 0.25 |
| PO-7X,C   | Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All          | Parity         | Parity     |      |
| PO-8A     | Jeopardy Notice Interval Non-Designed Services   | Parity         | Parity     |      |
| PO-8B     | Jeopardy Notice Interval Unbundled Loops and Number Portability                                | Parity         | Parity     |      |
| PO-8D     | Jeopardy Notice Interval UNE - P (POTS)  | Parity         | Parity     |      |
| PO-9A     | Timely Jeopardy Notices Non-Designed Services  | Parity         | Parity     |      |
| PO-9B     | Timely Jeopardy Notices Unbundled Loops and Number Portability                                 | Parity         | Parity     |      |
| PO-9C     | Timely Jeopardy Notices LIS Trunk  | Parity         | Parity     |      |
| PO-9D     | Timely Jeopardy Notices UNE - P (POTS)   | Parity         | Parity     |      |

| PID     | Format  |
|---------|---------|
| BI-1A   | Days    |
| BI-1B   | Percent |
| BI-1C-1 | Days    |
| BI-1C-2 | Days    |
| BI-2    | Percent |
| BI-3    | Percent |
| BI-4    | Percent |
| BI-5    | Percent |
| CP-1    | Days    |
| CP-2    | Percent |
| CP-3    | Days    |
| CP-4    | Percent |
| DA-1    | Seconds |
| DB-1A   | HrsMins |
| DB-1B   | Seconds |
| DB-1C   | Seconds |
| DB-2    | Percent |
| GA-1    | Percent |
| GA-2    | Percent |
| GA-3    | Percent |
| GA-4    | Percent |
| GA-6    | Percent |
| GA-7    | Percent |

| PID   | Format  |
|-------|---------|
| MR-10 | Percent |
| MR-11 | Percent |
| MR-2  | Percent |
| MR-3  | Percent |
| MR-4  | Percent |
| MR-5  | Percent |
| MR-6  | HrsMins |
| MR-7  | Percent |
| MR-8  | Percent |
| MR-9  | Percent |
| NI-1  | Percent |
| NP-1  | Percent |
| OP-13 | Percent |
| OP-15 | Number  |
| OP-17 | Percent |
| OP-2  | Percent |
| OP-3  | Percent |
| OP-4  | Days    |
| OP-5  | Percent |
| OP-6  | Days    |
| OP-7  | HrsMins |
| OP-8  | Percent |
| OS-1  | Seconds |

| PID     | Format   |
|---------|----------|
| PO-15   | Number   |
| PO-16   | Percent  |
| PO-19   | Percent  |
| PO-1A   | Seconds  |
| PO-1X   | Seconds  |
| PO-20   | Percent  |
| PO-2    | Percent  |
|         |          |
| PO-3A-1 | HrsMins  |
| PO-3A-2 | MinsSecs |
| PO-3B-1 | HrsMins  |
| PO-3B-2 | MinsSecs |
| PO-3C   | HrsMins  |
| PO-3X   | HrsMins  |
| PO-4    | Percent  |
| PO-5    | Percent  |
| PO-6    | HrsMins  |
|         |          |
| PO-7    | Percent  |
| PO-8    | Days     |
| PO-9    | Percent  |