



**Performance Results**  
**October 2010 - September 2011**  
**CenturyLink'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           | September 2011  | 8128856        | 3409935     | 2           | 0.51               | 2399442   | 749780      | 3        | -165.27    | (101.48) |
|   | August 2011   | 9690252        | 3911361     | 2           | 0.58               | 2738530   | 868536      | 3        | -148.77    | (91.44)  |
|   | July 2011   | 8564201        | 3574954     | 2           | 0.51               | 2662731   | 807085      | 3        | -179.13    | (109.90) |
|   | June 2011   | 8518554        | 3558823     | 2           | 0.52               | 2646092   | 817006      | 3        | -175.00    | (107.39) |
|   | May 2011  | 9657513        | 4054979     | 2           | 0.5                | 2978027   | 962537      | 3        | -164.16    | (100.81) |
|   | April 2011  | 8249327        | 3460580     | 2           | 0.5                | 2437696   | 801430      | 3        | -139.44    | (85.78)  |
|   | March 2011  | 8720922        | 3644742     | 2           | 0.5                | 2859409   | 905557      | 3        | -175.51    | (107.70) |
|   | February 2011   | 12588527       | 5318404     | 2           | 0.54               | 3100524   | 1006732     | 3        | -180.74    | (110.88) |
|   | January 2011  | 12193942       | 5125389     | 2           | 0.51               | 3107216   | 1029056     | 3        | -155.53    | (95.56)  |
|   | December 2010   | 12182444       | 5104998     | 2           | 0.51               | 3136357   | 987111      | 3        | -172.14    | (105.66) |
|   | November 2010   | 13198268       | 5577238     | 2           | 0.51               | 3142483   | 1069533     | 3        | -154.99    | (95.23)  |
|   | October 2010  | 13586400       | 5618537     | 2           | 0.52               | 3561474   | 1169930     | 3        | -168.93    | (103.70) |
|   | BI-1B Time to Provide Usage Records<br>Jointly-provided Switched Access<br>Benchmark 0.95 | September 2011 | 27486221    | 27486526    | 100%               | 0.0033    | 0           | 0        | 0%         | 0.00     |
| August 2011   |   | 28949201       | 28949393    | 100%        | 0.0026             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| July 2011   |   | 25726113       | 25726301    | 100%        | 0.0027             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| June 2011   |   | 26995289       | 26995350    | 100%        | 0.0015             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| May 2011  |   | 30318340       | 30318340    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |
| April 2011  |   | 25725655       | 25725828    | 100%        | 0.0026             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| March 2011  |   | 27789856       | 27789856    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |
| February 2011   |   | 28374132       | 28374184    | 100%        | 0.0014             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| January 2011  |   | 32310270       | 32310270    | 100%        | 0                  | 0         | 0           | 0%       | 0.00       | (0.16)   |
| December 2010   |   | 31332091       | 31332156    | 100%        | 0.0014             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| November 2010   |   | 30062726       | 30062741    | 100%        | 0.0007             | 0         | 0           | 0%       | 0.00       | (0.16)   |
| October 2010  | 31469947  | 31471167       | 100%        | 0.0062      | 0                  | 0         | 0%          | 0.00     | (0.16)     |          |
| BI-1C-1 Time to Provide Usage Records<br>[CAT11] UNEs and Resale Aggregate Parity | September 2011  | 37             | 15          | 2           | 0.52               | 2399442   | 749780      | 3        | -0.73      | (1.45)   |
|   | August 2011   | 45             | 20          | 2           | 0.55               | 2738530   | 868536      | 3        | -1.05      | (1.64)   |
|   | July 2011   | 37             | 17          | 2           | 0.39               | 2662731   | 807085      | 3        | -1.13      | (1.69)   |
|   | June 2011   | 738            | 316         | 2           | 0.64               | 2646092   | 817006      | 3        | -4.08      | (3.48)   |
|   | May 2011  | 1653           | 722         | 2           | 0.49               | 2978027   | 962537      | 3        | -5.65      | (4.43)   |
|   | April 2011  | 273321         | 118010      | 2           | 0.49               | 2437696   | 801430      | 3        | -61.15     | (38.17)  |
|   | March 2011  | 6803           | 2836        | 2           | 0.53               | 2859409   | 905557      | 3        | -10.87     | (7.61)   |
|   | February 2011   | 2780897        | 1200684     | 2           | 0.53               | 3100524   | 1006732     | 3        | -155.74    | (95.69)  |
|   | January 2011  | 2686310        | 1145736     | 2           | 0.51               | 3107216   | 1029056     | 3        | -130.37    | (80.26)  |
|   | December 2010   | 2834950        | 1206968     | 2           | 0.51               | 3136357   | 987111      | 3        | -146.10    | (89.82)  |
|   | November 2010   | 3070477        | 1313291     | 2           | 0.51               | 3142483   | 1069533     | 3        | -131.86    | (81.17)  |
| October 2010  | 3215209   | 1347920        | 2           | 0.51        | 3561474            | 1169930   | 3           | -142.99  | (87.93)    |          |
| BI-1C-2 Time to Provide Usage Records<br>[CAT10] UNEs and Resale Aggregate Parity | September 2011  | 8128819        | 3409920     | 2           | 0.51               | 2399442   | 749780      | 3        | -165.27    | (101.48) |
|   | August 2011   | 9690207        | 3911341     | 2           | 0.58               | 2738530   | 868536      | 3        | -148.77    | (91.44)  |
|   | July 2011   | 8564164        | 3574937     | 2           | 0.51               | 2662731   | 807085      | 3        | -179.13    | (109.90) |
|   | June 2011   | 8517816        | 3558507     | 2           | 0.52               | 2646092   | 817006      | 3        | -175.00    | (107.39) |
|   | May 2011  | 9655860        | 4054257     | 2           | 0.5                | 2978027   | 962537      | 3        | -164.16    | (100.80) |

|  |                |          |         |       |        |         |         |       |         |          |
|--|----------------|----------|---------|-------|--------|---------|---------|-------|---------|----------|
|  | April 2011     | 7976006  | 3342570 | 2     | 0.51   | 2437696 | 801430  | 3     | -138.48 | (85.19)  |
|  | March 2011     | 8714119  | 3641906 | 2     | 0.5    | 2859409 | 905557  | 3     | -175.50 | (107.70) |
|  | February 2011  | 9807630  | 4117720 | 2     | 0.54   | 3100524 | 1006732 | 3     | -173.01 | (106.18) |
|  | January 2011   | 9507632  | 3979653 | 2     | 0.51   | 3107216 | 1029056 | 3     | -149.56 | (91.93)  |
|  | December 2010  | 9347494  | 3898030 | 2     | 0.51   | 3136357 | 987111  | 3     | -165.51 | (101.62) |
|  | November 2010  | 10127791 | 4263947 | 2     | 0.51   | 3142483 | 1069533 | 3     | -148.97 | (91.56)  |
|  | October 2010   | 10371191 | 4270617 | 2     | 0.52   | 3561474 | 1169930 | 3     | -161.79 | (99.36)  |
| BI-2 Invoices Delivered within 10 Days All Parity by Design                              | September 2011 | 1513     | 1513    | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | August 2011    | 1458     | 1459    | 100%  | 2.62%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | July 2011      | 1262     | 1262    | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | June 2011      | 1435     | 1435    | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | May 2011       | 1499     | 1499    | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | April 2011     | 1195     | 1196    | 100%  | 2.89%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | March 2011     | 1304     | 1306    | 100%  | 3.91%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | February 2011  | 1449     | 1449    | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | January 2011   | 1174     | 1175    | 100%  | 2.92%  | 0       | 0       | 0%    | 0.00    | 0.00     |
|  | December 2010  | 1360     | 1362    | 100%  | 3.83%  | 0       | 0       | 0%    | 0.00    | 0.00     |
| November 2010  | 1264           | 1266     | 100%    | 3.97% | 0      | 0       | 0%      | 0.00  | 0.00    |          |
| October 2010   | 1231           | 1236     | 100%    | 6.35% | 0      | 0       | 0%      | 0.00  | 0.00    |          |
| BI-3A Billing Accuracy - Adjustments for Errors UNEs and Resale Aggregate Benchmark 0.98 | September 2011 | 2190797  | 2192144 | 100%  | 2.48%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | August 2011    | 2213789  | 2215258 | 100%  | 2.57%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | July 2011      | 2219306  | 2220698 | 100%  | 2.50%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | June 2011      | 2186733  | 2192956 | 100%  | 5.32%  | 0       | 0       | 0%    | 0.00    | (0.05)   |
|  | May 2011       | 2279741  | 2281441 | 100%  | 2.73%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | April 2011     | 2098329  | 2099886 | 100%  | 2.72%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | March 2011     | 2183804  | 2183804 | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | February 2011  | 2428628  | 2430681 | 100%  | 2.91%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | January 2011   | 2452028  | 2452780 | 100%  | 1.75%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
|  | December 2010  | 2454232  | 2454608 | 100%  | 1.24%  | 0       | 0       | 0%    | 0.00    | (0.06)   |
| November 2010  | 2419432        | 2443884  | 99%     | 9.95% | 0      | 0       | 0%      | 0.00  | (0.03)  |          |
| October 2010   | 2468037        | 2469166  | 100%    | 2.14% | 0      | 0       | 0%      | 0.00  | (0.06)  |          |
| BI-3B Billing Accuracy - Adjustments for Errors Reciprocal Compensation Benchmark 0.95   | September 2011 | 24571    | 24571   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | August 2011    | 25316    | 25316   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | July 2011      | 25812    | 25812   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | June 2011      | 28308    | 28308   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | May 2011       | 21533    | 26505   | 81%   | 39.04% | 0       | 0       | 0%    | 0.00    | 0.43     |
|  | April 2011     | 0        | 29213   | 0%    | 0.00%  | 0       | 0       | 0%    | 0.00    | 3.00     |
|  | March 2011     | 29759    | 29759   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | February 2011  | 31468    | 31468   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | January 2011   | 33224    | 33224   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
|  | December 2010  | 32664    | 32664   | 100%  | 0.00%  | 0       | 0       | 0%    | 0.00    | (0.16)   |
| November 2010  | 31756          | 31756    | 100%    | 0.00% | 0      | 0       | 0%      | 0.00  | (0.16)  |          |
| October 2010   | 32785          | 32785    | 100%    | 0.00% | 0      | 0       | 0%      | 0.00  | (0.16)  |          |
| BI-4A Billing Completeness UNEs and Resale Aggregate Parity                              | September 2011 | 7895     | 7907    | 100%  | 3.89%  | 98777   | 99076   | 100%  | -2.34   | (2.42)   |
|  | August 2011    | 6126     | 6134    | 100%  | 3.61%  | 130351  | 130629  | 100%  | -1.37   | (1.83)   |
|  | July 2011      | 5835     | 5866    | 99%   | 7.25%  | 138133  | 138782  | 100%  | 0.67    | (0.59)   |
|  | June 2011      | 5836     | 5841    | 100%  | 2.92%  | 132274  | 132822  | 100%  | -3.82   | (3.32)   |
|  | May 2011       | 8973     | 8988    | 100%  | 4.08%  | 114246  | 115202  | 99%   | -6.67   | (5.06)   |
| April 2011   | 6223           | 6236     | 100%    | 4.56% | 137955 | 138912  | 99%     | -4.49 | (3.73)  |          |

|  |                |       |       |      |        |        |        |      |       |        |
|--|----------------|-------|-------|------|--------|--------|--------|------|-------|--------|
|  | March 2011     | 5415  | 5429  | 100% | 5.07%  | 99304  | 100029 | 99%  | -3.95 | (3.40) |
|  | February 2011  | 5409  | 5421  | 100% | 4.70%  | 89826  | 90260  | 100% | -2.68 | (2.63) |
|  | January 2011   | 8116  | 8122  | 100% | 2.72%  | 101270 | 101651 | 100% | -4.27 | (3.60) |
|  | December 2010  | 6585  | 6592  | 100% | 3.26%  | 105008 | 105233 | 100% | -1.84 | (2.12) |
|  | November 2010  | 6442  | 6455  | 100% | 4.48%  | 105736 | 106018 | 100% | -0.98 | (1.59) |
|  | October 2010   | 7082  | 7097  | 100% | 4.59%  | 104648 | 105259 | 99%  | -3.96 | (3.41) |
| BI-4B Billing Completeness Reciprocal Compensation Benchmark 0.95              | September 2011 | 24571 | 24571 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | August 2011    | 25316 | 25316 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | July 2011      | 25812 | 25812 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | June 2011      | 28308 | 28308 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | May 2011       | 26505 | 26505 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | April 2011     | 29213 | 29213 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | March 2011     | 29759 | 29759 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | February 2011  | 31468 | 31468 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | January 2011   | 33224 | 33224 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | December 2010  | 32664 | 32664 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
| BI-5A Billing Accuracy & Claims Processing - Acknowledgment All Benchmark 0.95 | November 2010  | 31756 | 31756 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | October 2010   | 32785 | 32785 | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | September 2011 | 179   | 179   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | August 2011    | 157   | 157   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | July 2011      | 112   | 112   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | June 2011      | 212   | 212   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | May 2011       | 206   | 206   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | April 2011     | 90    | 90    | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | March 2011     | 245   | 245   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | February 2011  | 168   | 169   | 99%  | 7.67%  | 0      | 0      | 0%   | 0.00  | (0.14) |
| BI-5B Billing Accuracy & Claims Processing - Resolution All Benchmark 0.95     | January 2011   | 199   | 199   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | December 2010  | 184   | 188   | 98%  | 14.43% | 0      | 0      | 0%   | 0.00  | (0.09) |
|  | November 2010  | 140   | 144   | 97%  | 16.43% | 0      | 0      | 0%   | 0.00  | (0.07) |
|  | October 2010   | 174   | 179   | 97%  | 16.48% | 0      | 0      | 0%   | 0.00  | (0.07) |
|  | September 2011 | 200   | 203   | 99%  | 12.07% | 0      | 0      | 0%   | 0.00  | (0.11) |
|  | August 2011    | 109   | 114   | 96%  | 20.48% | 0      | 0      | 0%   | 0.00  | (0.02) |
|  | July 2011      | 143   | 143   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | June 2011      | 182   | 182   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | May 2011       | 191   | 198   | 96%  | 18.47% | 0      | 0      | 0%   | 0.00  | (0.05) |
|  | April 2011     | 142   | 161   | 88%  | 32.26% | 0      | 0      | 0%   | 0.00  | 0.21   |
| CP-1A Scheduled Interval 90 Calender Days or Less All Benchmark 90             | March 2011     | 212   | 212   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | February 2011  | 120   | 120   | 100% | 0.00%  | 0      | 0      | 0%   | 0.00  | (0.16) |
|  | January 2011   | 228   | 231   | 99%  | 11.32% | 0      | 0      | 0%   | 0.00  | (0.12) |
|  | December 2010  | 144   | 148   | 97%  | 16.22% | 0      | 0      | 0%   | 0.00  | (0.07) |
|  | November 2010  | 178   | 186   | 96%  | 20.29% | 0      | 0      | 0%   | 0.00  | (0.02) |
|  | October 2010   | 169   | 268   | 63%  | 48.26% | 0      | 0      | 0%   | 0.00  | 1.01   |
|  | September 2011 | 0     | 0     | 0    | 0      | 0      | 0      | 0    | 0.00  | 0.00   |
|  | August 2011    | 0     | 0     | 0    | 0      | 0      | 0      | 0    | 0.00  | 0.00   |
|  | July 2011      | 0     | 0     | 0    | 0      | 0      | 0      | 0    | 0.00  | 0.00   |
|  | June 2011      | 71    | 1     | 71   | 0      | 0      | 0      | 0    | 0.00  | (0.63) |
| May 2011   | 0              | 0     | 0     | 0    | 0      | 0      | 0      | 0.00 | 0.00  |        |
| April 2011   | 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  | 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  | 58  | 1 | 58   | 0     | 0 | 0 | 0  | 0  | 0.00 | (1.07) |
|   | October 2010   | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
| CP-1B Scheduled Interval 91 to 120<br>Calendar Days All Benchmark 120       | September 2011 | 98  | 1 | 98   | 0     | 0 | 0 | 0  | 0  | 0.00 | (0.55) |
|   | August 2011    | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | July 2011      | 114 | 1 | 114  | 0     | 0 | 0 | 0  | 0  | 0.00 | (0.15) |
|   | June 2011      | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | May 2011       | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | April 2011     | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | March 2011     | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | February 2011  | 65  | 1 | 65   | 0     | 0 | 0 | 0  | 0  | 0.00 | (1.38) |
|   | January 2011   | 0   | 0 | 0    | 0     | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | December 2010  | 106 | 1 | 106  | 0     | 0 | 0 | 0  | 0  | 0.00 | (0.35) |
|   | 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   |
| CP-1C Scheduled Interval 121 to 150<br>Calendar Days All Benchmark 150      | September 2011 | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | August 2011    | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | July 2011      | 568 | 5 | 114  | 19.50 | 0 | 0 | 0  | 0  | 0.00 | (0.73) |
|   | June 2011      | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | May 2011       | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | April 2011     | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | March 2011     | 153 | 2 | 77   | 21.92 | 0 | 0 | 0  | 0  | 0.00 | (1.47) |
|   | February 2011  | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | January 2011   | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | December 2010  | 121 | 1 | 121  | 0.00  | 0 | 0 | 0  | 0  | 0.00 | (0.58) |
|   | November 2010  | 0   | 0 | 0    | 0.00  | 0 | 0 | 0  | 0  | 0.00 | 0.00   |
|   | October 2010   | 90  | 1 | 90   | 0.00  | 0 | 0 | 0  | 0  | 0.00 | (1.20) |
| CP-2B Non-Forecasted & Late Forecasted<br>Collocations All Benchmark 0.9    | September 2011 | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | August 2011    | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | July 2011      | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | June 2011      | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | May 2011       | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | April 2011     | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | March 2011     | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | February 2011  | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | January 2011   | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | December 2010  | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | November 2010  | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | October 2010   | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
| CP-2C Collocations with Intervals Longer<br>than 120 Days All Benchmark 0.9 | September 2011 | 2   | 2 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | August 2011    | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | July 2011      | 6   | 6 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | June 2011      | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | May 2011       | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | April 2011     | 0   | 0 | 0%   | 0.00% | 0 | 0 | 0% | 0% | 0.00 | 0.00   |
|   | March 2011     | 2   | 2 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |
|   | February 2011  | 1   | 1 | 100% | 0.00% | 0 | 0 | 0% | 0% | 0.00 | (0.33) |

|   |   |                |            |       |       |       |      |       |       |        |        |
|---|---|----------------|------------|-------|-------|-------|------|-------|-------|--------|--------|
|   | January 2011  | 1              | 1          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
|   | December 2010   | 2              | 2          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
|   | November 2010   | 1              | 1          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
|   | October 2010  | 3              | 3          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| CP-3 Collocation Feasibility Study Interval<br>All Benchmark 10 | September 2011  | 17             | 2          | 9     | 0.71  | 0     | 0    | 0     | 0.00  | (0.45) |        |
|   | August 2011   | 45             | 5          | 9     | 0     | 0     | 0    | 0     | 0.00  | (0.30) |        |
|   | July 2011   | 68             | 8          | 9     | 0.53  | 0     | 0    | 0     | 0.00  | (0.45) |        |
|   | June 2011   | 28             | 3          | 9     | 0.58  | 0     | 0    | 0     | 0.00  | (0.20) |        |
|   | May 2011  | 16             | 2          | 8     | 0     | 0     | 0    | 0     | 0.00  | (0.60) |        |
|   | April 2011  | 68             | 7          | 10    | 0.49  | 0     | 0    | 0     | 0.00  | (0.09) |        |
|   | March 2011  | 39             | 4          | 10    | 0.5   | 0     | 0    | 0     | 0.00  | (0.08) |        |
|   | February 2011   | 9              | 1          | 9     | 0     | 0     | 0    | 0     | 0.00  | (0.30) |        |
|   | January 2011  | 0              | 0          | 0     | 0     | 0     | 0    | 0     | 0.00  | 0.00   |        |
|   | December 2010   | 39             | 4          | 10    | 0.5   | 0     | 0    | 0     | 0.00  | (0.08) |        |
|   | November 2010   | 10             | 1          | 10    | 0     | 0     | 0    | 0     | 0.00  | 0.00   |        |
|   | October 2010  | 0              | 0          | 0     | 0     | 0     | 0    | 0     | 0.00  | 0.00   |        |
|   | CP-4 Collocation Feasibility Study<br>Commitments Met All Benchmark 0.9 | September 2011 | 2          | 2     | 100%  | 0.00% | 0    | 0     | 0%    | 0.00   | (0.33) |
|   |   | August 2011    | 5          | 5     | 100%  | 0.00% | 0    | 0     | 0%    | 0.00   | (0.33) |
| July 2011   |   | 8              | 8          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| June 2011   |   | 3              | 3          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| May 2011  |   | 2              | 2          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| April 2011  |   | 7              | 7          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| March 2011  |   | 4              | 4          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| February 2011   |   | 1              | 1          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| January 2011  |   | 0              | 0          | 0%    | 0.00% | 0     | 0    | 0%    | 0.00  | 0.00   |        |
| December 2010   |   | 4              | 4          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| November 2010   |   | 1              | 1          | 100%  | 0.00% | 0     | 0    | 0%    | 0.00  | (0.33) |        |
| October 2010  |   | 0              | 0          | 0%    | 0.00% | 0     | 0    | 0%    | 0.00  | 0.00   |        |
| DA-1 Speed of Answer - Directory<br>Assistance Parity by Design |   | September 2011 | 0          | 0     | :00   | :00   | 8.03 | 1     | :12   | 0.00   | 0.00   |
|   |   | August 2011    | 0          | 0     | :00   | :00   | 8.59 | 1     | :36   | 0.00   | 0.00   |
|   | July 2011   | 0              | 0          | :00   | :00   | 7.64  | 1    | :36   | 0.00  | 0.00   |        |
|   | June 2011   | 0              | 0          | :00   | :00   | 7.81  | 1    | :24   | 0.00  | 0.00   |        |
|   | May 2011  | 0              | 0          | :00   | :00   | 7.38  | 1    | :12   | 0.00  | 0.00   |        |
|   | April 2011  | 0              | 0          | :00   | :00   | 8.19  | 1    | :36   | 0.00  | 0.00   |        |
|   | March 2011  | 0              | 0          | :00   | :00   | 8.01  | 1    | :24   | 0.00  | 0.00   |        |
|   | February 2011   | 0              | 0          | :00   | :00   | 7.08  | 1    | :12   | 0.00  | 0.00   |        |
|   | January 2011  | 0              | 0          | :00   | :00   | 7.75  | 1    | :00   | 0.00  | 0.00   |        |
|   | December 2010   | 0              | 0          | :00   | :00   | 7.9   | 1    | :00   | 0.00  | 0.00   |        |
|   | November 2010   | 0              | 0          | :00   | :00   | 8.07  | 1    | :48   | 0.00  | 0.00   |        |
|   | October 2010  | 0              | 0          | :00   | :00   | 8.1   | 1    | :00   | 0.00  | 0.00   |        |
|   | DB-1A Time to Update Databases E911<br>Parity by Design                 | September 2011 | 49.1805556 | 44627 | 00:02 | 00:00 | 0    | 0     | 00:00 | 0.00   | 0.00   |
|   |   | August 2011    | 74.5083333 | 53918 | 00:02 | 00:00 | 0    | 0     | 00:00 | 0.00   | 0.00   |
| July 2011   |   | 60.3291667     | 39942      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| June 2011   |   | 38.9861111     | 36369      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| May 2011  |   | 55.5701389     | 47984      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| April 2011  |   | 56.6833333     | 38790      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| March 2011  |   | 45.7763889     | 39381      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| February 2011   |   | 52.7277778     | 42525      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |
| January 2011  |   | 53.8923611     | 42386      | 00:02 | 00:00 | 0     | 0    | 00:00 | 0.00  | 0.00   |        |

|  |   |                |          |        |        |        |   |       |      |      |
|--|---|----------------|----------|--------|--------|--------|---|-------|------|------|
|  | December 2010   | 58.2395833     | 45309    | 00:02  | 00:00  | 0      | 0 | 00:00 | 0.00 | 0.00 |
|  | November 2010   | 69.0222222     | 49953    | 00:02  | 00:00  | 0      | 0 | 00:00 | 0.00 | 0.00 |
|  | October 2010  | 69.1090278     | 51779    | 00:02  | 00:00  | 0      | 0 | 00:00 | 0.00 | 0.00 |
| DB-1B Time to Update Databases LIDB Parity by Design                 | September 2011  | 8680460        | 8337198  | :36    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | August 2011   | 6684406        | 6498207  | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | July 2011   | 9089086        | 8786124  | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | June 2011   | 12196154       | 11883946 | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | May 2011  | 14941664       | 14661233 | :48    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | April 2011  | 5106899        | 4924252  | :36    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | March 2011  | 11828665       | 11653960 | :24    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | February 2011   | 5396211        | 5204562  | :36    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | January 2011  | 6956904        | 6740725  | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | December 2010   | 6030704        | 5857315  | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | November 2010   | 6376949        | 6163020  | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | October 2010  | 6430047        | 6052595  | :24    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
|  | DB-1C-1 Time to Update Databases Directory Listing Parity by Design | September 2011 | 72832.12 | 186659 | :36    | :36    | 0 | 0     | :00  | 0.00 |
| August 2011  |   | 75682.34       | 201446   | :12    | :12    | 0      | 0 | :00   | 0.00 | 0.00 |
| July 2011  |   | 70092.63       | 160200   | :36    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
| June 2011  |   | 47478.84       | 144616   | :12    | :48    | 0      | 0 | :00   | 0.00 | 0.00 |
| May 2011   |   | 99517.24       | 188229   | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
| April 2011   |   | 41732.31       | 149964   | :12    | :00    | 0      | 0 | :00   | 0.00 | 0.00 |
| March 2011   |   | 36796.6        | 158242   | :12    | :48    | 0      | 0 | :00   | 0.00 | 0.00 |
| February 2011  |   | 35014.85       | 164217   | :24    | :24    | 0      | 0 | :00   | 0.00 | 0.00 |
| January 2011   |   | 46592.19       | 174401   | :48    | :36    | 0      | 0 | :00   | 0.00 | 0.00 |
| December 2010  |   | 42690          | 193032   | :48    | :48    | 0      | 0 | :00   | 0.00 | 0.00 |
| November 2010  |   | 43113.46       | 200281   | :48    | :24    | 0      | 0 | :00   | 0.00 | 0.00 |
| October 2010   |   | 45450.01       | 209232   | :48    | :24    | 0      | 0 | :00   | 0.00 | 0.00 |
| DB-2C-1 Accurate Database Updates Directory Listing Parity by Design |   | September 2011 | 135223   | 137662 | 98%    | 13.19% | 0 | 0     | 0%   | 0.00 |
|  | August 2011   | 156642         | 158808   | 99%    | 11.60% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | July 2011   | 126079         | 128095   | 98%    | 12.45% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | June 2011   | 109030         | 110955   | 98%    | 13.06% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | May 2011  | 146076         | 149530   | 98%    | 15.02% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | April 2011  | 112253         | 114167   | 98%    | 12.84% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | March 2011  | 117904         | 119953   | 98%    | 12.96% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | February 2011   | 123485         | 125473   | 98%    | 12.49% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | January 2011  | 129763         | 131762   | 98%    | 12.22% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | December 2010   | 145559         | 147969   | 98%    | 12.66% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | November 2010   | 151517         | 153794   | 99%    | 12.08% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | October 2010  | 159855         | 162577   | 98%    | 12.83% | 0      | 0 | 0%    | 0.00 | 0.00 |
|  | GA-1 Gateway Availability - IMA-GUI All Benchmark 0.9925            | September 2011 | 29880    | 29880  | 100%   | 0.00%  | 0 | 0     | 0%   | 0.00 |
| August 2011  |   | 29381          | 29520    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| July 2011  |   | 30008          | 30060    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| June 2011  |   | 27900          | 27900    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| May 2011   |   | 30600          | 30600    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| April 2011   |   | 27306          | 27360    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| March 2011   |   | 29871          | 29880    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| February 2011  |   | 30600          | 30600    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| January 2011   |   | 29488          | 29520    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |
| December 2010  |   | 28391          | 28480    | 100%   | 0.00%  | 0      | 0 | 0%    | 0.00 | 0.00 |

|   |  |                |       |       |       |       |    |      |      |      |
|---|--|----------------|-------|-------|-------|-------|----|------|------|------|
|   | November 2010  | 29520          | 29520 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | October 2010   | 29520          | 29520 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| GA-1 Gateway Availability - IMA-GUI SIA<br>Benchmark 0.9925 | September 2011   | 29880          | 29880 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | August 2011  | 29520          | 29520 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | July 2011  | 30060          | 30060 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | June 2011  | 29340          | 29340 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | May 2011   | 30600          | 30600 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | April 2011   | 27360          | 27360 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | March 2011   | 29880          | 29880 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | February 2011  | 30600          | 30600 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | January 2011   | 29520          | 29520 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | December 2010  | 29880          | 29880 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | November 2010  | 29520          | 29520 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | October 2010   | 30060          | 30060 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | GA-3 Gateway Availability - EB-TA<br>Benchmark 0.9925        | September 2011 | 42840 | 42840 | 100%  | 0.00% | 0  | 0    | 0%   | 0.00 |
| August 2011   |  | 41272          | 41760 | 99%   | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| July 2011   |  | 42900          | 42900 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| June 2011   |  | 41637          | 41700 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| May 2011  |  | 42878          | 43200 | 99%   | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| April 2011  |  | 38880          | 38880 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| March 2011  |  | 42840          | 42840 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| February 2011   |  | 43200          | 43200 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| January 2011  |  | 41760          | 41760 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| December 2010   |  | 42750          | 42840 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| November 2010   |  | 41760          | 41760 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| October 2010  |  | 42900          | 42900 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| GA-4 System Availability - EXACT<br>Benchmark 0.9925        |  | September 2011 | 21600 | 21600 | 100%  | 0.00% | 0  | 0    | 0%   | 0.00 |
|   | August 2011  | 21960          | 21960 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | July 2011  | 21960          | 21960 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | June 2011  | 21600          | 21600 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | May 2011   | 22860          | 22860 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | April 2011   | 20160          | 20160 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | March 2011   | 21600          | 21600 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | February 2011  | 22860          | 22860 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | January 2011   | 21960          | 21960 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | December 2010  | 21600          | 21600 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | November 2010  | 21960          | 21960 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | October 2010   | 21960          | 21960 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
|   | GA-6 Gateway Availability - GUI - Repair<br>Benchmark 0.9925 | September 2011 | 41565 | 41565 | 100%  | 0.00% | 0  | 0    | 0%   | 0.00 |
| August 2011   |  | 40515          | 40740 | 99%   | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| July 2011   |  | 41820          | 41820 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| June 2011   |  | 40422          | 40485 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| May 2011  |  | 42004          | 42180 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| April 2011  |  | 37860          | 37860 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| March 2011  |  | 41565          | 41565 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| February 2011   |  | 42180          | 42180 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| January 2011  |  | 40740          | 40740 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| December 2010   |  | 41565          | 41565 | 100%  | 0.00% | 0     | 0  | 0%   | 0.00 | 0.00 |
| November 2010   | 40740  | 40740          | 100%  | 0.00% | 0     | 0     | 0% | 0.00 | 0.00 |      |

|   |                |       |       |      |        |     |      |     |       |        |
|---|----------------|-------|-------|------|--------|-----|------|-----|-------|--------|
|   | October 2010   | 41820 | 41820 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
| GA-7 Timely Outage Resolution following Software Releases GA-7 XML Reporting Benchmark 0.95 | September 2011 | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| GA-8 Gateway Availability - IMA-XML GA-8 XML Reporting Benchmark 0.9925                     | September 2011 | 29750 | 29880 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 29381 | 29520 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 30008 | 30060 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 27900 | 27900 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 30600 | 30600 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 27308 | 27360 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | March 2011     | 29880 | 29880 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | February 2011  | 30600 | 30600 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 29488 | 29520 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | December 2010  | 28383 | 28480 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010  | 29520 | 29520 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 29520 | 29520 | 100% | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Basic Rate ISDN Parity                  | September 2011 | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 1     | 2     | 50%  | 50.00% | 8   | 18   | 44% | 0.15  | (1.34) |
|   | June 2011      | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0     | 0     | 0%   | 0.00%  | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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  | 1     | 1     | 100% | 0.00%  | 5   | 11   | 45% | 1.05  | (1.00) |
|   | January 2011   | 1     | 1     | 100% | 0.00%  | 5   | 15   | 33% | 1.37  | (0.81) |
|   | December 2010  | 0     | 1     | 0%   | 0.00%  | 6   | 17   | 35% | -0.72 | (1.44) |
|   | November 2010  | 1     | 1     | 100% | 0.00%  | 5   | 21   | 24% | 1.75  | (0.63) |
|   | October 2010   | 0     | 1     | 0%   | 0.00%  | 4   | 18   | 22% | -0.52 | (1.32) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Business Parity                         | September 2011 | 4     | 8     | 50%  | 50.00% | 600 | 1654 | 36% | 0.81  | (0.72) |
|   | August 2011    | 5     | 16    | 31%  | 46.35% | 602 | 1739 | 35% | -0.28 | (1.17) |
|   | July 2011      | 5     | 13    | 38%  | 48.65% | 595 | 1779 | 33% | 0.38  | (0.93) |
|   | June 2011      | 4     | 9     | 44%  | 49.69% | 635 | 1738 | 37% | 0.49  | (0.89) |
|   | May 2011       | 6     | 14    | 43%  | 49.49% | 691 | 2021 | 34% | 0.68  | (0.74) |
|   | April 2011     | 3     | 7     | 43%  | 49.49% | 611 | 1697 | 36% | 0.38  | (0.99) |
|   | March 2011     | 6     | 14    | 43%  | 49.49% | 784 | 2235 | 35% | 0.61  | (0.79) |
|   | February 2011  | 7     | 16    | 44%  | 49.61% | 796 | 2320 | 34% | 0.79  | (0.67) |
|   | January 2011   | 8     | 13    | 62%  | 48.65% | 724 | 2078 | 35% | 2.01  | 0.03   |
|   | December 2010  | 2     | 11    | 18%  | 38.57% | 742 | 2026 | 37% | -1.27 | (1.77) |
|   | November 2010  | 5     | 18    | 28%  | 44.79% | 730 | 2069 | 35% | -0.66 | (1.40) |
|   | October 2010   | 5     | 11    | 45%  | 49.79% | 706 | 1942 | 36% | 0.63  | (0.80) |



|  |                |   |   |      |        |    |     |     |       |        |
|--|----------------|---|---|------|--------|----|-----|-----|-------|--------|
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports Centrex Parity    | September 2011 | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 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 | 1 | 0%   | 0.00%  | 30 | 75  | 40% | -0.81 | (1.49) |
|  | December 2010  | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports Centrex 21 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 2011 | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 3 | 4 | 75%  | 43.30% | 2  | 18  | 11% | 3.68  | 0.20   |
|  | July 2011      | 2 | 2 | 100% | 0.00%  | 3  | 18  | 17% | 3.00  | (0.02) |
|  | June 2011      | 1 | 2 | 50%  | 50.00% | 5  | 23  | 22% | 0.93  | (0.89) |
|  | May 2011       | 2 | 4 | 50%  | 50.00% | 8  | 37  | 22% | 1.31  | (0.58) |
|  | April 2011     | 0 | 1 | 0%   | 0.00%  | 1  | 14  | 7%  | -0.27 | (1.16) |
|  | March 2011     | 0 | 1 | 0%   | 0.00%  | 11 | 31  | 35% | -0.73 | (1.44) |
|  | February 2011  | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports DS0 Parity        | January 2011   | 1 | 1 | 100% | 0.00%  | 5  | 25  | 20% | 1.96  | (0.55) |
|  | December 2010  | 0 | 1 | 0%   | 0.00%  | 12 | 30  | 40% | -0.80 | (1.49) |
|  | November 2010  | 0 | 3 | 0%   | 0.00%  | 9  | 23  | 39% | -1.31 | (1.79) |
|  | October 2010   | 5 | 6 | 83%  | 37.27% | 8  | 34  | 24% | 3.18  | 0.43   |
|  | September 2011 | 1 | 1 | 100% | 0.00%  | 52 | 155 | 34% | 1.40  | (0.75) |
|  | August 2011    | 2 | 2 | 100% | 0.00%  | 47 | 183 | 26% | 2.39  | (0.10) |
|  | July 2011      | 0 | 1 | 0%   | 0.00%  | 61 | 203 | 30% | -0.65 | (1.40) |
|  | June 2011      | 0 | 1 | 0%   | 0.00%  | 46 | 147 | 31% | -0.67 | (1.41) |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 2 | 2 | 100% | 0.00%  | 48 | 186 | 26% | 2.39  | (0.10) |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports DS1 Parity        | March 2011     | 1 | 2 | 50%  | 50.00% | 55 | 162 | 34% | 0.48  | (1.10) |
|  | 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%  | 48 | 169 | 28% | 2.23  | (0.16) |
|  | October 2010   | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | September 2011 | 0 | 2 | 0%   | 0.00%  | 55 | 170 | 32% | -0.97 | (1.59) |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 1 | 1 | 100% | 0.00%  | 63 | 152 | 41% | 1.18  | (0.87) |
|  | June 2011      | 2 | 3 | 67%  | 47.14% | 60 | 173 | 35% | 1.15  | (0.65) |
| MR-10 Customer and Non-CTLQ Related                                      | May 2011       | 1 | 1 | 100% | 0.00%  | 64 | 175 | 37% | 1.31  | (0.80) |
|  | April 2011     | 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  | 1 | 2 | 50%  | 50.00% | 74 | 223 | 33% | 0.50  | (1.09) |
|  | January 2011   | 0 | 3 | 0%   | 0.00%  | 90 | 284 | 32% | -1.17 | (1.71) |
|  | December 2010  | 0 | 2 | 0%   | 0.00%  | 49 | 163 | 30% | -0.92 | (1.56) |
|  | November 2010  | 3 | 4 | 75%  | 43.30% | 63 | 219 | 29% | 2.02  | (0.14) |
|  | October 2010   | 2 | 3 | 67%  | 47.14% | 71 | 201 | 35% | 1.13  | (0.67) |
|  | September 2011 | 0 | 0 | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |

|  |                |    |    |       |       |     |     |       |        |        |
|--|----------------|----|----|-------|-------|-----|-----|-------|--------|--------|
| Trouble Reports DS3 Parity   | August 2011    | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | April 2011     | 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   | 1  | 1  | 100%  | 0.00% | 1   | 2   | 50%   | 0.82   | (1.26) |
|  | 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-10 Customer and Non-CTLQ Related<br>Trouble Reports E911 Parity         | September 2011 | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 0  | 2  | 0%    | 0.00% | 117 | 119 | 98%   | -10.73 | (7.52) |
|  | April 2011     | 0  | 2  | 0%    | 0.00% | 94  | 100 | 94%   | -5.54  | (4.37) |
|  | March 2011     | 0  | 1  | 0%    | 0.00% | 103 | 106 | 97%   | -5.83  | (4.55) |
|  | 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% | 105 | 116 | 91%   | -3.08  | (2.87) |
| November 2010  | 0              | 1  | 0% | 0.00% | 126   | 131 | 96% | -5.00 | (4.04) |        |
| October 2010   | 0              | 0  | 0% | 0.00% | 0     | 0   | 0%  | 0.00  | 0.00   |        |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports Frame Relay Parity  | September 2011 | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 0  | 1  | 0%    | 0.00% | 1   | 12  | 8%    | -0.29  | (1.18) |
|  | July 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 1  | 1  | 100%  | 0.00% | 5   | 10  | 50%   | 0.95   | (1.07) |
|  | April 2011     | 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   |        |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports ISDN Primary Parity | September 2011 | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 0  | 0  | 0%    | 0.00% | 0   | 0   | 0%    | 0.00   | 0.00   |
|  | April 2011     | 0  | 1  | 0%    | 0.00% | 48  | 97  | 49%   | -0.98  | (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   |
|  | 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-10 Customer and Non-CTLQ Related<br>Trouble Reports LIS Trunk Parity    | September 2011 | 8  | 8  | 100%  | 0.00% | 6   | 7   | 86%   | 0.79   | (0.95) |
|  | August 2011    | 11 | 11 | 100%  | 0.00% | 3   | 4   | 75%   | 0.99   | (0.62) |

|   |                |    |    |      |        |      |       |      |       |        |
|---|----------------|----|----|------|--------|------|-------|------|-------|--------|
|   | July 2011      | 7  | 7  | 100% | 0.00%  | 3    | 3     | 100% | 0.00  | 0.00   |
|   | June 2011      | 7  | 9  | 78%  | 41.57% | 12   | 12    | 100% | 0.00  | 0.00   |
|   | May 2011       | 8  | 10 | 80%  | 40.00% | 2    | 2     | 100% | 0.00  | 0.00   |
|   | April 2011     | 11 | 12 | 92%  | 27.64% | 6    | 6     | 100% | 0.00  | 0.00   |
|   | March 2011     | 10 | 12 | 83%  | 37.27% | 2    | 3     | 67%  | 0.55  | (1.03) |
|   | February 2011  | 9  | 10 | 90%  | 30.00% | 3    | 3     | 100% | 0.00  | 0.00   |
|   | January 2011   | 8  | 12 | 67%  | 47.14% | 7    | 9     | 78%  | -0.61 | (1.37) |
|   | December 2010  | 14 | 15 | 93%  | 24.94% | 3    | 3     | 100% | 0.00  | 0.00   |
|   | November 2010  | 5  | 6  | 83%  | 37.27% | 2    | 5     | 40%  | 1.46  | (0.48) |
|   | October 2010   | 4  | 9  | 44%  | 49.69% | 3    | 5     | 60%  | -0.57 | (1.35) |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports PBX Parity                     | September 2011 | 1  | 6  | 17%  | 37.27% | 5    | 14    | 36%  | -0.81 | (1.50) |
|   | August 2011    | 0  | 2  | 0%   | 0.00%  | 7    | 20    | 35%  | -0.99 | (1.60) |
|   | July 2011      | 0  | 1  | 0%   | 0.00%  | 8    | 10    | 80%  | -1.91 | (2.16) |
|   | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 1  | 0%   | 0.00%  | 12   | 28    | 43%  | -0.85 | (1.52) |
|   | April 2011     | 0  | 1  | 0%   | 0.00%  | 12   | 22    | 55%  | -1.07 | (1.65) |
|   | 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  | 2  | 0%   | 0.00%  | 10   | 23    | 43%  | -1.19 | (1.72) |
|   | November 2010  | 2  | 4  | 50%  | 50.00% | 7    | 21    | 33%  | 0.65  | (0.94) |
|   | October 2010   | 0  | 1  | 0%   | 0.00%  | 10   | 32    | 31%  | -0.66 | (1.40) |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports Residence Parity               | September 2011 | 4  | 8  | 50%  | 50.00% | 2891 | 9391  | 31%  | 1.18  | (0.51) |
|   | August 2011    | 0  | 5  | 0%   | 0.00%  | 2815 | 9829  | 29%  | -1.42 | (1.86) |
|   | July 2011      | 1  | 2  | 50%  | 50.00% | 2900 | 9683  | 30%  | 0.62  | (1.01) |
|   | June 2011      | 0  | 1  | 0%   | 0.00%  | 3046 | 9371  | 33%  | -0.69 | (1.42) |
|   | May 2011       | 1  | 7  | 14%  | 34.99% | 3863 | 11605 | 33%  | -1.07 | (1.65) |
|   | April 2011     | 1  | 2  | 50%  | 50.00% | 3602 | 10063 | 36%  | 0.42  | (1.13) |
|   | March 2011     | 0  | 2  | 0%   | 0.00%  | 4632 | 13945 | 33%  | -1.00 | (1.61) |
|   | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | January 2011   | 2  | 4  | 50%  | 50.00% | 4971 | 14639 | 34%  | 0.68  | (0.88) |
|   | December 2010  | 1  | 3  | 33%  | 47.14% | 4637 | 12399 | 37%  | -0.15 | (1.09) |
|   | November 2010  | 4  | 7  | 57%  | 49.49% | 4698 | 12754 | 37%  | 1.11  | (0.55) |
|   | October 2010   | 0  | 1  | 0%   | 0.00%  | 3887 | 11399 | 34%  | -0.72 | (1.44) |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports UDIT Above DS1 Level<br>Parity | September 2011 | 1  | 1  | 100% | 0.00%  | 3    | 5     | 60%  | 0.75  | (1.26) |
|   | August 2011    | 0  | 1  | 0%   | 0.00%  | 3    | 3     | 100% | 0.00  | 0.00   |
|   | July 2011      | 1  | 1  | 100% | 0.00%  | 3    | 6     | 50%  | 0.93  | (1.11) |
|   | June 2011      | 1  | 2  | 50%  | 50.00% | 2    | 6     | 33%  | 0.43  | (1.22) |
|   | May 2011       | 0  | 2  | 0%   | 0.00%  | 1    | 6     | 17%  | -0.55 | (1.33) |
|   | April 2011     | 0  | 1  | 0%   | 0.00%  | 5    | 11    | 45%  | -0.87 | (1.53) |
|   | March 2011     | 1  | 5  | 20%  | 40.00% | 3    | 8     | 38%  | -0.63 | (1.39) |
|   | February 2011  | 3  | 3  | 100% | 0.00%  | 3    | 7     | 43%  | 1.67  | (0.41) |
|   | January 2011   | 2  | 2  | 100% | 0.00%  | 1    | 2     | 50%  | 1.00  | (1.00) |
|   | December 2010  | 3  | 4  | 75%  | 43.30% | 5    | 9     | 56%  | 0.65  | (0.98) |
|   | November 2010  | 5  | 6  | 83%  | 37.27% | 3    | 5     | 60%  | 0.79  | (0.88) |
|   | October 2010   | 1  | 1  | 100% | 0.00%  | 2    | 5     | 40%  | 1.12  | (1.00) |
| MR-10 Customer and Non-CTLQ Related<br>Trouble Reports UDIT DS1 Parity                | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 1  | 0%   | 0.00%  | 63   | 152   | 41%  | -0.84 | (1.51) |

|   |                |    |     |      |        |    |     |     |       |        |
|---|----------------|----|-----|------|--------|----|-----|-----|-------|--------|
|   | June 2011      | 1  | 2   | 50%  | 50.00% | 60 | 173 | 35% | 0.45  | (1.12) |
|   | May 2011       | 1  | 1   | 100% | 0.00%  | 64 | 175 | 37% | 1.31  | (0.80) |
|   | April 2011     | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | March 2011     | 1  | 1   | 100% | 0.00%  | 52 | 197 | 26% | 1.67  | (0.62) |
|   | February 2011  | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 1  | 1   | 100% | 0.00%  | 90 | 284 | 32% | 1.47  | (0.71) |
|   | December 2010  | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 2  | 2   | 100% | 0.00%  | 63 | 219 | 29% | 2.22  | (0.17) |
|   | October 2010   | 1  | 1   | 100% | 0.00%  | 71 | 201 | 35% | 1.35  | (0.78) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 2 Wire Non-Loaded Parity | September 2011 | 61 | 94  | 65%  | 47.73% | 7  | 15  | 47% | 1.31  | (0.35) |
|   | August 2011    | 69 | 113 | 61%  | 48.76% | 4  | 9   | 44% | 0.97  | (0.61) |
|   | July 2011      | 64 | 113 | 57%  | 49.56% | 8  | 18  | 44% | 0.97  | (0.57) |
|   | June 2011      | 49 | 100 | 49%  | 49.99% | 6  | 26  | 23% | 2.79  | 0.33   |
|   | May 2011       | 85 | 128 | 66%  | 47.23% | 4  | 13  | 31% | 2.65  | 0.34   |
|   | April 2011     | 51 | 92  | 55%  | 49.70% | 6  | 12  | 50% | 0.35  | (0.97) |
|   | March 2011     | 56 | 105 | 53%  | 49.89% | 6  | 16  | 38% | 1.22  | (0.45) |
|   | February 2011  | 66 | 114 | 58%  | 49.37% | 5  | 11  | 45% | 0.79  | (0.71) |
|   | January 2011   | 53 | 110 | 48%  | 49.97% | 5  | 15  | 33% | 1.14  | (0.51) |
|   | December 2010  | 65 | 112 | 58%  | 49.35% | 6  | 17  | 35% | 1.83  | (0.09) |
|   | November 2010  | 60 | 98  | 61%  | 48.72% | 5  | 21  | 24% | 3.65  | 0.77   |
|   | October 2010   | 81 | 124 | 65%  | 47.59% | 4  | 18  | 22% | 4.11  | 0.96   |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - 4 Wire Non-Loaded Parity | September 2011 | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0  | 0   | 0%   | 0.00%  | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0  | 1   | 0%   | 0.00%  | 52 | 197 | 26% | -0.60 | (1.36) |
|   | 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-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - ADSL Qualified Parity    | September 2011 | 21 | 38  | 55%  | 49.72% | 7  | 15  | 47% | 0.57  | (0.84) |
|   | August 2011    | 24 | 43  | 56%  | 49.66% | 4  | 9   | 44% | 0.62  | (0.84) |
|   | July 2011      | 21 | 43  | 49%  | 49.99% | 8  | 18  | 44% | 0.31  | (0.98) |
|   | June 2011      | 37 | 60  | 62%  | 48.62% | 6  | 26  | 23% | 3.90  | 0.88   |
|   | May 2011       | 29 | 52  | 56%  | 49.67% | 4  | 13  | 31% | 1.75  | (0.21) |
|   | April 2011     | 20 | 51  | 39%  | 48.82% | 6  | 12  | 50% | -0.67 | (1.41) |
|   | March 2011     | 15 | 35  | 43%  | 49.49% | 6  | 16  | 38% | 0.37  | (0.97) |
|   | February 2011  | 29 | 54  | 54%  | 49.86% | 5  | 11  | 45% | 0.50  | (0.90) |
|   | January 2011   | 33 | 49  | 67%  | 46.89% | 5  | 15  | 33% | 2.45  | 0.24   |
|   | December 2010  | 45 | 68  | 66%  | 47.31% | 6  | 17  | 35% | 2.38  | 0.24   |
|   | November 2010  | 32 | 52  | 62%  | 48.65% | 5  | 21  | 24% | 3.43  | 0.64   |
|   | October 2010   | 32 | 59  | 54%  | 49.82% | 4  | 18  | 22% | 2.86  | 0.31   |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - DS1 Capable Parity       | September 2011 | 24 | 117 | 21%  | 40.38% | 55 | 170 | 32% | -2.11 | (2.28) |
|   | August 2011    | 39 | 124 | 31%  | 46.43% | 48 | 176 | 27% | 0.80  | (0.60) |
|   | July 2011      | 28 | 112 | 25%  | 43.30% | 63 | 152 | 41% | -2.68 | (2.63) |
|   | June 2011      | 40 | 110 | 36%  | 48.10% | 60 | 173 | 35% | 0.29  | (0.90) |

|  |                |     |     |      |        |      |       |     |       |        |
|--|----------------|-----|-----|------|--------|------|-------|-----|-------|--------|
|  | May 2011       | 35  | 131 | 27%  | 44.25% | 64   | 175   | 37% | -1.77 | (2.08) |
|  | April 2011     | 46  | 125 | 37%  | 48.23% | 49   | 166   | 30% | 1.35  | (0.28) |
|  | March 2011     | 37  | 129 | 29%  | 45.23% | 52   | 197   | 26% | 0.46  | (0.80) |
|  | February 2011  | 56  | 153 | 37%  | 48.17% | 74   | 223   | 33% | 0.69  | (0.65) |
|  | January 2011   | 43  | 137 | 31%  | 46.41% | 90   | 284   | 32% | -0.06 | (1.04) |
|  | December 2010  | 47  | 150 | 31%  | 46.38% | 49   | 163   | 30% | 0.25  | (0.93) |
|  | November 2010  | 47  | 154 | 31%  | 46.05% | 63   | 219   | 29% | 0.37  | (0.85) |
|  | October 2010   | 32  | 121 | 26%  | 44.10% | 71   | 201   | 35% | -1.61 | (1.98) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop - XDSL Parity       | September 2011 | 1   | 3   | 33%  | 47.14% | 55   | 170   | 32% | 0.04  | (1.31) |
|  | August 2011    | 1   | 1   | 100% | 0.00%  | 48   | 176   | 27% | 1.63  | (0.64) |
|  | July 2011      | 1   | 2   | 50%  | 50.00% | 63   | 152   | 41% | 0.24  | (1.25) |
|  | June 2011      | 3   | 6   | 50%  | 50.00% | 60   | 173   | 35% | 0.78  | (0.77) |
|  | May 2011       | 2   | 2   | 100% | 0.00%  | 64   | 175   | 37% | 1.85  | (0.34) |
|  | April 2011     | 2   | 4   | 50%  | 50.00% | 49   | 166   | 30% | 0.89  | (0.76) |
|  | March 2011     | 2   | 3   | 67%  | 47.14% | 52   | 197   | 26% | 1.57  | (0.44) |
|  | February 2011  | 2   | 3   | 67%  | 47.14% | 74   | 223   | 33% | 1.22  | (0.61) |
|  | January 2011   | 2   | 3   | 67%  | 47.14% | 90   | 284   | 32% | 1.30  | (0.57) |
|  | December 2010  | 4   | 6   | 67%  | 47.14% | 49   | 163   | 30% | 1.92  | (0.14) |
|  | November 2010  | 2   | 4   | 50%  | 50.00% | 63   | 219   | 29% | 0.93  | (0.74) |
|  | October 2010   | 2   | 2   | 100% | 0.00%  | 71   | 201   | 35% | 1.90  | (0.31) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop Analog Parity       | September 2011 | 129 | 284 | 45%  | 49.79% | 3491 | 11045 | 32% | 4.94  | 1.88   |
|  | August 2011    | 134 | 305 | 44%  | 49.63% | 3417 | 11568 | 30% | 5.44  | 2.15   |
|  | July 2011      | 135 | 296 | 46%  | 49.81% | 3495 | 11462 | 30% | 5.58  | 2.24   |
|  | June 2011      | 162 | 307 | 53%  | 49.92% | 3681 | 11109 | 33% | 7.21  | 3.20   |
|  | May 2011       | 176 | 404 | 44%  | 49.58% | 4554 | 13626 | 33% | 4.26  | 1.51   |
|  | April 2011     | 202 | 340 | 59%  | 49.11% | 4213 | 11760 | 36% | 8.94  | 3.83   |
|  | March 2011     | 192 | 387 | 50%  | 50.00% | 5416 | 16180 | 33% | 6.65  | 2.90   |
|  | February 2011  | 216 | 481 | 45%  | 49.74% | 6187 | 18817 | 33% | 5.54  | 2.26   |
|  | January 2011   | 204 | 369 | 55%  | 49.72% | 5695 | 16717 | 34% | 8.51  | 3.83   |
|  | December 2010  | 189 | 361 | 52%  | 49.94% | 5379 | 14425 | 37% | 5.85  | 2.46   |
|  | November 2010  | 130 | 303 | 43%  | 49.49% | 5428 | 14823 | 37% | 2.25  | 0.32   |
|  | October 2010   | 171 | 338 | 51%  | 50.00% | 4593 | 13341 | 34% | 6.18  | 2.62   |
| MR-10 Customer and Non-CTLQ Related Trouble Reports Unbundled Loop ISDN Capable Parity | September 2011 | 3   | 6   | 50%  | 50.00% | 7    | 15    | 47% | 0.14  | (1.21) |
|  | August 2011    | 3   | 4   | 75%  | 43.30% | 4    | 9     | 44% | 1.02  | (0.75) |
|  | July 2011      | 2   | 6   | 33%  | 47.14% | 8    | 18    | 44% | -0.47 | (1.29) |
|  | June 2011      | 2   | 3   | 67%  | 47.14% | 6    | 26    | 23% | 1.70  | (0.43) |
|  | May 2011       | 4   | 5   | 80%  | 40.00% | 4    | 13    | 31% | 2.03  | (0.18) |
|  | April 2011     | 0   | 1   | 0%   | 0.00%  | 6    | 12    | 50% | -0.96 | (1.58) |
|  | March 2011     | 0   | 4   | 0%   | 0.00%  | 6    | 16    | 38% | -1.39 | (1.84) |
|  | February 2011  | 5   | 12  | 42%  | 49.30% | 5    | 11    | 45% | -0.18 | (1.11) |
|  | January 2011   | 2   | 4   | 50%  | 50.00% | 5    | 15    | 33% | 0.63  | (0.96) |
|  | December 2010  | 2   | 3   | 67%  | 47.14% | 6    | 17    | 35% | 1.05  | (0.76) |
|  | November 2010  | 2   | 4   | 50%  | 50.00% | 5    | 21    | 24% | 1.13  | (0.69) |
|  | October 2010   | 6   | 12  | 50%  | 50.00% | 4    | 18    | 22% | 1.79  | (0.28) |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UNE - P (POTS) Parity              | September 2011 | 0   | 0   | 0%   | 0.00%  | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0.00%  | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0   | 0   | 0%   | 0.00%  | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0   | 0   | 0%   | 0.00%  | 0    | 0     | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0.00%  | 0    | 0     | 0%  | 0.00  | 0.00   |

|  |   |                |       |       |        |        |        |        |        |         |
|--|---|----------------|-------|-------|--------|--------|--------|--------|--------|---------|
|  | April 2011  | 1              | 6     | 17%   | 37.27% | 4213   | 11760  | 36%    | -0.98  | (1.59)  |
|  | March 2011  | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | February 2011   | 34             | 81    | 42%   | 49.35% | 6187   | 18817  | 33%    | 1.74   | (0.03)  |
|  | January 2011  | 24             | 57    | 42%   | 49.37% | 5695   | 16717  | 34%    | 1.28   | (0.31)  |
|  | December 2010   | 13             | 49    | 27%   | 44.15% | 5379   | 14425  | 37%    | -1.55  | (1.95)  |
|  | November 2010   | 29             | 67    | 43%   | 49.55% | 5428   | 14823  | 37%    | 1.13   | (0.39)  |
|  | October 2010  | 24             | 53    | 45%   | 49.78% | 4593   | 13341  | 34%    | 1.66   | (0.09)  |
| MR-10 Customer and Non-CTLQ Related Trouble Reports UNE P (Centrex 21) Parity    | September 2011  | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | August 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | July 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | June 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | May 2011  | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | April 2011  | 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              | 3     | 0%    | 0.00%  | 13     | 38     | 34%    | -1.20  | (1.73)  |
|  | January 2011  | 0              | 2     | 0%    | 0.00%  | 5      | 25     | 20%    | -0.68  | (1.41)  |
|  | December 2010   | 0              | 2     | 0%    | 0.00%  | 12     | 30     | 40%    | -1.12  | (1.68)  |
|  | 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-10 Customer and Non-CTLQ Related Trouble Reports UNE P (Centrex) Parity    | September 2011 | 0     | 0     | 0%     | 0.00%  | 0      | 0      | 0%     | 0.00    |
| August 2011  |   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| July 2011  |   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| June 2011  |   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| May 2011   |   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
| April 2011   |   | 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              | 1     | 0%    | 0.00%  | 26     | 80     | 33%    | -0.69  | (1.42)  |
| January 2011   |   | 0              | 1     | 0%    | 0.00%  | 30     | 75     | 40%    | -0.81  | (1.49)  |
| December 2010  |   | 1              | 1     | 100%  | 0.00%  | 19     | 57     | 33%    | 1.40   | (0.76)  |
| November 2010  |   | 0              | 2     | 0%    | 0.00%  | 26     | 66     | 39%    | -1.12  | (1.68)  |
| October 2010   |   | 1              | 3     | 33%   | 47.14% | 16     | 58     | 28%    | 0.22   | (1.20)  |
| MR-11B LNP Trouble Reports Cleared within 48 Hours - All Volumes LNP Parity 0.95 |   | September 2011 | 0     | 0     | 0%     | 0.00%  | 0      | 0      | 0%     | 0.00    |
|  | August 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | July 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | June 2011   | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | May 2011  | 0              | 0     | 0%    | 0.00%  | 0      | 0      | 0%     | 0.00   | 0.00    |
|  | April 2011  | 1              | 1     | 100%  | 0.00%  | 764    | 774    | 99%    | -0.11  | (1.07)  |
|  | March 2011  | 1              | 1     | 100%  | 0.00%  | 858    | 899    | 95%    | -0.22  | (1.13)  |
|  | 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-2 Calls Answered within 20 seconds - Interconnect Repair Center All Parity | September 2011 | 10308 | 12277 | 84%    | 36.70% | 206428 | 290479 | 71%    | -30.87  |
| August 2011  |   | 10014          | 11475 | 87%   | 33.33% | 213671 | 252729 | 85%    | -7.89  | (5.80)  |
| July 2011  |   | 9363           | 10454 | 90%   | 30.57% | 59549  | 67798  | 88%    | -5.04  | (4.06)  |
| June 2011  |   | 8469           | 9413  | 90%   | 30.04% | 201452 | 236745 | 85%    | -13.03 | (8.92)  |
| May 2011   |   | 9304           | 10328 | 90%   | 29.89% | 213333 | 252190 | 85%    | -15.16 | (10.21) |
| April 2011   |   | 8364           | 9087  | 92%   | 27.06% | 198007 | 223057 | 89%    | -9.69  | (6.89)  |

|   |                |      |       |      |        |        |        |      |        |         |
|---|----------------|------|-------|------|--------|--------|--------|------|--------|---------|
|   | March 2011     | 8587 | 9537  | 90%  | 29.95% | 211131 | 242678 | 87%  | -8.65  | (6.26)  |
|   | February 2011  | 7977 | 9779  | 82%  | 38.77% | 191585 | 266850 | 72%  | -21.10 | (13.83) |
|   | January 2011   | 7339 | 9003  | 82%  | 38.82% | 200836 | 257119 | 78%  | -7.68  | (5.67)  |
|   | December 2010  | 7924 | 9471  | 84%  | 36.97% | 202078 | 293643 | 69%  | -30.70 | (19.67) |
|   | November 2010  | 8274 | 10122 | 82%  | 38.63% | 213016 | 282059 | 76%  | -14.30 | (9.70)  |
|   | October 2010   | 9626 | 11339 | 85%  | 35.81% | 220560 | 340864 | 65%  | -44.25 | (27.90) |
| MR-3A Out of Service Cleared within 24 Hours Basic Rate ISDN Parity | September 2011 | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | August 2011    | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | July 2011      | 1    | 1     | 100% | 0.00%  | 4      | 4      | 100% | 0.00   | 0.00    |
|   | June 2011      | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | May 2011       | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | April 2011     | 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  | 1    | 1     | 100% | 0.00%  | 6      | 6      | 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    |
| MR-3A Out of Service Cleared within 24 Hours Business Parity        | September 2011 | 1    | 2     | 50%  | 50.00% | 367    | 475    | 77%  | 0.92   | (0.85)  |
|   | August 2011    | 5    | 6     | 83%  | 37.27% | 398    | 471    | 85%  | 0.08   | (1.22)  |
|   | July 2011      | 3    | 3     | 100% | 0.00%  | 516    | 607    | 85%  | -0.73  | (1.44)  |
|   | June 2011      | 2    | 2     | 100% | 0.00%  | 419    | 607    | 69%  | -0.95  | (1.57)  |
|   | May 2011       | 4    | 5     | 80%  | 40.00% | 513    | 776    | 66%  | -0.65  | (1.40)  |
|   | April 2011     | 2    | 2     | 100% | 0.00%  | 393    | 591    | 67%  | -1.00  | (1.61)  |
|   | March 2011     | 1    | 4     | 25%  | 43.30% | 300    | 805    | 37%  | 0.51   | (1.04)  |
|   | February 2011  | 2    | 6     | 33%  | 47.14% | 398    | 903    | 44%  | 0.53   | (0.94)  |
|   | January 2011   | 0    | 1     | 0%   | 0.00%  | 317    | 765    | 41%  | 0.84   | (1.13)  |
|   | December 2010  | 1    | 8     | 13%  | 33.07% | 345    | 716    | 48%  | 2.01   | 0.03    |
|   | November 2010  | 3    | 9     | 33%  | 47.14% | 447    | 785    | 57%  | 1.42   | (0.34)  |
|   | October 2010   | 4    | 4     | 100% | 0.00%  | 453    | 695    | 65%  | -1.46  | (1.89)  |
| MR-3A Out of Service Cleared within 24 Hours Centrex 21 Parity      | September 2011 | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | August 2011    | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | July 2011      | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | June 2011      | 1    | 1     | 100% | 0.00%  | 6      | 11     | 55%  | -0.87  | (1.53)  |
|   | May 2011       | 0    | 1     | 0%   | 0.00%  | 11     | 19     | 58%  | 1.14   | (0.92)  |
|   | April 2011     | 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  | 1    | 3     | 33%  | 47.14% | 2      | 5      | 40%  | 0.19   | (1.34)  |
|   | October 2010   | 1    | 1     | 100% | 0.00%  | 6      | 14     | 43%  | -1.12  | (1.68)  |
| MR-3A Out of Service Cleared within 24 Hours Line Sharing Parity    | September 2011 | 3    | 3     | 100% | 0.00%  | 2671   | 3628   | 74%  | -1.04  | (1.63)  |
|   | August 2011    | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | July 2011      | 0    | 0     | 0%   | 0.00%  | 0      | 0      | 0%   | 0.00   | 0.00    |
|   | June 2011      | 0    | 3     | 0%   | 0.00%  | 2810   | 3992   | 70%  | 2.67   | 0.18    |
|   | May 2011       | 1    | 2     | 50%  | 50.00% | 3532   | 5195   | 68%  | 0.55   | (1.06)  |
|   | April 2011     | 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  | 3  | 67%  | 47.14% | 3166 | 7315 | 43%  | -0.82 | (1.50) |
|  | January 2011   | 0  | 1  | 0%   | 0.00%  | 2552 | 6504 | 39%  | 0.80  | (1.17) |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1  | 1  | 100% | 0.00%  | 3001 | 5195 | 58%  | -0.85 | (1.52) |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-3A Out of Service Cleared within 24 Hours Line Splitting Parity | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 2  | 2  | 100% | 0.00%  | 3001 | 3667 | 82%  | -0.67 | (1.40) |
|  | July 2011      | 1  | 2  | 50%  | 50.00% | 3313 | 4157 | 80%  | 1.04  | (0.79) |
|  | June 2011      | 1  | 1  | 100% | 0.00%  | 2810 | 3992 | 70%  | -0.65 | (1.39) |
|  | May 2011       | 1  | 1  | 100% | 0.00%  | 3532 | 5195 | 68%  | -0.69 | (1.42) |
|  | April 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011     | 0  | 1  | 0%   | 0.00%  | 2118 | 5960 | 36%  | 0.74  | (1.23) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 0  | 2  | 0%   | 0.00%  | 2552 | 6504 | 39%  | 1.14  | (0.80) |
|  | 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-3A Out of Service Cleared within 24 Hours PBX Parity            | September 2011 | 1  | 1  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 1  | 1  | 100% | 0.00%  | 7    | 8    | 88%  | -0.36 | (1.22) |
|  | April 2011     | 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   |
| MR-3A Out of Service Cleared within 24 Hours Residence Parity      | September 2011 | 3  | 3  | 100% | 0.00%  | 2304 | 3153 | 73%  | -1.05 | (1.64) |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 2  | 0%   | 0.00%  | 3019 | 4419 | 68%  | 2.08  | (0.22) |
|  | April 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011     | 0  | 1  | 0%   | 0.00%  | 1818 | 5155 | 35%  | 0.74  | (1.23) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 2235 | 5739 | 39%  | -1.25 | (1.76) |
|  | December 2010  | 0  | 2  | 0%   | 0.00%  | 2115 | 4460 | 47%  | 1.34  | (0.64) |
|  | November 2010  | 0  | 2  | 0%   | 0.00%  | 2554 | 4410 | 58%  | 1.66  | (0.44) |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-3A Out of Service Cleared within 24 Hours UNE - P (POTS) Parity | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 1  | 2  | 50%  | 50.00% | 2732 | 4125 | 66%  | 0.49  | (1.09) |
|  | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 18 | 28 | 64%  | 47.92% | 3166 | 7315 | 43%  | -2.24 | (2.36) |



|  |                |    |    |      |        |      |      |      |       |        |
|--|----------------|----|----|------|--------|------|------|------|-------|--------|
|  | January 2011   | 11 | 20 | 55%  | 49.75% | 2552 | 6504 | 39%  | -1.44 | (1.88) |
|  | December 2010  | 6  | 14 | 43%  | 49.49% | 2460 | 5176 | 48%  | 0.35  | (0.95) |
|  | November 2010  | 13 | 24 | 54%  | 49.83% | 3001 | 5195 | 58%  | 0.36  | (0.90) |
|  | October 2010   | 12 | 17 | 71%  | 45.56% | 3061 | 4560 | 67%  | -0.30 | (1.18) |
| MR-3A Out of Service Cleared within 24 Hours UNE P (Centrex 21) Parity | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 1  | 3  | 33%  | 47.14% | 4    | 16   | 25%  | -0.31 | (1.19) |
|  | January 2011   | 0  | 1  | 0%   | 0.00%  | 3    | 10   | 30%  | 0.62  | (1.37) |
|  | December 2010  | 0  | 2  | 0%   | 0.00%  | 4    | 7    | 57%  | 1.44  | (0.64) |
|  | 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-3A Out of Service Cleared within 24 Hours UNE P (Centrex) Parity    | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 1  | 1  | 100% | 0.00%  | 12   | 24   | 50%  | -0.98 | (1.60) |
|  | January 2011   | 0  | 1  | 0%   | 0.00%  | 10   | 26   | 38%  | 0.78  | (1.20) |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 2  | 2  | 100% | 0.00%  | 18   | 24   | 75%  | -0.78 | (1.48) |
|  | October 2010   | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-3B Out of Service Cleared within 24 Hours Business Parity           | September 2011 | 1  | 1  | 100% | 0.00%  | 98   | 140  | 70%  | -0.65 | (1.40) |
|  | August 2011    | 2  | 2  | 100% | 0.00%  | 101  | 123  | 82%  | -0.65 | (1.40) |
|  | July 2011      | 1  | 2  | 50%  | 50.00% | 111  | 148  | 75%  | 0.81  | (0.91) |
|  | June 2011      | 1  | 1  | 100% | 0.00%  | 107  | 129  | 83%  | -0.45 | (1.27) |
|  | May 2011       | 2  | 2  | 100% | 0.00%  | 130  | 164  | 79%  | -0.72 | (1.44) |
|  | April 2011     | 1  | 1  | 100% | 0.00%  | 103  | 144  | 72%  | -0.63 | (1.38) |
|  | March 2011     | 1  | 1  | 100% | 0.00%  | 125  | 200  | 63%  | -0.77 | (1.47) |
|  | February 2011  | 3  | 3  | 100% | 0.00%  | 116  | 248  | 47%  | -1.84 | (2.12) |
|  | January 2011   | 1  | 2  | 50%  | 50.00% | 112  | 190  | 59%  | 0.26  | (1.24) |
|  | December 2010  | 1  | 1  | 100% | 0.00%  | 124  | 183  | 68%  | -0.69 | (1.42) |
|  | November 2010  | 1  | 1  | 100% | 0.00%  | 135  | 196  | 69%  | -0.67 | (1.41) |
|  | October 2010   | 1  | 1  | 100% | 0.00%  | 126  | 186  | 68%  | -0.69 | (1.42) |
| MR-3B Out of Service Cleared within 24 Hours Centrex 21 Parity         | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 1  | 1  | 100% | 0.00%  | 3    | 4    | 75%  | -0.52 | (1.31) |
|  | 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  | 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-3B Out of Service Cleared within 24 Hours Line Sharing Parity | September 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011  | 0              | 1 | 0%   | 0.00%  | 767   | 1012 | 76%  | 1.77  | (0.58) |
|  | July 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011   | 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   |
|  | MR-3B Out of Service Cleared within 24 Hours PBX Parity            | September 2011 | 3 | 3    | 100%   | 0.00% | 4    | 6    | 67%   | -1.00  |
| August 2011  |  | 2              | 2 | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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  |  | 2              | 2 | 100% | 0.00%  | 3     | 3    | 100% | 0.00  | 0.00   |
| October 2010   |  | 1              | 1 | 100% | 0.00%  | 4     | 4    | 100% | 0.00  | 0.00   |
| MR-3B Out of Service Cleared within 24 Hours Residence Parity    |  | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
|  | August 2011  | 1              | 1 | 100% | 0.00%  | 666   | 889  | 75%  | -0.58 | (1.35) |
|  | July 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011  | 0              | 1 | 0%   | 0.00%  | 717   | 954  | 75%  | 1.74  | (0.59) |
|  | May 2011   | 0              | 1 | 0%   | 0.00%  | 710   | 1024 | 69%  | 1.50  | (0.69) |
|  | April 2011   | 1              | 1 | 100% | 0.00%  | 592   | 902  | 66%  | -0.72 | (1.44) |
|  | 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-3B Out of Service Cleared within 24 Hours UNE - P (POTS) Parity | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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  |  | 3              | 5 | 60%  | 48.99% | 904   | 1841 | 49%  | -0.49 | (1.30) |
| January 2011   |  | 4              | 4 | 100% | 0.00%  | 801   | 1545 | 52%  | -1.93 | (2.17) |
| December 2010  |  | 2              | 3 | 67%  | 47.14% | 879   | 1332 | 66%  | -0.02 | (1.02) |

|   |   |                |   |      |        |       |      |      |       |        |
|---|---|----------------|---|------|--------|-------|------|------|-------|--------|
|   | November 2010   | 4              | 5 | 80%  | 40.00% | 969   | 1465 | 66%  | -0.65 | (1.40) |
|   | October 2010  | 1              | 3 | 33%  | 47.14% | 1088  | 1511 | 72%  | 1.49  | (0.47) |
| MR-3B Out of Service Cleared within 24 Hours UNE P (Centrex) Parity | September 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011  | 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  | 1              | 1 | 100% | 0.00%  | 1     | 3    | 33%  | -1.22 | (1.74) |
|   | MR-3C Out of Service Cleared within 24 Hours Basic Rate ISDN Parity | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011   |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011   |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2011   |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011  |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011  |   | 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  |   | 1              | 1 | 100% | 0.00%  | 8     | 8    | 100% | 0.00  | 0.00   |
| MR-3C Out of Service Cleared within 24 Hours Business Parity        |   | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
|   | August 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011   | 1              | 1 | 100% | 0.00%  | 36    | 38   | 95%  | -0.23 | (1.14) |
|   | June 2011   | 1              | 1 | 100% | 0.00%  | 44    | 50   | 88%  | -0.37 | (1.22) |
|   | May 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011  | 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   |
|   | MR-3C Out of Service Cleared within 24 Hours Line Sharing Parity    | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011   |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011   |   | 2              | 2 | 100% | 0.00%  | 257   | 283  | 91%  | -0.45 | (1.27) |
| June 2011   |   | 1              | 1 | 100% | 0.00%  | 234   | 257  | 91%  | -0.31 | (1.19) |
| May 2011  |   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011  |   | 1              | 1 | 100% | 0.00%  | 196   | 228  | 86%  | -0.40 | (1.25) |
| 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%  | 237   | 304  | 78%  | -0.53 | (1.32) |

|  |                |   |   |      |        |     |     |      |       |        |
|--|----------------|---|---|------|--------|-----|-----|------|-------|--------|
|  | October 2010   | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-3C Out of Service Cleared within 24 Hours Line Splitting Parity | September 2011 | 1 | 1 | 100% | 0.00%  | 286 | 313 | 91%  | -0.31 | (1.19) |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   |
| MR-3C Out of Service Cleared within 24 Hours PBX Parity            | September 2011 | 1 | 1 | 100% | 0.00%  | 1   | 1   | 100% | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   |
| MR-3C Out of Service Cleared within 24 Hours Residence Parity      | September 2011 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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 | 1 | 0%   | 0.00%  | 167 | 235 | 71%  | 1.56  | (0.67) |
|  | December 2010  | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1 | 1 | 100% | 0.00%  | 198 | 254 | 78%  | -0.53 | (1.32) |
|  | October 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 | September 2011 | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00%  | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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%  | 243 | 334 | 73%  | -0.86 | (1.52) |
|  | January 2011   | 1 | 1 | 100% | 0.00%  | 202 | 279 | 72%  | -0.62 | (1.37) |
|  | December 2010  | 4 | 4 | 100% | 0.00%  | 215 | 242 | 89%  | -0.70 | (1.43) |
|  | November 2010  | 3 | 3 | 100% | 0.00%  | 237 | 304 | 78%  | -0.92 | (1.56) |
|  | October 2010   | 5 | 6 | 83%  | 37.27% | 285 | 319 | 89%  | 0.47  | (1.00) |

|  |                |    |    |      |        |      |      |      |       |        |
|--|----------------|----|----|------|--------|------|------|------|-------|--------|
| MR-3C Out of Service Cleared within 24 Hours UNE P (Centrex 21) Parity                 | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   | 1  | 1  | 100% | 0.00%  | 0    | 1    | 0%   | 0.00  | 0.00   |
|  | December 2010  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - 2 Wire Non-Loaded 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 2011 | 19 | 20 | 95%  | 21.79% | 8    | 8    | 100% | 0.00  | (1.34) |
|  | August 2011    | 33 | 33 | 100% | 0.00%  | 5    | 5    | 100% | 0.00  | 0.00   |
|  | July 2011      | 34 | 34 | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | June 2011      | 32 | 32 | 100% | 0.00%  | 16   | 16   | 100% | 0.00  | 0.00   |
|  | May 2011       | 26 | 26 | 100% | 0.00%  | 8    | 8    | 100% | 0.00  | 0.00   |
|  | April 2011     | 24 | 24 | 100% | 0.00%  | 6    | 6    | 100% | 0.00  | 0.00   |
|  | March 2011     | 34 | 34 | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | February 2011  | 30 | 30 | 100% | 0.00%  | 5    | 5    | 100% | 0.00  | 0.00   |
| MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - ADSL Qualified Parity    | January 2011   | 30 | 30 | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | December 2010  | 31 | 31 | 100% | 0.00%  | 10   | 10   | 100% | 0.00  | 0.00   |
|  | November 2010  | 23 | 23 | 100% | 0.00%  | 14   | 14   | 100% | 0.00  | 0.00   |
|  | October 2010   | 24 | 24 | 100% | 0.00%  | 13   | 13   | 100% | 0.00  | 0.00   |
|  | September 2011 | 14 | 14 | 100% | 0.00%  | 8    | 8    | 100% | 0.00  | 0.00   |
|  | August 2011    | 18 | 18 | 100% | 0.00%  | 5    | 5    | 100% | 0.00  | 0.00   |
|  | July 2011      | 14 | 14 | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | June 2011      | 22 | 22 | 100% | 0.00%  | 16   | 16   | 100% | 0.00  | 0.00   |
|  | May 2011       | 16 | 17 | 94%  | 23.53% | 8    | 8    | 100% | 0.00  | (1.28) |
|  | April 2011     | 21 | 21 | 100% | 0.00%  | 6    | 6    | 100% | 0.00  | 0.00   |
| MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi Parity             | March 2011     | 15 | 15 | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | February 2011  | 22 | 22 | 100% | 0.00%  | 5    | 5    | 100% | 0.00  | 0.00   |
|  | January 2011   | 9  | 9  | 100% | 0.00%  | 9    | 9    | 100% | 0.00  | 0.00   |
|  | December 2010  | 16 | 16 | 100% | 0.00%  | 10   | 10   | 100% | 0.00  | 0.00   |
|  | November 2010  | 13 | 13 | 100% | 0.00%  | 14   | 14   | 100% | 0.00  | 0.00   |
|  | October 2010   | 23 | 23 | 100% | 0.00%  | 13   | 13   | 100% | 0.00  | 0.00   |
|  | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-3D Out of Service Cleared within 24 Hours Unbundled Loop - XDSLi Parity             | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 1  | 1  | 100% | 0.00%  | 56   | 56   | 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 2011 | 79 | 82 | 96%  | 18.77% | 2852 | 3832 | 74%  | -4.50 | (3.74) |

|   |                |     |      |       |        |      |      |       |        |        |
|---|----------------|-----|------|-------|--------|------|------|-------|--------|--------|
| Hours Unbundled Loop Analog Parity              | August 2011    | 109 | 111  | 98%   | 13.30% | 3192 | 3876 | 82%   | -4.32  | (3.62) |
|   | July 2011      | 106 | 107  | 99%   | 9.62%  | 3533 | 4394 | 80%   | -4.80  | (3.92) |
|   | June 2011      | 94  | 94   | 100%  | 0.00%  | 3007 | 4207 | 71%   | -6.06  | (4.68) |
|   | May 2011       | 157 | 162  | 97%   | 17.29% | 3753 | 5426 | 69%   | -7.54  | (5.58) |
|   | April 2011     | 82  | 85   | 96%   | 18.45% | 2897 | 4315 | 67%   | -5.70  | (4.47) |
|   | March 2011     | 108 | 120  | 90%   | 30.00% | 2283 | 6189 | 37%   | -11.94 | (8.26) |
|   | February 2011  | 144 | 156  | 92%   | 26.65% | 3365 | 7592 | 44%   | -11.94 | (8.26) |
|   | January 2011   | 95  | 97   | 98%   | 14.21% | 2725 | 6743 | 40%   | -11.46 | (7.97) |
|   | December 2010  | 103 | 104  | 99%   | 9.76%  | 2653 | 5393 | 49%   | -10.07 | (7.12) |
|   | November 2010  | 114 | 117  | 97%   | 15.81% | 3213 | 5463 | 59%   | -8.40  | (6.11) |
| October 2010                                    | 115            | 115 | 100% | 0.00% | 3304   | 4828 | 68%  | -7.20 | (5.38) |        |
| MR-3D Out of Service Cleared within 24          | September 2011 | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| Hours Unbundled Loop ISDN Capable Parity        | August 2011    | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | July 2011      | 1   | 1    | 100%  | 0.00%  | 9    | 9    | 100%  | 0.00   | 0.00   |
|   | June 2011      | 1   | 1    | 100%  | 0.00%  | 16   | 16   | 100%  | 0.00   | 0.00   |
|   | May 2011       | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | April 2011     | 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   | 1   | 1    | 100%  | 0.00%  | 9    | 9    | 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                                    | 2              | 2   | 100% | 0.00% | 13     | 13   | 100% | 0.00  | 0.00   |        |
| MR-3E Out of Service Cleared within 24          | September 2011 | 2   | 2    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| Hours Unbundled Loop - 2 Wire Non-Loaded Parity | August 2011    | 1   | 1    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | July 2011      | 2   | 2    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | June 2011      | 2   | 2    | 100%  | 0.00%  | 3    | 4    | 75%   | -0.67  | (1.41) |
|   | May 2011       | 1   | 1    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | April 2011     | 1   | 1    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | March 2011     | 4   | 4    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | February 2011  | 1   | 1    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | January 2011   | 5   | 5    | 100%  | 0.00%  | 1    | 1    | 100%  | 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%  | 2    | 2    | 100%  | 0.00   | 0.00   |
| October 2010                                    | 4              | 4   | 100% | 0.00% | 1      | 1    | 100% | 0.00  | 0.00   |        |
| MR-3E Out of Service Cleared within 24          | September 2011 | 2   | 2    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
| Hours Unbundled Loop - ADSL Qualified Parity    | August 2011    | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | July 2011      | 2   | 2    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | June 2011      | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | May 2011       | 2   | 2    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | April 2011     | 2   | 2    | 100%  | 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  | 1   | 1    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | January 2011   | 5   | 5    | 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  | 5   | 5    | 100%  | 0.00%  | 2    | 2    | 100%  | 0.00   | 0.00   |
| October 2010                                    | 2              | 2   | 100% | 0.00% | 1      | 1    | 100% | 0.00  | 0.00   |        |
| MR-3E Out of Service Cleared within 24          | September 2011 | 1   | 1    | 100%  | 0.00%  | 62   | 63   | 98%   | -0.13  | (1.08) |
| Hours Unbundled Loop - XDSLi Parity             | August 2011    | 0   | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |

|   |                |    |      |       |        |      |      |       |        |        |
|---|----------------|----|------|-------|--------|------|------|-------|--------|--------|
|   | July 2011      | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | June 2011      | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | May 2011       | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | April 2011     | 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   |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop Analog Parity       | September 2011 | 16 | 17   | 94%   | 23.53% | 879  | 1191 | 74%   | -1.89  | (2.15) |
|   | August 2011    | 8  | 8    | 100%  | 0.00%  | 872  | 1125 | 78%   | -1.52  | (1.92) |
|   | July 2011      | 25 | 27   | 93%   | 26.19% | 852  | 1163 | 73%   | -2.24  | (2.36) |
|   | June 2011      | 15 | 15   | 100%  | 0.00%  | 861  | 1125 | 77%   | -2.13  | (2.30) |
|   | May 2011       | 8  | 8    | 100%  | 0.00%  | 885  | 1235 | 72%   | -1.77  | (2.08) |
|   | April 2011     | 24 | 25   | 96%   | 19.60% | 726  | 1084 | 67%   | -3.05  | (2.85) |
|   | March 2011     | 15 | 15   | 100%  | 0.00%  | 956  | 1651 | 58%   | -3.29  | (3.00) |
|   | February 2011  | 30 | 33   | 91%   | 28.75% | 948  | 1898 | 50%   | -4.67  | (3.84) |
|   | January 2011   | 24 | 26   | 92%   | 26.65% | 830  | 1585 | 52%   | -4.04  | (3.46) |
|   | December 2010  | 14 | 15   | 93%   | 24.94% | 901  | 1357 | 66%   | -2.20  | (2.34) |
|   | November 2010  | 17 | 18   | 94%   | 22.91% | 994  | 1501 | 66%   | -2.52  | (2.53) |
| October 2010  | 17             | 17 | 100% | 0.00% | 1130   | 1562 | 72%  | -2.54 | (2.54) |        |
| MR-3E Out of Service Cleared within 24 Hours Unbundled Loop ISDN Capable Parity | September 2011 | 3  | 3    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | August 2011    | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | July 2011      | 2  | 2    | 100%  | 0.00%  | 1    | 1    | 100%  | 0.00   | 0.00   |
|   | June 2011      | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | May 2011       | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | April 2011     | 1  | 1    | 100%  | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | March 2011     | 1  | 1    | 100%  | 0.00%  | 1    | 1    | 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  | 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   |        |
| MR-4A All Troubles Cleared within 48 Hours Basic Rate ISDN Parity               | September 2011 | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | August 2011    | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | July 2011      | 1  | 1    | 100%  | 0.00%  | 4    | 4    | 100%  | 0.00   | 0.00   |
|   | June 2011      | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | May 2011       | 0  | 0    | 0%    | 0.00%  | 0    | 0    | 0%    | 0.00   | 0.00   |
|   | April 2011     | 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  | 1  | 1    | 100%  | 0.00%  | 6    | 6    | 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   |        |
| MR-4A All Troubles Cleared within 48 Hours Business Parity                      | September 2011 | 3  | 3    | 100%  | 0.00%  | 582  | 601  | 97%   | -0.31  | (1.19) |
|   | August 2011    | 6  | 7    | 86%   | 34.99% | 647  | 669  | 97%   | 1.62   | (0.52) |
|   | July 2011      | 4  | 4    | 100%  | 0.00%  | 707  | 727  | 97%   | -0.34  | (1.20) |

|  |                |   |    |      |        |      |      |      |       |        |
|--|----------------|---|----|------|--------|------|------|------|-------|--------|
|  | June 2011      | 2 | 2  | 100% | 0.00%  | 653  | 700  | 93%  | -0.38 | (1.23) |
|  | May 2011       | 5 | 5  | 100% | 0.00%  | 824  | 869  | 95%  | -0.52 | (1.32) |
|  | April 2011     | 2 | 2  | 100% | 0.00%  | 637  | 682  | 93%  | -0.38 | (1.23) |
|  | March 2011     | 5 | 5  | 100% | 0.00%  | 627  | 897  | 70%  | -1.46 | (1.89) |
|  | February 2011  | 3 | 6  | 50%  | 50.00% | 756  | 1003 | 75%  | 1.44  | (0.41) |
|  | January 2011   | 3 | 3  | 100% | 0.00%  | 631  | 856  | 74%  | -1.03 | (1.63) |
|  | December 2010  | 6 | 8  | 75%  | 43.30% | 704  | 819  | 86%  | 0.89  | (0.71) |
|  | November 2010  | 9 | 10 | 90%  | 30.00% | 791  | 887  | 89%  | -0.08 | (1.05) |
|  | October 2010   | 4 | 4  | 100% | 0.00%  | 708  | 783  | 90%  | -0.65 | (1.39) |
| MR-4A All Troubles Cleared within 48 Hours Centrex 21 Parity     | September 2011 | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1 | 1  | 100% | 0.00%  | 11   | 12   | 92%  | -0.29 | (1.18) |
|  | May 2011       | 2 | 2  | 100% | 0.00%  | 17   | 20   | 85%  | -0.57 | (1.34) |
|  | April 2011     | 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  | 3 | 3  | 100% | 0.00%  | 7    | 9    | 78%  | -0.80 | (1.49) |
|  | October 2010   | 1 | 1  | 100% | 0.00%  | 16   | 19   | 84%  | -0.42 | (1.26) |
| MR-4A All Troubles Cleared within 48 Hours Line Sharing Parity   | September 2011 | 3 | 3  | 100% | 0.00%  | 4714 | 4905 | 96%  | -0.35 | (1.21) |
|  | August 2011    | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 3 | 3  | 100% | 0.00%  | 4663 | 4939 | 94%  | -0.42 | (1.26) |
|  | May 2011       | 2 | 2  | 100% | 0.00%  | 5893 | 6249 | 94%  | -0.35 | (1.21) |
|  | April 2011     | 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  | 3 | 3  | 100% | 0.00%  | 6637 | 8926 | 74%  | -1.02 | (1.62) |
|  | January 2011   | 0 | 1  | 0%   | 0.00%  | 5567 | 7764 | 72%  | 1.59  | (0.65) |
|  | December 2010  | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1 | 1  | 100% | 0.00%  | 5656 | 6292 | 90%  | -0.34 | (1.20) |
|  | October 2010   | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-4A All Troubles Cleared within 48 Hours Line Splitting Parity | September 2011 | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 2 | 2  | 100% | 0.00%  | 5224 | 5426 | 96%  | -0.28 | (1.17) |
|  | July 2011      | 2 | 2  | 100% | 0.00%  | 4991 | 5232 | 95%  | -0.31 | (1.19) |
|  | June 2011      | 1 | 1  | 100% | 0.00%  | 4663 | 4939 | 94%  | -0.24 | (1.15) |
|  | May 2011       | 2 | 2  | 100% | 0.00%  | 5893 | 6249 | 94%  | -0.35 | (1.21) |
|  | April 2011     | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011     | 0 | 2  | 0%   | 0.00%  | 4974 | 7349 | 68%  | 2.05  | (0.24) |
|  | February 2011  | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 2 | 3  | 67%  | 47.14% | 5567 | 7764 | 72%  | 0.19  | (1.20) |
|  | 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 2011 | 1 | 1  | 100% | 0.00%  | 1    | 1    | 100% | 0.00  | 0.00   |
|  | August 2011    | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |



|  |                |    |    |      |        |      |      |      |       |        |
|--|----------------|----|----|------|--------|------|------|------|-------|--------|
|  | May 2011       | 1  | 1  | 100% | 0.00%  | 7    | 8    | 88%  | -0.36 | (1.22) |
|  | April 2011     | 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   |
| MR-4A All Troubles Cleared within 48 Hours Residence Parity          | September 2011 | 3  | 3  | 100% | 0.00%  | 4132 | 4304 | 96%  | -0.35 | (1.21) |
|  | August 2011    | 2  | 2  | 100% | 0.00%  | 4577 | 4757 | 96%  | -0.28 | (1.17) |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 4  | 4  | 100% | 0.00%  | 5069 | 5380 | 94%  | -0.50 | (1.30) |
|  | April 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011     | 2  | 2  | 100% | 0.00%  | 4347 | 6452 | 67%  | -0.98 | (1.60) |
|  | February 2011  | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 4936 | 6908 | 71%  | -0.63 | (1.38) |
|  | December 2010  | 2  | 2  | 100% | 0.00%  | 4460 | 5328 | 84%  | -0.62 | (1.38) |
|  | November 2010  | 1  | 2  | 50%  | 50.00% | 4865 | 5405 | 90%  | 1.89  | (0.47) |
|  | October 2010   | 1  | 1  | 100% | 0.00%  | 4387 | 4835 | 91%  | -0.32 | (1.19) |
| MR-4A All Troubles Cleared within 48 Hours UNE - P (POTS) Parity     | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 4  | 4  | 100% | 0.00%  | 4712 | 5061 | 93%  | -0.54 | (1.33) |
|  | March 2011     | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 28 | 32 | 88%  | 33.07% | 6637 | 8926 | 74%  | -1.70 | (2.03) |
|  | January 2011   | 13 | 21 | 62%  | 48.56% | 5567 | 7764 | 72%  | 1.00  | (0.53) |
|  | December 2010  | 14 | 20 | 70%  | 45.83% | 5164 | 6147 | 84%  | 1.71  | (0.18) |
|  | November 2010  | 25 | 26 | 96%  | 19.23% | 5656 | 6292 | 90%  | -1.06 | (1.64) |
|  | October 2010   | 15 | 17 | 88%  | 32.22% | 5095 | 5618 | 91%  | 0.35  | (0.97) |
| MR-4A All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 3  | 3  | 100% | 0.00%  | 10   | 17   | 59%  | -1.34 | (1.81) |
|  | January 2011   | 1  | 1  | 100% | 0.00%  | 11   | 12   | 92%  | -0.29 | (1.18) |
|  | December 2010  | 2  | 2  | 100% | 0.00%  | 8    | 8    | 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   |
| MR-4A All Troubles Cleared within 48 Hours UNE P (Centrex) Parity    | September 2011 | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |

|  |  |                |   |      |        |       |      |      |       |        |
|--|--|----------------|---|------|--------|-------|------|------|-------|--------|
|  | April 2011   | 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  | 1              | 1 | 100% | 0.00%  | 19    | 27   | 70%  | -0.64 | (1.39) |
|  | January 2011   | 1              | 1 | 100% | 0.00%  | 24    | 27   | 89%  | -0.35 | (1.21) |
|  | December 2010  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | November 2010  | 2              | 2 | 100% | 0.00%  | 25    | 26   | 96%  | -0.27 | (1.17) |
|  | October 2010   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-4B All Troubles Cleared within 48 Hours Business Parity     | September 2011   | 1              | 1 | 100% | 0.00%  | 171   | 182  | 94%  | -0.25 | (1.15) |
|  | August 2011  | 2              | 2 | 100% | 0.00%  | 164   | 171  | 96%  | -0.29 | (1.18) |
|  | July 2011  | 2              | 2 | 100% | 0.00%  | 166   | 174  | 95%  | -0.31 | (1.19) |
|  | June 2011  | 1              | 1 | 100% | 0.00%  | 139   | 146  | 95%  | -0.22 | (1.14) |
|  | May 2011   | 3              | 3 | 100% | 0.00%  | 181   | 189  | 96%  | -0.36 | (1.22) |
|  | April 2011   | 2              | 2 | 100% | 0.00%  | 149   | 164  | 91%  | -0.45 | (1.27) |
|  | March 2011   | 1              | 1 | 100% | 0.00%  | 196   | 228  | 86%  | -0.40 | (1.25) |
|  | February 2011  | 3              | 3 | 100% | 0.00%  | 227   | 275  | 83%  | -0.79 | (1.48) |
|  | January 2011   | 1              | 2 | 50%  | 50.00% | 194   | 223  | 87%  | 1.55  | (0.59) |
|  | December 2010  | 1              | 1 | 100% | 0.00%  | 196   | 209  | 94%  | -0.26 | (1.16) |
|  | November 2010  | 1              | 1 | 100% | 0.00%  | 204   | 217  | 94%  | -0.25 | (1.15) |
|  | October 2010   | 1              | 1 | 100% | 0.00%  | 205   | 220  | 93%  | -0.27 | (1.16) |
|  | MR-4B All Troubles Cleared within 48 Hours Centrex 21 Parity | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011   |  | 1              | 1 | 100% | 0.00%  | 3     | 4    | 75%  | -0.52 | (1.31) |
| March 2011   |  | 1              | 1 | 100% | 0.00%  | 3     | 3    | 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  |  | 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-4B All Troubles Cleared within 48 Hours Line Sharing Parity |  | September 2011 | 0 | 0    | 0%     | 0.00% | 0    | 0    | 0%    | 0.00   |
|  | August 2011  | 1              | 1 | 100% | 0.00%  | 1339  | 1456 | 92%  | -0.30 | (1.18) |
|  | July 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011   | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011   | 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   |
|  | MR-4B All Troubles Cleared within 48 Hours PBX Parity        | September 2011 | 3 | 3    | 100%   | 0.00% | 6    | 6    | 100%  | 0.00   |
| August 2011  |  | 2              | 2 | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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  | 2 | 2 | 100% | 0.00%  | 3    | 3    | 100% | 0.00  | 0.00   |
|   | October 2010   | 1 | 1 | 100% | 0.00%  | 4    | 4    | 100% | 0.00  | 0.00   |
| MR-4B All Troubles Cleared within 48 Hours Residence Parity       | September 2011 | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 1 | 1 | 100% | 0.00%  | 1175 | 1285 | 91%  | -0.31 | (1.19) |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 1 | 1 | 100% | 0.00%  | 1077 | 1171 | 92%  | -0.30 | (1.18) |
|   | May 2011       | 1 | 1 | 100% | 0.00%  | 1201 | 1330 | 90%  | -0.33 | (1.20) |
|   | April 2011     | 1 | 1 | 100% | 0.00%  | 1044 | 1167 | 89%  | -0.34 | (1.21) |
|   | 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-4B All Troubles Cleared within 48 Hours UNE - P (POTS) Parity  | September 2011 | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 0 | 1 | 0%   | 0.00%  | 1193 | 1331 | 90%  | 2.94  | (0.24) |
|   | March 2011     | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 4 | 5 | 80%  | 40.00% | 1896 | 2292 | 83%  | 0.16  | (1.17) |
|   | January 2011   | 4 | 4 | 100% | 0.00%  | 1557 | 1919 | 81%  | -0.96 | (1.59) |
|   | December 2010  | 3 | 4 | 75%  | 43.30% | 1442 | 1605 | 90%  | 0.98  | (0.77) |
|   | November 2010  | 5 | 5 | 100% | 0.00%  | 1656 | 1827 | 91%  | -0.72 | (1.44) |
|   | October 2010   | 3 | 3 | 100% | 0.00%  | 1699 | 1867 | 91%  | -0.54 | (1.33) |
| MR-4B All Troubles Cleared within 48 Hours UNE P (Centrex) Parity | September 2011 | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   | 1 | 1 | 100% | 0.00%  | 3    | 3    | 100% | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Basic Rate ISDN Parity | September 2011 | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0.00%  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   | 1              | 1 | 100% | 0.00% | 8     | 8   | 100% | 0.00  | 0.00   |      |
| MR-4C All Troubles Cleared within 48 Hours Business Parity   | September 2011   | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | August 2011  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | July 2011  | 2              | 2 | 100% | 0.00% | 142   | 145 | 98%  | -0.20 | (1.12) |      |
|  | June 2011  | 1              | 1 | 100% | 0.00% | 146   | 147 | 99%  | -0.08 | (1.05) |      |
|  | May 2011   | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | April 2011   | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | March 2011   | 2              | 2 | 100% | 0.00% | 157   | 161 | 98%  | -0.22 | (1.14) |      |
|  | 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% | 148   | 149 | 99%  | -0.08 | (1.05) |      |
|  | October 2010   | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | MR-4C All Troubles Cleared within 48 Hours Centrex Parity      | September 2011 | 0 | 0    | 0%    | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00 |
|  |  | August 2011    | 0 | 0    | 0%    | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00 |
| July 2011  |  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
| June 2011  |  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
| May 2011   |  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
| April 2011   |  | 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   |  | 1              | 1 | 100% | 0.00% | 7     | 7   | 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   |      |
| MR-4C All Troubles Cleared within 48 Hours Centrex 21 Parity |  | September 2011 | 0 | 0    | 0%    | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00 |
|  |  | August 2011    | 1 | 1    | 100%  | 0.00% | 2   | 2    | 100%  | 0.00   | 0.00 |
|  | July 2011  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | June 2011  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | May 2011   | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
|  | April 2011   | 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  | 1              | 1 | 100% | 0.00% | 4     | 4   | 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   |      |
|  | MR-4C All Troubles Cleared within 48 Hours Line Sharing Parity | September 2011 | 0 | 0    | 0%    | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00 |
|  |  | August 2011    | 0 | 0    | 0%    | 0.00% | 0   | 0    | 0%    | 0.00   | 0.00 |
| July 2011  |  | 2              | 2 | 100% | 0.00% | 876   | 889 | 99%  | -0.17 | (1.10) |      |
| June 2011  |  | 1              | 1 | 100% | 0.00% | 799   | 808 | 99%  | -0.11 | (1.06) |      |
| May 2011   |  | 0              | 0 | 0%   | 0.00% | 0     | 0   | 0%   | 0.00  | 0.00   |      |
| April 2011   |  | 1              | 1 | 100% | 0.00% | 764   | 774 | 99%  | -0.11 | (1.07) |      |
| 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% | 879 | 907 | 97%  | -0.18 | (1.11) |
|  | October 2010   | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
| MR-4C All Troubles Cleared within 48 Hours Line Splitting Parity | September 2011 | 1 | 1 | 100% | 0.00% | 822 | 833 | 99%  | -0.12 | (1.07) |
|  | August 2011    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1 | 1 | 100% | 0.00% | 799 | 808 | 99%  | -0.11 | (1.06) |
|  | May 2011       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   |
| MR-4C All Troubles Cleared within 48 Hours PBX Parity            | September 2011 | 1 | 1 | 100% | 0.00% | 2   | 2   | 100% | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 1 | 1 | 100% | 0.00% | 2   | 2   | 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  | 2 | 2 | 100% | 0.00% | 5   | 5   | 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   |
| MR-4C All Troubles Cleared within 48 Hours Residence Parity      | September 2011 | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2011    | 1 | 1 | 100% | 0.00% | 698 | 712 | 98%  | -0.14 | (1.09) |
|  | July 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   | 1 | 1 | 100% | 0.00% | 740 | 785 | 94%  | -0.25 | (1.15) |
|  | December 2010  | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | November 2010  | 1 | 1 | 100% | 0.00% | 731 | 758 | 96%  | -0.19 | (1.12) |
|  | October 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 | September 2011 | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0 | 0 | 0%   | 0.00% | 0   | 0   | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 5 | 5 | 100% | 0.00% | 951 | 996 | 95%  | -0.49 | (1.29) |
|  | January 2011   | 4 | 4 | 100% | 0.00% | 889 | 938 | 95%  | -0.47 | (1.28) |

|   |  |                |    |      |        |       |     |      |       |        |
|---|--|----------------|----|------|--------|-------|-----|------|-------|--------|
|   | December 2010  | 9              | 9  | 100% | 0.00%  | 926   | 931 | 99%  | -0.22 | (1.13) |
|   | November 2010  | 4              | 4  | 100% | 0.00%  | 879   | 907 | 97%  | -0.36 | (1.22) |
|   | October 2010   | 7              | 8  | 88%  | 33.07% | 938   | 952 | 99%  | 2.58  | (0.28) |
| MR-4C All Troubles Cleared within 48 Hours UNE P (Centrex 21) Parity              | September 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
|   | August 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
|   | July 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
|   | June 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
|   | May 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
|   | April 2011   | 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   | 1              | 1  | 100% | 0.00%  | 3     | 3   | 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   |
|   | MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity | September 2011 | 29 | 29   | 100%   | 0.00% | 8   | 8    | 100%  | 0.00   |
| August 2011   |  | 43             | 43 | 100% | 0.00%  | 5     | 5   | 100% | 0.00  | 0.00   |
| July 2011   |  | 46             | 46 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
| June 2011   |  | 49             | 49 | 100% | 0.00%  | 16    | 16  | 100% | 0.00  | 0.00   |
| May 2011  |  | 42             | 42 | 100% | 0.00%  | 8     | 8   | 100% | 0.00  | 0.00   |
| April 2011  |  | 40             | 40 | 100% | 0.00%  | 6     | 6   | 100% | 0.00  | 0.00   |
| March 2011  |  | 44             | 44 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
| February 2011   |  | 46             | 46 | 100% | 0.00%  | 5     | 5   | 100% | 0.00  | 0.00   |
| January 2011  |  | 51             | 51 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
| December 2010   |  | 43             | 43 | 100% | 0.00%  | 10    | 10  | 100% | 0.00  | 0.00   |
| November 2010   |  | 37             | 37 | 100% | 0.00%  | 14    | 14  | 100% | 0.00  | 0.00   |
| October 2010  |  | 38             | 38 | 100% | 0.00%  | 13    | 13  | 100% | 0.00  | 0.00   |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity |  | September 2011 | 15 | 15   | 100%   | 0.00% | 8   | 8    | 100%  | 0.00   |
|   | August 2011  | 19             | 19 | 100% | 0.00%  | 5     | 5   | 100% | 0.00  | 0.00   |
|   | July 2011  | 20             | 20 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
|   | June 2011  | 23             | 23 | 100% | 0.00%  | 16    | 16  | 100% | 0.00  | 0.00   |
|   | May 2011   | 21             | 21 | 100% | 0.00%  | 8     | 8   | 100% | 0.00  | 0.00   |
|   | April 2011   | 28             | 28 | 100% | 0.00%  | 6     | 6   | 100% | 0.00  | 0.00   |
|   | March 2011   | 19             | 19 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
|   | February 2011  | 23             | 23 | 100% | 0.00%  | 5     | 5   | 100% | 0.00  | 0.00   |
|   | January 2011   | 11             | 11 | 100% | 0.00%  | 9     | 9   | 100% | 0.00  | 0.00   |
|   | December 2010  | 21             | 21 | 100% | 0.00%  | 10    | 10  | 100% | 0.00  | 0.00   |
|   | November 2010  | 14             | 14 | 100% | 0.00%  | 14    | 14  | 100% | 0.00  | 0.00   |
|   | October 2010   | 25             | 25 | 100% | 0.00%  | 13    | 13  | 100% | 0.00  | 0.00   |
|   | MR-4D All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity             | September 2011 | 0  | 0    | 0%     | 0.00% | 0   | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
| July 2011   |  | 1              | 1  | 100% | 0.00%  | 46    | 46  | 100% | 0.00  | 0.00   |
| June 2011   |  | 1              | 1  | 100% | 0.00%  | 53    | 53  | 100% | 0.00  | 0.00   |
| May 2011  |  | 0              | 0  | 0%   | 0.00%  | 0     | 0   | 0%   | 0.00  | 0.00   |
| April 2011  |  | 1              | 1  | 100% | 0.00%  | 65    | 65  | 100% | 0.00  | 0.00   |
| March 2011  |  | 1              | 1  | 100% | 0.00%  | 72    | 72  | 100% | 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%  | 83    | 83  | 100% | 0.00  | 0.00   |
| December 2010   |  | 2              | 2  | 100% | 0.00%  | 56    | 56  | 100% | 0.00  | 0.00   |

|  |   |                |     |      |       |       |      |      |       |        |
|--|---|----------------|-----|------|-------|-------|------|------|-------|--------|
|  | November 2010   | 2              | 2   | 100% | 0.00% | 88    | 88   | 100% | 0.00  | 0.00   |
|  | October 2010  | 0              | 0   | 0%   | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| MR-4D All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity              | September 2011  | 126            | 126 | 100% | 0.00% | 5315  | 5515 | 96%  | -2.15 | (2.31) |
|  | August 2011   | 156            | 157 | 99%  | 7.96% | 5871  | 6083 | 97%  | -1.92 | (2.17) |
|  | July 2011   | 133            | 133 | 100% | 0.00% | 5734  | 5983 | 96%  | -2.38 | (2.45) |
|  | June 2011   | 125            | 125 | 100% | 0.00% | 5315  | 5595 | 95%  | -2.54 | (2.54) |
|  | May 2011  | 218            | 218 | 100% | 0.00% | 6632  | 6992 | 95%  | -3.39 | (3.06) |
|  | April 2011  | 110            | 111 | 99%  | 9.45% | 5352  | 5708 | 94%  | -2.30 | (2.40) |
|  | March 2011  | 170            | 170 | 100% | 0.00% | 5683  | 8091 | 70%  | -8.40 | (6.11) |
|  | February 2011   | 225            | 226 | 100% | 6.64% | 7411  | 9739 | 76%  | -8.18 | (5.97) |
|  | January 2011  | 131            | 132 | 99%  | 8.67% | 6315  | 8554 | 74%  | -6.59 | (5.01) |
|  | December 2010   | 152            | 152 | 100% | 0.00% | 5934  | 6919 | 86%  | -4.97 | (4.02) |
|  | November 2010   | 154            | 154 | 100% | 0.00% | 6406  | 7065 | 91%  | -3.94 | (3.39) |
|  | October 2010  | 149            | 149 | 100% | 0.00% | 5896  | 6428 | 92%  | -3.62 | (3.20) |
|  | MR-4D All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity     | September 2011 | 0   | 0    | 0%    | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011  |   | 0              | 0   | 0%   | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |   | 2              | 2   | 100% | 0.00% | 9     | 9    | 100% | 0.00  | 0.00   |
| June 2011  |   | 1              | 1   | 100% | 0.00% | 16    | 16   | 100% | 0.00  | 0.00   |
| May 2011   |   | 1              | 1   | 100% | 0.00% | 8     | 8    | 100% | 0.00  | 0.00   |
| April 2011   |   | 0              | 0   | 0%   | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| March 2011   |   | 3              | 3   | 100% | 0.00% | 9     | 9    | 100% | 0.00  | 0.00   |
| February 2011  |   | 5              | 5   | 100% | 0.00% | 5     | 5    | 100% | 0.00  | 0.00   |
| January 2011   |   | 2              | 2   | 100% | 0.00% | 9     | 9    | 100% | 0.00  | 0.00   |
| December 2010  |   | 1              | 1   | 100% | 0.00% | 10    | 10   | 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% | 13    | 13   | 100% | 0.00  | 0.00   |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - 2 Wire Non-Loaded Parity |   | September 2011 | 4   | 4    | 100%  | 0.00% | 0    | 0    | 0%    | 0.00   |
|  | August 2011   | 1              | 1   | 100% | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011   | 3              | 3   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
|  | June 2011   | 2              | 2   | 100% | 0.00% | 4     | 4    | 100% | 0.00  | 0.00   |
|  | May 2011  | 1              | 1   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
|  | April 2011  | 1              | 1   | 100% | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | March 2011  | 5              | 5   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
|  | February 2011   | 2              | 2   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
|  | January 2011  | 6              | 6   | 100% | 0.00% | 1     | 1    | 100% | 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% | 2     | 2    | 100% | 0.00  | 0.00   |
|  | October 2010  | 5              | 5   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
|  | MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - ADSL Qualified Parity | September 2011 | 2   | 2    | 100%  | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011  |   | 0              | 0   | 0%   | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |   | 2              | 2   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| June 2011  |   | 0              | 0   | 0%   | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011   |   | 2              | 2   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| April 2011   |   | 3              | 3   | 100% | 0.00% | 0     | 0    | 0%   | 0.00  | 0.00   |
| March 2011   |   | 1              | 1   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| February 2011  |   | 2              | 2   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| January 2011   |   | 5              | 5   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| December 2010  |   | 2              | 2   | 100% | 0.00% | 1     | 1    | 100% | 0.00  | 0.00   |
| November 2010  |   | 6              | 6   | 100% | 0.00% | 2     | 2    | 100% | 0.00  | 0.00   |

|  |   |                |    |      |        |       |      |      |       |        |
|--|---|----------------|----|------|--------|-------|------|------|-------|--------|
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop - XDSLi Parity | October 2010  | 2              | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |
|  | September 2011  | 2              | 2  | 100% | 0.00%  | 62    | 63   | 98%  | -0.18 | (1.11) |
|  | August 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011   | 2              | 2  | 100% | 0.00%  | 59    | 60   | 98%  | -0.18 | (1.11) |
|  | May 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011  | 1              | 1  | 100% | 0.00%  | 52    | 52   | 100% | 0.00  | 0.00   |
|  | March 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011   | 1              | 1  | 100% | 0.00%  | 78    | 78   | 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   |
| MR-4E All Troubles Cleared within 48 Hours Unbundled Loop Analog Parity  | September 2011  | 29             | 29 | 100% | 0.00%  | 1554  | 1691 | 92%  | -1.59 | (1.96) |
|  | August 2011   | 14             | 14 | 100% | 0.00%  | 1541  | 1665 | 93%  | -1.06 | (1.64) |
|  | July 2011   | 27             | 28 | 96%  | 18.56% | 1449  | 1581 | 92%  | -0.91 | (1.55) |
|  | June 2011   | 20             | 20 | 100% | 0.00%  | 1363  | 1469 | 93%  | -1.24 | (1.75) |
|  | May 2011  | 10             | 10 | 100% | 0.00%  | 1516  | 1654 | 92%  | -0.95 | (1.58) |
|  | April 2011  | 27             | 27 | 100% | 0.00%  | 1317  | 1458 | 90%  | -1.68 | (2.02) |
|  | March 2011  | 25             | 25 | 100% | 0.00%  | 1834  | 2168 | 85%  | -2.12 | (2.29) |
|  | February 2011   | 37             | 39 | 95%  | 22.06% | 2073  | 2475 | 84%  | -1.87 | (2.14) |
|  | January 2011  | 33             | 33 | 100% | 0.00%  | 1698  | 2067 | 82%  | -2.66 | (2.62) |
|  | December 2010   | 20             | 20 | 100% | 0.00%  | 1598  | 1764 | 91%  | -1.43 | (1.87) |
|  | November 2010   | 19             | 19 | 100% | 0.00%  | 1785  | 1961 | 91%  | -1.36 | (1.83) |
|  | October 2010  | 18             | 18 | 100% | 0.00%  | 1836  | 2009 | 91%  | -1.30 | (1.79) |
|  | MR-4E All Troubles Cleared within 48 Hours Unbundled Loop ISDN Capable Parity | September 2011 | 3  | 3    | 100%   | 0.00% | 0    | 0    | 0%    | 0.00   |
| August 2011  |   | 1              | 1  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| July 2011  |   | 2              | 2  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |
| June 2011  |   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| May 2011   |   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| April 2011   |   | 1              | 1  | 100% | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
| March 2011   |   | 1              | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |
| February 2011  |   | 2              | 2  | 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  |   | 2              | 2  | 100% | 0.00%  | 2     | 2    | 100% | 0.00  | 0.00   |
| October 2010   |   | 1              | 1  | 100% | 0.00%  | 1     | 1    | 100% | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours DS1 Parity                     |   | September 2011 | 1  | 1    | 100%   | 0.00% | 45   | 52   | 87%   | -0.39  |
|  | August 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011   | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011   | 0              | 1  | 0%   | 0.00%  | 38    | 53   | 72%  | 1.58  | (0.67) |
|  | May 2011  | 0              | 0  | 0%   | 0.00%  | 0     | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011  | 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   | 1              | 1  | 100% | 0.00%  | 49    | 71   | 69%  | -0.67 | (1.40) |
|  | January 2011  | 1              | 2  | 50%  | 50.00% | 65    | 83   | 78%  | 0.96  | (0.84) |
|  | December 2010   | 1              | 2  | 50%  | 50.00% | 48    | 56   | 86%  | 1.42  | (0.66) |
|  | November 2010   | 1              | 1  | 100% | 0.00%  | 58    | 88   | 66%  | -0.72 | (1.43) |
|  | October 2010  | 1              | 1  | 100% | 0.00%  | 54    | 69   | 78%  | -0.52 | (1.32) |



|  |                |    |      |        |        |    |     |       |        |        |
|--|----------------|----|------|--------|--------|----|-----|-------|--------|--------|
| MR-5A All Troubles Cleared within 4 Hours<br>E911 Parity   | September 2011 | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 1  | 1    | 100%   | 0.00%  | 2  | 2   | 100%  | 0.00   | 0.00   |
|  | April 2011     | 2  | 2    | 100%   | 0.00%  | 3  | 3   | 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  | 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   |        |
| MR-5A All Troubles Cleared within 4 Hours<br>Enhanced Extended Loops - DS0 Capable<br>Diagnostic | September 2011 | 1  | 1    | 100%   | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | April 2011     | 0  | 1    | 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   | 1              | 1  | 100% | 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     | September 2011 | 37 | 47   | 79%    | 40.93% | 45 | 52  | 87%   | 1.14   | (0.54) |
|  | August 2011    | 38 | 47   | 81%    | 39.35% | 56 | 65  | 86%   | 0.80   | (0.70) |
|  | July 2011      | 34 | 42   | 81%    | 39.27% | 35 | 46  | 76%   | -0.53  | (1.32) |
|  | June 2011      | 50 | 60   | 83%    | 37.27% | 38 | 53  | 72%   | -1.37  | (1.83) |
|  | May 2011       | 32 | 44   | 73%    | 44.54% | 42 | 59  | 71%   | -0.17  | (1.10) |
|  | April 2011     | 38 | 46   | 83%    | 37.90% | 53 | 65  | 82%   | -0.14  | (1.09) |
|  | March 2011     | 35 | 47   | 74%    | 43.60% | 50 | 72  | 69%   | -0.58  | (1.35) |
|  | February 2011  | 39 | 52   | 75%    | 43.30% | 49 | 71  | 69%   | -0.71  | (1.43) |
|  | January 2011   | 36 | 45   | 80%    | 40.00% | 65 | 83  | 78%   | -0.22  | (1.13) |
|  | December 2010  | 38 | 44   | 86%    | 34.32% | 48 | 56  | 86%   | -0.09  | (1.06) |
| November 2010  | 36             | 48 | 75%  | 43.30% | 58     | 88 | 66% | -1.07 | (1.65) |        |
| October 2010   | 37             | 42 | 88%  | 32.38% | 54     | 69 | 78% | -1.22 | (1.74) |        |
| MR-5A All Troubles Cleared within 4 Hours<br>Enhanced Extended Loops - DS3 Capable<br>Parity     | September 2011 | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | August 2011    | 1  | 1    | 100%   | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | July 2011      | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | June 2011      | 1  | 1    | 100%   | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | May 2011       | 1  | 1    | 100%   | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |
|  | April 2011     | 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  | 1  | 1    | 100%   | 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%  | 0      | 0  | 0%  | 0.00  | 0.00   |        |
| October 2010   | 0              | 0  | 0%   | 0.00%  | 0      | 0  | 0%  | 0.00  | 0.00   |        |
| MR-5A All Troubles Cleared within 4 Hours  | September 2011 | 0  | 0    | 0%     | 0.00%  | 0  | 0   | 0%    | 0.00   | 0.00   |

|   |                |   |   |      |        |    |    |      |       |        |
|---|----------------|---|---|------|--------|----|----|------|-------|--------|
| Frame Relay Parity                        | August 2011    | 1 | 1 | 100% | 0.00%  | 5  | 8  | 63%  | -0.73 | (1.44) |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-5A All Troubles Cleared within 4 Hours | September 2011 | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
| LIS Trunk Parity                          | August 2011    | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 1 | 2 | 50%  | 50.00% | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011       | 2 | 2 | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | April 2011     | 1 | 1 | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | March 2011     | 2 | 2 | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|   | February 2011  | 1 | 1 | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | January 2011   | 4 | 4 | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|   | December 2010  | 1 | 1 | 100% | 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   | 4 | 4 | 100% | 0.00%  | 0  | 1  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours | September 2011 | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
| UDIT Above DS1 Level Parity               | August 2011    | 1 | 1 | 100% | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011       | 2 | 2 | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|   | April 2011     | 1 | 1 | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|   | March 2011     | 4 | 4 | 100% | 0.00%  | 1  | 1  | 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  | 1 | 1 | 100% | 0.00%  | 2  | 2  | 100% | 0.00  | 0.00   |
|   | November 2010  | 1 | 1 | 100% | 0.00%  | 1  | 1  | 100% | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0.00%  | 0  | 0  | 0%   | 0.00  | 0.00   |
| MR-5A All Troubles Cleared within 4 Hours | September 2011 | 0 | 0 | 0%   | 0      | 0  | 0% | 0.00 | 0.00  |        |
| UDIT DS1 Parity                           | August 2011    | 0 | 0 | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 1 | 1 | 100% | 0      | 38 | 53 | 72%  | -0.62 | (1.38) |
|   | May 2011       | 0 | 0 | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-5A All Troubles Cleared within 4 Hours | September 2011 | 0 | 0 | 0%   | 0      | 0  | 0% | 0.00 | 0.00  |        |
| Unbundled Loop - 4 Wire Non-Loaded Parity | August 2011    | 0 | 0 | 0%   | 0      | 0  | 0% | 0.00 | 0.00  |        |

|  |                |    |    |      |        |    |     |     |       |        |
|--|----------------|----|----|------|--------|----|-----|-----|-------|--------|
|  | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | March 2011     | 1  | 1  | 100% | 0      | 50 | 72  | 69% | -0.66 | (1.40) |
|  | 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   |
| MR-5A All Troubles Cleared within 4 Hours<br>Unbundled Loop - DS1 Capable Parity | September 2011 | 64 | 78 | 82%  | 0.3838 | 45 | 52  | 87% | 0.73  | (0.74) |
|  | August 2011    | 55 | 69 | 80%  | 0.4022 | 56 | 65  | 86% | 1.08  | (0.54) |
|  | July 2011      | 57 | 72 | 79%  | 0.4061 | 35 | 46  | 76% | -0.38 | (1.23) |
|  | June 2011      | 52 | 58 | 90%  | 0.3045 | 38 | 53  | 72% | -2.10 | (2.28) |
|  | May 2011       | 65 | 82 | 79%  | 0.4054 | 42 | 59  | 71% | -1.05 | (1.64) |
|  | April 2011     | 48 | 68 | 71%  | 0.4556 | 53 | 65  | 82% | 1.63  | (0.22) |
|  | March 2011     | 54 | 79 | 68%  | 0.4651 | 50 | 72  | 69% | 0.15  | (1.02) |
|  | February 2011  | 59 | 87 | 68%  | 0.4672 | 49 | 71  | 69% | 0.16  | (1.01) |
|  | January 2011   | 59 | 77 | 77%  | 0.4232 | 65 | 83  | 78% | 0.26  | (0.96) |
|  | December 2010  | 71 | 89 | 80%  | 0.4017 | 48 | 56  | 86% | 1.00  | (0.59) |
|  | November 2010  | 73 | 95 | 77%  | 0.4218 | 58 | 88  | 66% | -1.56 | (1.95) |
|  | October 2010   | 62 | 72 | 86%  | 0.3458 | 54 | 69  | 78% | -1.13 | (1.69) |
| MR-5B All Troubles Cleared within 4 Hours<br>DS0 Parity                          | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 1  | 0%   | 0      | 52 | 72  | 72% | 1.60  | (0.66) |
|  | June 2011      | 1  | 1  | 100% | 0      | 48 | 65  | 74% | -0.59 | (1.36) |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | March 2011     | 1  | 1  | 100% | 0      | 24 | 39  | 62% | -0.78 | (1.47) |
|  | 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   |
| MR-5B All Troubles Cleared within 4 Hours<br>DS1 Parity                          | September 2011 | 1  | 1  | 100% | 0      | 45 | 63  | 71% | -0.63 | (1.38) |
|  | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 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   | 1  | 1  | 100% | 0      | 89 | 111 | 80% | -0.49 | (1.30) |
|  | 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   |
| MR-5B All Troubles Cleared within 4 Hours<br>E911 Parity                         | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |

|   |                |    |    |      |        |    |     |      |       |        |
|---|----------------|----|----|------|--------|----|-----|------|-------|--------|
|   | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 1  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | April 2011     | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | March 2011     | 1  | 1  | 100% | 0      | 1  | 1   | 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  | 1  | 1  | 100% | 0      | 2  | 2   | 100% | 0.00  | 0.00   |
|   | October 2010   | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 13 | 14 | 93%  | 0.2575 | 45 | 63  | 71%  | -1.61 | (1.98) |
| Enhanced Extended Loops - DS1 Capable     | August 2011    | 18 | 19 | 95%  | 0.2233 | 41 | 63  | 65%  | -2.38 | (2.45) |
| Parity                                    | July 2011      | 11 | 17 | 65%  | 0.4779 | 28 | 43  | 65%  | 0.03  | (1.16) |
|   | June 2011      | 19 | 23 | 83%  | 0.379  | 41 | 60  | 68%  | -1.25 | (1.76) |
|   | May 2011       | 9  | 16 | 56%  | 0.4961 | 38 | 52  | 73%  | 1.33  | (0.41) |
|   | April 2011     | 8  | 11 | 73%  | 0.4454 | 36 | 52  | 69%  | -0.23 | (1.14) |
|   | March 2011     | 11 | 13 | 85%  | 0.3608 | 56 | 73  | 77%  | -0.62 | (1.38) |
|   | February 2011  | 8  | 11 | 73%  | 0.4454 | 54 | 78  | 69%  | -0.24 | (1.14) |
|   | January 2011   | 16 | 21 | 76%  | 0.4259 | 89 | 111 | 80%  | 0.42  | (0.90) |
|   | December 2010  | 16 | 21 | 76%  | 0.4259 | 51 | 58  | 88%  | 1.42  | (0.43) |
|   | November 2010  | 15 | 25 | 60%  | 0.4899 | 53 | 68  | 78%  | 1.85  | (0.12) |
|   | October 2010   | 9  | 10 | 90%  | 0.3    | 46 | 61  | 75%  | -0.99 | (1.60) |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
| ISDN Primary Parity                       | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | April 2011     | 1  | 1  | 100% | 0      | 20 | 22  | 91%  | -0.31 | (1.19) |
|   | 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   |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
| LIS Trunk Parity                          | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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  | 1  | 1  | 100% | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | October 2010   | 0  | 1  | 0%   | 0      | 1  | 1   | 100% | 0.00  | (1.00) |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
| UDIT Above DS1 Level Parity               | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0   | 0%   | 0.00  | 0.00   |
|   | June 2011      | 1  | 1  | 100% | 0      | 2  | 2   | 100% | 0.00  | 0.00   |

|   |                |            |    |       |             |             |     |       |       |        |
|---|----------------|------------|----|-------|-------------|-------------|-----|-------|-------|--------|
|   | May 2011       | 0          | 0  | 0%    | 0           | 0           | 0   | 0%    | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 0          | 0  | 0%    | 0           | 0           | 0   | 0%    | 0.00  | 0.00   |
| UDIT DS1 Parity                           | August 2011    | 0          | 0  | 0%    | 0           | 0           | 0   | 0%    | 0.00  | 0.00   |
|   | July 2011      | 1          | 1  | 100%  | 0           | 28          | 43  | 65%   | -0.72 | (1.44) |
|   | June 2011      | 0          | 0  | 0%    | 0           | 0           | 0   | 0%    | 0.00  | 0.00   |
|   | May 2011       | 0          | 0  | 0%    | 0           | 0           | 0   | 0%    | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-5B All Troubles Cleared within 4 Hours | September 2011 | 12         | 15 | 80%   | 0.4         | 45          | 63  | 71%   | -0.66 | (1.40) |
| Unbundled Loop - DS1 Capable Parity       | August 2011    | 11         | 16 | 69%   | 0.4635      | 41          | 63  | 65%   | -0.28 | (1.17) |
|   | July 2011      | 11         | 12 | 92%   | 0.2764      | 28          | 43  | 65%   | -1.71 | (2.04) |
|   | June 2011      | 10         | 12 | 83%   | 0.3727      | 41          | 60  | 68%   | -1.02 | (1.62) |
|   | May 2011       | 12         | 14 | 86%   | 0.3499      | 38          | 52  | 73%   | -0.95 | (1.58) |
|   | April 2011     | 8          | 11 | 73%   | 0.4454      | 36          | 52  | 69%   | -0.23 | (1.14) |
|   | March 2011     | 10         | 13 | 77%   | 0.4213      | 56          | 73  | 77%   | -0.02 | (1.01) |
|   | February 2011  | 4          | 10 | 40%   | 0.4899      | 54          | 78  | 69%   | 1.89  | (0.11) |
|   | January 2011   | 11         | 17 | 65%   | 0.4779      | 89          | 111 | 80%   | 1.49  | (0.32) |
|   | December 2010  | 12         | 14 | 86%   | 0.3499      | 51          | 58  | 88%   | 0.23  | (1.09) |
|   | November 2010  | 10         | 12 | 83%   | 0.3727      | 53          | 68  | 78%   | -0.42 | (1.25) |
|   | October 2010   | 12         | 17 | 71%   | 0.4556      | 46          | 61  | 75%   | 0.41  | (0.93) |
| MR-6A Mean Time to Restore Basic Rate     | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| ISDN Parity                               | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0.07638889 | 1  | 01:50 | 0           | 0.550694444 | 4   | 03:18 | -0.61 | (1.37) |
|   | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 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  | 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  | 0.20972222 | 1  | 05:02 | 0           | 0.454861111 | 5   | 02:11 | 9.10  | (0.48) |
|   | 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   |
| MR-6A Mean Time to Restore Business       | September 2011 | 2.79722222 | 3  | 22:23 | 0.097222222 | 0           | 600 | 17:16 | 0.64  | (0.48) |
| Parity                                    | August 2011    | 7.85347222 | 7  | 02:56 | 0.721527778 | 410.8375    | 668 | 14:46 | 2.08  | 0.09   |
|   | July 2011      | 4.38541667 | 4  | 02:19 | 0.453472222 | 0           | 727 | 14:09 | 1.68  | (0.07) |
|   | June 2011      | 1.01527778 | 2  | 12:11 | 0.626388889 | 0           | 700 | 19:48 | -0.58 | (1.35) |
|   | May 2011       | 2.86666667 | 5  | 13:46 | 0.454861111 | 0           | 867 | 20:35 | -0.74 | (1.45) |

|  |                |            |    |       |             |             |      |       |       |        |
|--|----------------|------------|----|-------|-------------|-------------|------|-------|-------|--------|
|  | April 2011     | 1.225      | 2  | 14:42 | 0.463888889 | 0           | 680  | 21:22 | -0.48 | (1.29) |
|  | March 2011     | 6.02361111 | 5  | 04:55 | 0.625694444 | 0           | 896  | 12:24 | -0.63 | (1.38) |
|  | February 2011  | 24.6930556 | 6  | 02:46 | 5.682638889 | 0           | 1003 | 12:02 | 4.68  | 0.57   |
|  | January 2011   | 3.31319444 | 3  | 02:30 | 0.660416667 | 0           | 856  | 10:19 | -0.49 | (1.30) |
|  | December 2010  | 12.2409722 | 8  | 12:43 | 0.5625      | 0           | 819  | 03:59 | 1.15  | (0.33) |
|  | November 2010  | 13.0430556 | 10 | 07:18 | 0.84375     | 0           | 887  | 01:29 | 0.78  | (0.43) |
|  | October 2010   | 2.10347222 | 4  | 12:37 | 0.275694444 | 0           | 783  | 23:04 | -0.87 | (1.53) |
| MR-6A Mean Time to Restore Centrex 21 Parity     | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.91458333 | 1  | 21:57 | 0           | 10.76666667 | 12   | 21:32 | 0.02  | (0.95) |
|  | May 2011       | 2.36388889 | 2  | 04:22 | 0.056944444 | 23.35972222 | 20   | 04:02 | 0.02  | (0.68) |
|  | April 2011     | 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  | 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  | 2.18819444 | 3  | 17:30 | 0.610416667 | 8.891666667 | 9    | 23:43 | -0.44 | (1.27) |
|  | October 2010   | 0.49097222 | 1  | 11:47 | 0           | 17.91736111 | 19   | 22:38 | -0.50 | (1.30) |
| MR-6A Mean Time to Restore Line Sharing Parity   | September 2011 | 2.27708333 | 3  | 18:13 | 0.313888889 | 0           | 4903 | 20:31 | -0.19 | (1.12) |
|  | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 4.41111111 | 3  | 11:17 | 0.397222222 | 0           | 4936 | 21:20 | 1.04  | (0.05) |
|  | May 2011       | 2.25416667 | 2  | 03:03 | 0.345833333 | 0           | 6244 | 21:47 | 0.41  | (0.49) |
|  | April 2011     | 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  | 2.67708333 | 3  | 21:25 | 0.720138889 | 0           | 8926 | 12:39 | -0.80 | (1.49) |
|  | January 2011   | 2.19652778 | 1  | 04:43 | 0           | 0           | 7764 | 12:40 | 0.55  | (0.47) |
|  | December 2010  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0.86944444 | 1  | 20:52 | 0           | 0           | 6292 | 01:27 | -0.23 | (1.14) |
|  | October 2010   | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6A Mean Time to Restore Line Splitting Parity | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 1.05625    | 2  | 12:40 | 0.463194444 | 0           | 5418 | 18:24 | -0.29 | (1.18) |
|  | July 2011      | 1.96666667 | 2  | 23:36 | 0.039583333 | 0           | 5231 | 18:48 | 0.11  | (0.48) |
|  | June 2011      | 0.29166667 | 1  | 07:00 | 0           | 0           | 4936 | 21:20 | -0.62 | (1.37) |
|  | May 2011       | 1.51041667 | 2  | 18:07 | 0.136805556 | 0           | 6244 | 21:47 | -0.28 | (1.17) |
|  | April 2011     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 6.15555556 | 2  | 01:52 | 0.054861111 | 0           | 7348 | 15:27 | 1.70  | 0.02   |
|  | February 2011  | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 5.31944444 | 3  | 18:33 | 0.436111111 | 0           | 7764 | 12:40 | 0.35  | (0.72) |
|  | 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   |
| MR-6A Mean Time to Restore PBX Parity            | September 2011 | 0.94583333 | 1  | 22:42 | 0           | 0.934027778 | 1    | 22:25 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0.06180556 | 1  | 01:29 | 0           | 2.773611111 | 7    | 09:31 | -0.42 | (1.26) |
|  | April 2011     | 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                                     | 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   |
| MR-6A Mean Time to Restore Residence Parity          | September 2011                                    | 1.925          | 3     | 15:24 | 0.217361111 | 0           | 4303  | 20:58 | -0.45 | (1.28) |
|  | August 2011                                       | 2.00694444     | 2     | 00:05 | 0.114583333 | 0           | 4750  | 18:54 | 0.25  | (0.50) |
|  | July 2011   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | June 2011   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | May 2011  | 4.67361111     | 4     | 04:02 | 0.151388889 | 0           | 5377  | 21:58 | 0.68  | (0.47) |
|  | April 2011  | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | March 2011  | 2.18819444     | 2     | 02:15 | 0.131944444 | 0           | 6452  | 15:52 | -0.66 | (1.40) |
|  | February 2011                                     | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | January 2011                                      | 0.97222222     | 1     | 23:20 | 0           | 0           | 6908  | 12:58 | -0.46 | (1.28) |
|  | December 2010                                     | 3.09791667     | 2     | 13:10 | 0.508333333 | 0           | 5328  | 06:15 | 0.46  | (0.58) |
|  | November 2010                                     | 3.39652778     | 2     | 16:45 | 0.592361111 | 0           | 5405  | 01:27 | 1.11  | (0.25) |
|  | October 2010                                      | 1.25277778     | 1     | 06:04 | 0           | 0           | 4833  | 23:40 | 0.32  | (0.48) |
|  | MR-6A Mean Time to Restore UNE - P (POTS) Parity  | September 2011 | 0     | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   |
| August 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| July 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| June 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| May 2011   |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| April 2011   |   | 3.73263889     | 4     | 22:24 | 0.736805556 | 0           | 5059  | 23:06 | -0.07 | (1.04) |
| March 2011   |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| February 2011  |   | 36.975         | 32    | 03:44 | 1.033333333 | 0           | 8926  | 12:39 | -1.53 | (1.93) |
| January 2011   |   | 28.1534722     | 21    | 08:11 | 1.279861111 | 0           | 7764  | 12:40 | -0.71 | (1.43) |
| December 2010  |   | 24.2319444     | 20    | 05:05 | 1.188888889 | 0           | 6147  | 05:57 | -0.18 | (1.11) |
| November 2010  |   | 25.0979167     | 26    | 23:10 | 0.557638889 | 0           | 6292  | 01:27 | -0.58 | (1.35) |
| October 2010   |   | 20.0048611     | 17    | 04:15 | 1.122222222 | 0           | 5616  | 23:35 | 0.93  | (0.44) |
| MR-6A Mean Time to Restore UNE P (Centrex 21) Parity |   | September 2011 | 0     | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   |
|  | August 2011                                       | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | July 2011   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | June 2011   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | May 2011  | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | April 2011  | 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                                     | 2.38194444     | 3     | 19:03 | 0.511111111 | 27.92430556 | 17    | 15:25 | -1.24 | (1.76) |
|  | January 2011                                      | 1.12361111     | 1     | 02:58 | 0           | 15.76805556 | 12    | 07:32 | -0.23 | (1.14) |
|  | December 2010                                     | 2.99652778     | 2     | 11:57 | 0.647916667 | 5.695138889 | 8     | 17:05 | 1.82  | (0.10) |
|  | 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   |
|  | MR-6A Mean Time to Restore UNE P (Centrex) Parity | September 2011 | 0     | 0     | 00:00       | 0           | 0     | 0     | 00:00 | 0.00   |
| August 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| July 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| June 2011  |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| May 2011   |   | 0              | 0     | 00:00 | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| April 2011   | 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  | 0.17986111 | 1 | 04:19 | 0           | 52.15625    | 27   | 22:22 | -0.80 | (1.49) |
|  | January 2011   | 1.81805556 | 1 | 19:38 | 0           | 32.74861111 | 26   | 06:14 | 0.48  | (0.54) |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 1.70555556 | 2 | 20:28 | 0.163888889 | 22.11388889 | 26   | 20:25 | 0.00  | (0.96) |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6B Mean Time to Restore Business Parity     | September 2011 | 0.34097222 | 1 | 08:11 | 0           | 149.5583333 | 182  | 19:43 | -0.66 | (1.40) |
|  | August 2011    | 1.06875    | 2 | 12:49 | 0.211805556 | 134.4805556 | 171  | 18:52 | -0.20 | (1.12) |
|  | July 2011      | 2.03680556 | 2 | 00:26 | 0.122222222 | 136.1194444 | 174  | 18:47 | 0.40  | (0.51) |
|  | June 2011      | 0.22777778 | 1 | 05:28 | 0           | 94.15208333 | 146  | 15:29 | -0.63 | (1.38) |
|  | May 2011       | 2.04097222 | 3 | 16:20 | 0.54375     | 135.8034722 | 189  | 17:15 | -0.09 | (1.06) |
|  | April 2011     | 0.47708333 | 2 | 05:43 | 0.041666667 | 150.7569444 | 164  | 22:04 | -1.01 | (1.62) |
|  | March 2011     | 0.19305556 | 1 | 04:38 | 0           | 239.0506944 | 228  | 01:10 | -0.93 | (1.56) |
|  | February 2011  | 2.78611111 | 3 | 22:17 | 0.067361111 | 350.1326389 | 275  | 06:33 | -0.47 | (1.28) |
|  | January 2011   | 2.12569444 | 2 | 01:30 | 1.4125      | 220.1513889 | 223  | 23:42 | 0.12  | (0.73) |
|  | December 2010  | 0.12361111 | 1 | 02:58 | 0           | 167.0986111 | 209  | 19:11 | -0.83 | (1.51) |
|  | November 2010  | 0.28888889 | 1 | 06:56 | 0           | 180.4694444 | 216  | 20:03 | -0.80 | (1.49) |
|  | October 2010   | 0.96458333 | 1 | 23:09 | 0           | 191.4284722 | 220  | 20:53 | 0.12  | (0.79) |
| MR-6B Mean Time to Restore Centrex 21 Parity   | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.94513889 | 1 | 22:41 | 0           | 4.595138889 | 4    | 03:34 | -0.16 | (1.09) |
|  | March 2011     | 0.86041667 | 1 | 20:39 | 0           | 1.472916667 | 3    | 11:47 | 0.56  | (0.74) |
|  | 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   |
| MR-6B Mean Time to Restore Line Sharing Parity | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 1.07847222 | 1 | 01:53 | 0           | 0           | 1455 | 20:34 | 0.22  | (0.53) |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| MR-6B Mean Time to Restore PBX Parity          | September 2011 | 1.14513889 | 3 | 09:10 | 0.441666667 | 4.393055556 | 6    | 17:34 | -1.18 | (1.72) |
|  | August 2011    | 0.75277778 | 2 | 09:02 | 0.288888889 | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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  | 0.63541667 | 2 | 07:37 | 0.000694444 | 1.05625     | 3    | 08:27 | -0.10 | (1.06) |
|   | October 2010   | 0.33819444 | 1 | 08:07 | 0           | 1.505555556 | 4    | 09:02 | -0.12 | (1.07) |
| MR-6B Mean Time to Restore Residence Parity       | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0.29305556 | 1 | 07:02 | 0           | 0           | 1284 | 20:47 | -0.69 | (1.42) |
|   | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 1.15416667 | 1 | 03:42 | 0           | 0           | 1171 | 20:30 | 0.34  | (0.42) |
|   | May 2011       | 1.93541667 | 1 | 22:27 | 0           | 0           | 1330 | 22:37 | 1.18  | (0.32) |
|   | April 2011     | 0.13958333 | 1 | 03:21 | 0           | 0           | 1167 | 23:57 | -0.88 | (1.54) |
|   | 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   |
| MR-6B Mean Time to Restore UNE - P (POTS) Parity  | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 3.27847222 | 1 | 06:41 | 0           | 0           | 1331 | 23:43 | 2.36  | 0.21   |
|   | March 2011     | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 9.72847222 | 5 | 22:42 | 2.236111111 | 0           | 2291 | 07:38 | 1.14  | (0.22) |
|   | January 2011   | 1.02013889 | 4 | 06:07 | 0.424305556 | 0           | 1919 | 06:39 | -1.64 | (2.00) |
|   | December 2010  | 3.83680556 | 4 | 23:01 | 0.829861111 | 0           | 1605 | 23:16 | -0.02 | (1.01) |
|   | November 2010  | 4.37083333 | 5 | 20:59 | 0.0875      | 0           | 1825 | 00:00 | -0.29 | (1.18) |
|   | October 2010   | 2.16180556 | 3 | 17:18 | 0.580555556 | 0           | 1859 | 22:34 | -0.32 | (1.19) |
| MR-6B Mean Time to Restore UNE P (Centrex) Parity | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 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  | 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   | 0.34097222 | 1 | 08:11 | 0           | 2.929166667 | 3    | 23:26 | -3.18 | (2.93) |
| MR-6C Mean Time to Restore Basic Rate ISDN Parity | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 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  | 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   | 0.08680556 | 1 | 02:05 | 0 | 0.01388889  | 1   | 00:20 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore Business Parity     | September 2011 | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.04583333 | 1 | 01:06 | 0 | 19.25625    | 75  | 06:10 | -0.40 | (1.24) |
|  | June 2011      | 0.07847222 | 1 | 01:53 | 0 | 28.96875    | 91  | 07:38 | -0.48 | (1.29) |
|  | May 2011       | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 0.09375    | 1 | 02:15 | 0 | 35.5625     | 105 | 08:08 | -0.44 | (1.27) |
|  | 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   |
| MR-6C Mean Time to Restore Centrex Parity      | September 2011 | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0.00208333 | 1 | 00:03 | 0 | 2.06527778  | 7   | 07:05 | -0.64 | (1.39) |
|  | 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   |
| MR-6C Mean Time to Restore Centrex 21 Parity   | September 2011 | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0.00069444 | 1 | 00:01 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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  | 0.00486111 | 1 | 00:07 | 0 | 1.34375     | 2   | 16:07 | -0.57 | (1.35) |
|  | 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   |
| MR-6C Mean Time to Restore Line Sharing Parity | September 2011 | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.03263889 | 1 | 00:47 | 0 | 182.4145833 | 437 | 10:01 | -0.66 | (1.40) |
|  | June 2011      | 0.07847222 | 1 | 01:53 | 0 | 170.3472222 | 412 | 09:55 | -0.60 | (1.36) |
|  | May 2011       | 0          | 0 | 00:00 | 0 | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.09652778 | 1 | 02:19 | 0 | 160.4861111 | 389 | 09:54 | -0.52 | (1.32) |
|  | 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  | 0.83194444 | 1 | 19:58 | 0           | 309.8798611 | 489 | 15:13 | 0.27  | (0.70) |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore Line Splitting Parity | September 2011 | 0.09791667 | 1 | 02:21 | 0           | 227.8020833 | 497 | 11:00 | -0.62 | (1.38) |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.70902778 | 1 | 17:01 | 0           | 170.3472222 | 412 | 09:55 | 0.53  | (0.61) |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| MR-6C Mean Time to Restore PBX Parity            | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 1.04861111 | 1 | 01:10 | 0           | 0.158333333 | 1   | 03:48 | 0.00  | 0.00   |
|  | 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  | 0.00347222 | 2 | 00:02 | 0.000694444 | 0.35        | 3   | 02:48 | -1.04 | (1.63) |
|  | 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   |
| MR-6C Mean Time to Restore Residence Parity      | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0.00416667 | 1 | 00:06 | 0           | 215.95      | 450 | 11:31 | -0.78 | (1.47) |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 1.04027778 | 1 | 00:58 | 0           | 348.38125   | 383 | 21:50 | 0.12  | (0.68) |
|  | December 2010  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | November 2010  | 0.02777778 | 1 | 00:40 | 0           | 275.2180556 | 405 | 16:19 | -0.86 | (1.52) |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6C Mean Time to Restore UNE - P (POTS) Parity | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 1.06875    | 4 | 06:25 | 0.2375      | 382.5583333 | 512 | 17:56 | -0.79 | (1.48) |
|  | January 2011   | 0.09027778 | 2 | 01:05 | 0.061805556 | 388.3465278 | 470 | 19:50 | -1.03 | (1.63) |
|  | December 2010  | 1.99930556 | 7 | 06:51 | 0.303472222 | 141.0840278 | 397 | 08:32 | -0.33 | (1.20) |
|  | November 2010  | 0.36041667 | 3 | 02:53 | 0.107638889 | 309.8798611 | 489 | 15:13 | -1.21 | (1.74) |

|  |                |            |   |       |             |             |     |       |       |        |
|--|----------------|------------|---|-------|-------------|-------------|-----|-------|-------|--------|
|  | October 2010   | 4.85138889 | 7 | 16:38 | 1.29375     | 240.0847222 | 528 | 10:55 | 1.05  | (0.38) |
| MR-6C Mean Time to Restore UNE P (Centrex 21) Parity | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0.05486111 | 1 | 01:19 | 0           | 1.791666667 | 2   | 21:30 | -0.54 | (1.33) |
|  | 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   |
| MR-6D Mean Time to Restore Dark Fiber - IOF Parity   | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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  | 0.00138889 | 1 | 00:02 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
| MR-6D Mean Time to Restore DS1 Parity                | September 2011 | 0.11041667 | 1 | 02:39 | 0           | 4.938888889 | 47  | 02:31 | 0.06  | (0.92) |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.18680556 | 1 | 04:29 | 0           | 7.259027778 | 45  | 03:52 | 0.16  | (0.80) |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 0.11041667 | 1 | 02:39 | 0           | 13.25208333 | 62  | 05:08 | -0.41 | (1.25) |
|  | January 2011   | 0.40625    | 2 | 04:52 | 0.063194444 | 8.963194444 | 69  | 03:07 | 1.01  | (0.42) |
|  | December 2010  | 0.55347222 | 2 | 06:39 | 0.346527778 | 5.801388889 | 43  | 03:14 | 1.93  | (0.16) |
|  | November 2010  | 0.08055556 | 1 | 01:56 | 0           | 14.3        | 72  | 04:46 | -0.81 | (1.49) |
|  | October 2010   | 0.04375    | 1 | 01:03 | 0           | 10.53402778 | 51  | 04:57 | -0.39 | (1.24) |
| MR-6D Mean Time to Restore E911 Parity               | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0   | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0.02083333 | 1 | 00:30 | 0           | 0.003472222 | 1   | 00:05 | 0.00  | 0.00   |
|  | April 2011     | 0.21111111 | 2 | 02:32 | 0.000694444 | 0.095833333 | 3   | 00:46 | 7.88  | (0.11) |
|  | 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  | 0.09097222 | 1 | 02:11 | 0           | 0.18125     | 5   | 00:52 | 1.17  | (0.73) |
|  | 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   |

|   |                |            |       |             |             |             |       |       |        |        |
|---|----------------|------------|-------|-------------|-------------|-------------|-------|-------|--------|--------|
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS0 Capable Diagnostic | September 2011 | 0.09513889 | 1     | 02:17       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | August 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | June 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | May 2011       | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | April 2011     | 0.19930556 | 1     | 04:47       | 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  | 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  | 0.075          | 1          | 01:48 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity     | September 2011 | 6.28194444 | 46    | 03:17       | 0.120833333 | 4.938888889 | 47    | 02:31 | 1.60   | (0.27) |
|   | August 2011    | 6.30625    | 46    | 03:17       | 0.131944444 | 6.607638889 | 61    | 02:36 | 1.57   | (0.16) |
|   | July 2011      | 5.97847222 | 41    | 03:30       | 0.11875     | 6.759027778 | 42    | 03:52 | -0.52  | (1.32) |
|   | June 2011      | 7.50486111 | 60    | 03:00       | 0.113194444 | 7.259027778 | 45    | 03:52 | -1.17  | (1.71) |
|   | May 2011       | 6.95833333 | 44    | 03:48       | 0.142361111 | 11.68125    | 53    | 05:17 | -0.99  | (1.60) |
|   | April 2011     | 5.7125     | 46    | 02:59       | 0.107638889 | 6.340972222 | 51    | 02:59 | -0.01  | (1.01) |
|   | March 2011     | 6.35833333 | 45    | 03:23       | 0.095833333 | 11.38402778 | 61    | 04:29 | -1.61  | (1.98) |
|   | February 2011  | 10.0840278 | 51    | 04:45       | 0.341666667 | 13.25208333 | 62    | 05:08 | -0.33  | (1.20) |
|   | January 2011   | 6.68888889 | 43    | 03:44       | 0.208333333 | 8.963194444 | 69    | 03:07 | 1.31   | (0.47) |
|   | December 2010  | 4.93194444 | 42    | 02:49       | 0.066666667 | 5.801388889 | 43    | 03:14 | -0.79  | (1.48) |
|   | November 2010  | 7.27708333 | 46    | 03:48       | 0.154166667 | 14.3        | 72    | 04:46 | -1.48  | (1.90) |
| October 2010  | 4.19861111     | 39         | 02:35 | 0.068055556 | 10.53402778 | 51          | 04:57 | -1.12 | (1.68) |        |
| MR-6D Mean Time to Restore Enhanced Extended Loops - DS3 Capable Diagnostic | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | August 2011    | 0.11180556 | 1     | 02:41       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | June 2011      | 0.04652778 | 1     | 01:07       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | May 2011       | 0.025      | 1     | 00:36       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | April 2011     | 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  | 0.09791667 | 1     | 02:21       | 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  | 0.02361111 | 1     | 00:34       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
| October 2010  | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00  | 0.00   |        |
| MR-6D Mean Time to Restore Frame Relay Parity                               | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | August 2011    | 0.00069444 | 1     | 00:01       | 0           | 1.710416667 | 8     | 05:08 | -1.13  | (1.69) |
|   | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | June 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | May 2011       | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |
|   | April 2011     | 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  | 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   |        |
| MR-6D Mean Time to Restore LIS Trunk  | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00   | 0.00   |

|  |                |            |       |             |             |             |       |       |       |        |
|--|----------------|------------|-------|-------------|-------------|-------------|-------|-------|-------|--------|
| Parity   | August 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.23888889 | 2     | 02:52       | 0.106944444 | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0.05208333 | 2     | 00:37       | 0.022916667 | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.00625    | 1     | 00:09       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 0.03611111 | 2     | 00:26       | 0.007638889 | 0.0625      | 1     | 01:30 | 0.00  | 0.00   |
|  | February 2011  | 0.05069444 | 1     | 01:13       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | January 2011   | 0.11666667 | 4     | 00:42       | 0.028472222 | 0.035416667 | 1     | 00:51 | 0.00  | 0.00   |
|  | December 2010  | 0.05       | 1     | 01:12       | 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   | 0.25416667     | 4          | 01:31 | 0.060416667 | 0.711805556 | 1           | 17:05 | 0.00  | 0.00  |        |
| MR-6D Mean Time to Restore UDIT Above DS1 Level Parity               | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0.14305556 | 1     | 03:26       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0.06458333 | 2     | 00:46       | 0.015277778 | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.13055556 | 1     | 03:08       | 0           | 0.079166667 | 2     | 00:57 | 1.40  | (0.60) |
|  | March 2011     | 0.22430556 | 4     | 01:21       | 0.045833333 | 0.113194444 | 1     | 02:43 | 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  | 0.08263889 | 1     | 01:59       | 0           | 0.053472222 | 1     | 01:17 | 0.00  | 0.00   |
|  | November 2010  | 0.07222222 | 1     | 01:44       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
| MR-6D Mean Time to Restore UDIT DS1 Parity                           | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.05138889 | 1     | 01:14       | 0           | 7.259027778 | 45    | 03:52 | -0.69 | (1.42) |
|  | May 2011       | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| MR-6D Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity | September 2011 | 5.25555556 | 29    | 04:21       | 0.222222222 | 0.655555556 | 7     | 02:15 | 3.32  | (0.28) |
|  | August 2011    | 5.62708333 | 43    | 03:08       | 0.082638889 | 0.936111111 | 3     | 07:29 | -0.84 | (1.51) |
|  | July 2011      | 5.61527778 | 46    | 02:56       | 0.049305556 | 0.615277778 | 5     | 02:57 | -0.02 | (1.02) |
|  | June 2011      | 7.275      | 49    | 03:34       | 0.097222222 | 1.670138889 | 13    | 03:05 | 0.88  | (0.53) |
|  | May 2011       | 5.90972222 | 42    | 03:23       | 0.118055556 | 0.940277778 | 6     | 03:46 | -0.27 | (1.17) |
|  | April 2011     | 6.05694444 | 40    | 03:38       | 0.11875     | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 5.76597222 | 44    | 03:09       | 0.084722222 | 0.648611111 | 5     | 03:07 | 0.03  | (1.09) |
|  | February 2011  | 8.27222222 | 46    | 04:19       | 0.200694444 | 0.802777778 | 5     | 03:51 | 0.29  | (1.14) |
|  | January 2011   | 7.49166667 | 51    | 03:32       | 0.172916667 | 0.566666667 | 8     | 01:42 | 4.17  | 0.12   |
|  | December 2010  | 6.52222222 | 43    | 03:38       | 0.163194444 | 0.564583333 | 7     | 01:56 | 8.15  | 0.67   |
|  | November 2010  | 5.53958333 | 37    | 03:36       | 0.107638889 | 1.2625      | 12    | 02:32 | 2.32  | (0.23) |
|  | October 2010   | 4.96180556 | 38    | 03:08       | 0.117361111 | 0.68125     | 6     | 02:43 | 0.41  | (0.90) |
| MR-6D Mean Time to Restore Unbundled Loop - 4 Wire Non-Loaded Parity | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00 | 0.00  | 0.00   |

|   |                |            |     |       |             |             |      |       |       |        |
|---|----------------|------------|-----|-------|-------------|-------------|------|-------|-------|--------|
|   | July 2011      | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | March 2011     | 0.11805556 | 1   | 02:50 | 0           | 11.38402778 | 61   | 04:29 | -0.48 | (1.29) |
|   | 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   |
| MR-6D Mean Time to Restore Unbundled Loop - ADSL Qualified Parity | September 2011 | 2.95138889 | 15  | 04:43 | 0.170138889 | 0.655555556 | 7    | 02:15 | 3.59  | (0.27) |
|   | August 2011    | 2.61736111 | 19  | 03:18 | 0.086805556 | 0.936111111 | 3    | 07:29 | -0.78 | (1.47) |
|   | July 2011      | 3.62986111 | 20  | 04:21 | 0.181944444 | 0.615277778 | 5    | 02:57 | 1.38  | (0.83) |
|   | June 2011      | 3.03125    | 23  | 03:10 | 0.059027778 | 1.670138889 | 13   | 03:05 | 0.13  | (0.98) |
|   | May 2011       | 4.76180556 | 21  | 05:27 | 0.279166667 | 0.940277778 | 6    | 03:46 | 1.12  | (0.78) |
|   | April 2011     | 4.89791667 | 28  | 04:12 | 0.142361111 | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | March 2011     | 3.31111111 | 19  | 04:11 | 0.106944444 | 0.648611111 | 5    | 03:07 | 0.95  | (0.62) |
|   | February 2011  | 3.42777778 | 23  | 03:35 | 0.165277778 | 0.802777778 | 5    | 03:51 | -0.16 | (1.10) |
|   | January 2011   | 1.28541667 | 11  | 02:48 | 0.104166667 | 0.566666667 | 8    | 01:42 | 2.07  | (0.36) |
|   | December 2010  | 4.15625    | 21  | 04:45 | 0.192361111 | 0.564583333 | 7    | 01:56 | 12.57 | 0.44   |
|   | November 2010  | 2.12708333 | 14  | 03:39 | 0.1375      | 1.2625      | 12   | 02:32 | 2.06  | (0.20) |
|   | October 2010   | 3.94583333 | 25  | 03:47 | 0.141666667 | 0.68125     | 6    | 02:43 | 1.03  | (0.77) |
| MR-6D Mean Time to Restore Unbundled Loop - DS1 Capable Parity    | September 2011 | 9.55486111 | 78  | 02:56 | 0.093055556 | 4.938888889 | 47   | 02:31 | 1.00  | (0.47) |
|   | August 2011    | 8.97916667 | 68  | 03:10 | 0.118055556 | 6.607638889 | 61   | 02:36 | 1.43  | (0.33) |
|   | July 2011      | 9.275      | 72  | 03:06 | 0.096527778 | 6.759027778 | 42   | 03:52 | -1.26 | (1.76) |
|   | June 2011      | 6.10555556 | 57  | 02:34 | 0.071527778 | 7.259027778 | 45   | 03:52 | -1.72 | (2.05) |
|   | May 2011       | 10.8069444 | 81  | 03:12 | 0.13125     | 11.68125    | 53   | 05:17 | -1.60 | (1.97) |
|   | April 2011     | 9.58263889 | 68  | 03:23 | 0.103472222 | 6.340972222 | 51   | 02:59 | 1.10  | (0.40) |
|   | March 2011     | 12.8138889 | 79  | 03:54 | 0.167361111 | 11.38402778 | 61   | 04:29 | -1.00 | (1.61) |
|   | February 2011  | 13.5583333 | 87  | 03:44 | 0.134722222 | 13.25208333 | 62   | 05:08 | -1.38 | (1.84) |
|   | January 2011   | 10.1618056 | 77  | 03:10 | 0.09375     | 8.963194444 | 69   | 03:07 | 0.12  | (0.99) |
|   | December 2010  | 10.6611111 | 89  | 02:52 | 0.078472222 | 5.801388889 | 43   | 03:14 | -0.80 | (1.49) |
|   | November 2010  | 13.9152778 | 95  | 03:31 | 0.123611111 | 14.3        | 72   | 04:46 | -2.30 | (2.40) |
|   | October 2010   | 7.88541667 | 72  | 02:38 | 0.078472222 | 10.53402778 | 51   | 04:57 | -1.28 | (1.78) |
| MR-6D Mean Time to Restore Unbundled Loop - XDSLi Parity          | September 2011 | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0.2875     | 1   | 06:54 | 0           | 6.759027778 | 42   | 03:52 | 0.95  | (0.34) |
|   | June 2011      | 0.02569444 | 1   | 00:37 | 0           | 7.259027778 | 45   | 03:52 | -0.85 | (1.52) |
|   | May 2011       | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0.22152778 | 1   | 05:19 | 0           | 6.340972222 | 51   | 02:59 | 1.18  | (0.30) |
|   | March 2011     | 0.95763889 | 1   | 22:59 | 0           | 11.38402778 | 61   | 04:29 | 5.35  | 0.25   |
|   | February 2011  | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0.19861111 | 1   | 04:46 | 0           | 8.963194444 | 69   | 03:07 | 0.68  | (0.49) |
|   | December 2010  | 0.11944444 | 2   | 01:26 | 0.015972222 | 5.801388889 | 43   | 03:14 | -1.02 | (1.62) |
|   | November 2010  | 0.26875    | 2   | 03:13 | 0.072222222 | 14.3        | 72   | 04:46 | -0.62 | (1.38) |
|   | October 2010   | 0          | 0   | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
| MR-6D Mean Time to Restore Unbundled Loop Analog Parity           | September 2011 | 45.1395833 | 126 | 08:36 | 0.26875     | 0           | 5247 | 19:55 | -6.16 | (4.75) |
|   | August 2011    | 51.5298611 | 157 | 07:53 | 0.309722222 | 0           | 5805 | 17:53 | -4.56 | (3.77) |
|   | July 2011      | 39.74375   | 133 | 07:10 | 0.205555556 | 0           | 5598 | 18:12 | -2.13 | (2.30) |

|   |   |                |            |       |             |             |             |       |        |        |
|---|---|----------------|------------|-------|-------------|-------------|-------------|-------|--------|--------|
|   | June 2011   | 43.9347222     | 125        | 08:26 | 0.171527778 | 0           | 5278        | 20:35 | -5.87  | (4.57) |
|   | May 2011  | 84.2173611     | 218        | 09:16 | 0.259027778 | 0           | 6602        | 21:01 | -9.37  | (6.70) |
|   | April 2011  | 43.9916667     | 111        | 09:31 | 0.295833333 | 0           | 5383        | 22:18 | -6.54  | (4.97) |
|   | March 2011  | 92.1256944     | 170        | 13:00 | 0.338194444 | 0           | 7736        | 14:16 | -11.30 | (7.87) |
|   | February 2011                                       | 99.525         | 226        | 10:34 | 0.370138889 | 0           | 9348        | 11:50 | -11.37 | (7.91) |
|   | January 2011  | 42.4145833     | 132        | 07:43 | 0.307638889 | 0           | 8170        | 11:49 | -10.98 | (7.67) |
|   | December 2010                                       | 49.9020833     | 152        | 07:53 | 0.25        | 0           | 6491        | 04:49 | -11.80 | (8.17) |
|   | November 2010                                       | 45.9541667     | 154        | 07:10 | 0.254166667 | 0           | 6701        | 00:49 | -10.74 | (7.53) |
|   | October 2010  | 54.99375       | 149        | 08:51 | 0.289583333 | 0           | 6072        | 22:36 | -8.14  | (5.95) |
| MR-6D Mean Time to Restore Unbundled Loop ISDN Capable Parity | September 2011                                      | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | August 2011   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | July 2011   | 0.37638889     | 2          | 04:31 | 0.040972222 | 0.615277778 | 5           | 02:57 | 0.92   | (0.60) |
|   | June 2011   | 0.18611111     | 1          | 04:28 | 0           | 1.670138889 | 13          | 03:05 | 0.76   | (0.67) |
|   | May 2011  | 0.04930556     | 1          | 01:11 | 0           | 0.940277778 | 6           | 03:46 | -0.74  | (1.45) |
|   | April 2011  | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | March 2011  | 0.40555556     | 3          | 03:15 | 0.071527778 | 0.648611111 | 5           | 03:07 | 0.08   | (0.93) |
|   | February 2011                                       | 0.73888889     | 5          | 03:33 | 0.092361111 | 0.802777778 | 5           | 03:51 | -0.14  | (1.09) |
|   | January 2011  | 0.14652778     | 2          | 01:46 | 0.000694444 | 0.566666667 | 8           | 01:42 | 0.06   | (0.94) |
|   | December 2010                                       | 0.15277778     | 1          | 03:40 | 0           | 0.564583333 | 7           | 01:56 | 3.16   | (0.30) |
|   | November 2010                                       | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | October 2010  | 0.80555556     | 5          | 03:52 | 0.133333333 | 0.68125     | 6           | 02:43 | 0.83   | (0.31) |
|   | MR-6E Mean Time to Restore Dark Fiber - Loop Parity | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00  | 0.00   |
| August 2011   |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| July 2011   |   | 0.44513889     | 1          | 10:41 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| June 2011   |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| May 2011  |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| April 2011  |   | 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   |   | 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   |
| MR-6E Mean Time to Restore DS0 Parity                         |   | September 2011 | 0          | 0     | 00:00       | 0           | 0           | 0     | 00:00  | 0.00   |
|   | August 2011   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | July 2011   | 0.20208333     | 1          | 04:51 | 0           | 11.07708333 | 60          | 04:26 | 0.08   | (0.68) |
|   | June 2011   | 0.05138889     | 1          | 01:14 | 0           | 9.004166667 | 51          | 04:14 | -0.61  | (1.37) |
|   | May 2011  | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | April 2011  | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
|   | March 2011  | 0.12847222     | 1          | 03:05 | 0           | 4.953472222 | 29          | 04:06 | -0.38  | (1.23) |
|   | 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   |
|   | MR-6E Mean Time to Restore DS1 Parity               | September 2011 | 0.12361111 | 1     | 02:58       | 0           | 13.02361111 | 49    | 06:23  | -0.24  |
| August 2011   |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| July 2011   |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |
| June 2011   |   | 0              | 0          | 00:00 | 0           | 0           | 0           | 00:00 | 0.00   | 0.00   |



|   |                |            |    |       |             |             |    |       |       |        |
|---|----------------|------------|----|-------|-------------|-------------|----|-------|-------|--------|
|   | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 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  | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0.08958333 | 1  | 02:09 | 0           | 12.57847222 | 88 | 03:26 | -0.40 | (1.24) |
|   | 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   |
| MR-6E Mean Time to Restore E911 Parity                                  | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0.23611111 | 1  | 05:40 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | March 2011     | 0.02083333 | 1  | 00:30 | 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  | 0.03263889 | 1  | 00:47 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore Enhanced Extended Loops - DS1 Capable Parity | September 2011 | 1.56944444 | 14 | 02:41 | 0.113888889 | 13.02361111 | 49 | 06:23 | -0.87 | (1.53) |
|   | August 2011    | 1.92708333 | 19 | 02:26 | 0.04375     | 8.10625     | 51 | 03:49 | -1.80 | (2.09) |
|   | July 2011      | 2.82847222 | 17 | 04:00 | 0.138888889 | 6.754861111 | 37 | 04:23 | -0.40 | (1.25) |
|   | June 2011      | 3.74652778 | 23 | 03:55 | 0.165277778 | 12.06319444 | 49 | 05:55 | -0.74 | (1.45) |
|   | May 2011       | 3.98402778 | 16 | 05:59 | 0.299305556 | 6.938194444 | 41 | 04:04 | 2.07  | (0.16) |
|   | April 2011     | 1.34583333 | 11 | 02:56 | 0.085416667 | 8.667361111 | 44 | 04:44 | -1.27 | (1.77) |
|   | March 2011     | 1.70555556 | 13 | 03:09 | 0.072916667 | 8.64375     | 55 | 03:46 | -0.69 | (1.42) |
|   | February 2011  | 2.04305556 | 11 | 04:27 | 0.2125      | 12.15069444 | 62 | 04:42 | -0.16 | (1.10) |
|   | January 2011   | 2.91319444 | 21 | 03:20 | 0.090972222 | 12.57847222 | 88 | 03:26 | -0.13 | (1.08) |
|   | December 2010  | 2.29722222 | 18 | 03:04 | 0.063194444 | 6.879861111 | 46 | 03:35 | -0.42 | (1.25) |
|   | November 2010  | 4.02083333 | 22 | 04:23 | 0.154861111 | 8.01875     | 59 | 03:16 | 1.68  | (0.15) |
|   | October 2010   | 0.86666667 | 9  | 02:19 | 0.081944444 | 6.585416667 | 49 | 03:14 | -1.09 | (1.66) |
| MR-6E Mean Time to Restore ISDN Primary Parity                          | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0.09861111 | 1  | 02:22 | 0           | 1.600694444 | 18 | 02:08 | 0.18  | (0.75) |
|   | 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   |
| MR-6E Mean Time to Restore LIS Trunk Parity                             | September 2011 | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |

|  |                |            |   |       |             |             |    |       |       |        |
|--|----------------|------------|---|-------|-------------|-------------|----|-------|-------|--------|
|  | April 2011     | 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  | 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  | 0.11736111 | 1 | 02:49 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | October 2010   | 0.29791667 | 1 | 07:09 | 0           | 0.075694444 | 1  | 01:49 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore UDIT Above DS1 Level Parity               | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.02152778 | 1 | 00:31 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| MR-6E Mean Time to Restore UDIT DS1 Parity                           | September 2011 | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.15138889 | 1 | 03:38 | 0           | 6.754861111 | 37 | 04:23 | -0.22 | (1.14) |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| MR-6E Mean Time to Restore Unbundled Loop - 2 Wire Non-Loaded Parity | September 2011 | 0.38125    | 4 | 02:17 | 0.054166667 | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0.10833333 | 1 | 02:36 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.61666667 | 3 | 04:56 | 0.254166667 | 0.355555556 | 1  | 08:32 | 0.00  | 0.00   |
|  | June 2011      | 0.39513889 | 2 | 04:44 | 0.032638889 | 1.959027778 | 4  | 11:45 | -0.53 | (1.32) |
|  | May 2011       | 0.02847222 | 1 | 00:41 | 0           | 0.945833333 | 1  | 22:42 | 0.00  | 0.00   |
|  | April 2011     | 0.1        | 1 | 02:24 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 0.6125     | 5 | 02:56 | 0.058333333 | 0.13125     | 1  | 03:09 | 0.00  | 0.00   |
|  | February 2011  | 0.27638889 | 2 | 03:19 | 0.08125     | 0.083333333 | 1  | 02:00 | 0.00  | 0.00   |
|  | January 2011   | 1.00694444 | 6 | 04:02 | 0.081944444 | 0.155555556 | 1  | 03:44 | 0.00  | 0.00   |
|  | December 2010  | 0.60625    | 4 | 03:38 | 0.093055556 | 0.084722222 | 1  | 02:02 | 0.00  | 0.00   |
|  | November 2010  | 0.12847222 | 1 | 03:05 | 0           | 0.029166667 | 1  | 00:42 | 0.00  | 0.00   |
|  | October 2010   | 0.4875     | 5 | 02:20 | 0.031944444 | 0.100694444 | 1  | 02:25 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore Unbundled Loop - ADSL Qualified Parity    | September 2011 | 0.25       | 2 | 03:00 | 0.004166667 | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.18402778 | 2 | 02:13 | 0.049305556 | 0.355555556 | 1  | 08:32 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0 | 00:00 | 0           | 0           | 0  | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0.05208333 | 2 | 00:37 | 0.029861111 | 0.945833333 | 1  | 22:42 | 0.00  | 0.00   |
|  | April 2011     | 0.08333333 | 3 | 00:40 | 0.030555556 | 0           | 0  | 00:00 | 0.00  | 0.00   |

|  |                |            |    |       |             |             |      |       |       |        |
|--|----------------|------------|----|-------|-------------|-------------|------|-------|-------|--------|
|  | March 2011     | 0.07569444 | 1  | 01:49 | 0           | 0.13125     | 1    | 03:09 | 0.00  | 0.00   |
|  | February 2011  | 0.49444444 | 2  | 05:56 | 0.035416667 | 0.083333333 | 1    | 02:00 | 0.00  | 0.00   |
|  | January 2011   | 0.96527778 | 5  | 04:38 | 0.090277778 | 0.155555556 | 1    | 03:44 | 0.00  | 0.00   |
|  | December 2010  | 0.27361111 | 2  | 03:17 | 0.0375      | 0.084722222 | 1    | 02:02 | 0.00  | 0.00   |
|  | November 2010  | 1.36319444 | 6  | 05:27 | 0.025694444 | 0.029166667 | 1    | 00:42 | 0.00  | 0.00   |
|  | October 2010   | 0.27152778 | 2  | 03:15 | 0.101388889 | 0.100694444 | 1    | 02:25 | 0.00  | 0.00   |
| MR-6E Mean Time to Restore Unbundled Loop - DS1 Capable Parity | September 2011 | 2.33819444 | 15 | 03:44 | 0.163888889 | 13.02361111 | 49   | 06:23 | -0.64 | (1.39) |
|  | August 2011    | 2.43819444 | 16 | 03:39 | 0.085416667 | 8.10625     | 51   | 03:49 | -0.19 | (1.12) |
|  | July 2011      | 1.14583333 | 12 | 02:17 | 0.0375      | 6.754861111 | 37   | 04:23 | -1.92 | (2.17) |
|  | June 2011      | 1.62708333 | 12 | 03:15 | 0.092361111 | 12.06319444 | 49   | 05:55 | -0.77 | (1.47) |
|  | May 2011       | 1.44305556 | 14 | 02:28 | 0.067361111 | 6.938194444 | 41   | 04:04 | -1.63 | (1.99) |
|  | April 2011     | 1.37152778 | 11 | 03:00 | 0.134722222 | 8.667361111 | 44   | 04:44 | -1.23 | (1.75) |
|  | March 2011     | 1.88125    | 13 | 03:28 | 0.124305556 | 8.64375     | 55   | 03:46 | -0.33 | (1.20) |
|  | February 2011  | 1.75972222 | 10 | 04:13 | 0.068055556 | 12.15069444 | 62   | 04:42 | -0.31 | (1.19) |
|  | January 2011   | 2.34861111 | 17 | 03:19 | 0.100694444 | 12.57847222 | 88   | 03:26 | -0.14 | (1.08) |
|  | December 2010  | 1.85347222 | 14 | 03:11 | 0.084722222 | 6.879861111 | 46   | 03:35 | -0.30 | (1.18) |
|  | November 2010  | 1.48402778 | 12 | 02:58 | 0.101388889 | 8.01875     | 59   | 03:16 | -0.35 | (1.21) |
|  | October 2010   | 2.2375     | 17 | 03:10 | 0.091666667 | 6.585416667 | 49   | 03:14 | -0.10 | (1.06) |
| MR-6E Mean Time to Restore Unbundled Loop - XDSL Parity        | September 2011 | 0.67222222 | 2  | 08:04 | 0.078472222 | 13.02361111 | 49   | 06:23 | 0.17  | (0.41) |
|  | August 2011    | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | June 2011      | 0.5        | 2  | 06:00 | 0.222916667 | 12.06319444 | 49   | 05:55 | 0.01  | (0.47) |
|  | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.15833333 | 1  | 03:48 | 0           | 8.667361111 | 44   | 04:44 | -0.22 | (1.13) |
|  | March 2011     | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | February 2011  | 0.10416667 | 1  | 02:30 | 0           | 12.15069444 | 62   | 04:42 | -0.47 | (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   |
| MR-6E Mean Time to Restore Unbundled Loop Analog Parity        | September 2011 | 13.8298611 | 29 | 11:27 | 0.393055556 | 0           | 1619 | 21:45 | -1.75 | (2.07) |
|  | August 2011    | 4.16666667 | 14 | 07:09 | 0.211111111 | 0           | 1616 | 19:37 | -2.00 | (2.22) |
|  | July 2011      | 10.7381944 | 28 | 09:12 | 0.588888889 | 0           | 1512 | 21:32 | -2.52 | (2.53) |
|  | June 2011      | 7.70277778 | 20 | 09:15 | 0.226388889 | 0           | 1387 | 19:27 | -2.17 | (2.32) |
|  | May 2011       | 3.42777778 | 10 | 08:14 | 0.211111111 | 0           | 1586 | 21:18 | -2.07 | (2.26) |
|  | April 2011     | 11.3958333 | 27 | 10:08 | 0.261111111 | 0           | 1396 | 23:05 | -2.88 | (2.75) |
|  | March 2011     | 7.58819444 | 25 | 07:17 | 0.170138889 | 0           | 2097 | 04:46 | -3.37 | (3.05) |
|  | February 2011  | 24.8041667 | 39 | 15:16 | 0.8625      | 0           | 2381 | 07:02 | -3.32 | (3.02) |
|  | January 2011   | 13.6868056 | 33 | 09:57 | 0.381944444 | 0           | 1983 | 06:22 | -3.88 | (3.36) |
|  | December 2010  | 7.50763889 | 20 | 09:01 | 0.374305556 | 0           | 1658 | 22:47 | -2.94 | (2.79) |
|  | November 2010  | 6.20486111 | 19 | 07:50 | 0.252083333 | 0           | 1905 | 23:42 | -2.97 | (2.80) |
|  | October 2010   | 3.53194444 | 18 | 04:43 | 0.086111111 | 0           | 1931 | 22:16 | -2.63 | (2.60) |
| MR-6E Mean Time to Restore Unbundled Loop ISDN Capable Parity  | September 2011 | 1.02569444 | 3  | 08:12 | 0.278472222 | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | August 2011    | 0.30694444 | 1  | 07:22 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | July 2011      | 0.34236111 | 2  | 04:07 | 0.131944444 | 0.355555556 | 1    | 08:32 | 0.00  | 0.00   |
|  | June 2011      | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | May 2011       | 0          | 0  | 00:00 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | April 2011     | 0.06666667 | 1  | 01:36 | 0           | 0           | 0    | 00:00 | 0.00  | 0.00   |
|  | March 2011     | 0.39097222 | 1  | 09:23 | 0           | 0.13125     | 1    | 03:09 | 0.00  | 0.00   |

|  |                |            |    |       |             |             |      |       |       |        |
|--|----------------|------------|----|-------|-------------|-------------|------|-------|-------|--------|
|  | February 2011  | 0.42083333 | 2  | 05:03 | 0.115972222 | 0.083333333 | 1    | 02:00 | 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  | 0.66180556 | 2  | 07:56 | 0.197916667 | 0.029166667 | 1    | 00:42 | 0.00  | 0.00   |
|  | October 2010   | 0.14513889 | 1  | 03:29 | 0           | 0.100694444 | 1    | 02:25 | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate Basic Rate ISDN Parity | September 2011 | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | August 2011    | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | July 2011      | 0          | 1  | 0%    | 0           | 0           | 4    | 0%    | 0.00  | 0.00   |
|  | June 2011      | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | May 2011       | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | April 2011     | 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          | 1  | 0%    | 0           | 0           | 6    | 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   |
| MR-7A Repair Repeat Report Rate Business Parity        | September 2011 | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | August 2011    | 2          | 9  | 22%   | 0.4157      | 61          | 780  | 8%    | 1.60  | (0.39) |
|  | July 2011      | 0          | 4  | 0%    | 0           | 80          | 848  | 9%    | -0.64 | (1.39) |
|  | June 2011      | 1          | 3  | 33%   | 0.4714      | 77          | 788  | 10%   | 1.37  | (0.62) |
|  | May 2011       | 0          | 5  | 0%    | 0           | 71          | 948  | 7%    | -0.63 | (1.39) |
|  | April 2011     | 0          | 2  | 0%    | 0           | 55          | 771  | 7%    | -0.39 | (1.24) |
|  | March 2011     | 1          | 5  | 20%   | 0.4         | 100         | 1032 | 10%   | 0.78  | (0.85) |
|  | February 2011  | 0          | 6  | 0%    | 0           | 106         | 1083 | 10%   | -0.80 | (1.49) |
|  | January 2011   | 0          | 3  | 0%    | 0           | 101         | 963  | 10%   | -0.59 | (1.36) |
|  | December 2010  | 2          | 8  | 25%   | 0.433       | 75          | 878  | 9%    | 1.66  | (0.37) |
|  | November 2010  | 2          | 11 | 18%   | 0.3857      | 70          | 957  | 7%    | 1.38  | (0.48) |
|  | October 2010   | 1          | 5  | 20%   | 0.4         | 87          | 857  | 10%   | 0.73  | (0.87) |
| MR-7A Repair Repeat Report Rate Centrex 21 Parity      | September 2011 | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | August 2011    | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | July 2011      | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | June 2011      | 0          | 1  | 0%    | 0           | 0           | 13   | 0%    | 0.00  | 0.00   |
|  | May 2011       | 0          | 2  | 0%    | 0           | 5           | 23   | 22%   | -0.71 | (1.43) |
|  | April 2011     | 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          | 3  | 0%    | 0           | 1           | 10   | 10%   | -0.51 | (1.31) |
|  | October 2010   | 0          | 1  | 0%    | 0           | 4           | 20   | 20%   | -0.49 | (1.30) |
| MR-7A Repair Repeat Report Rate Line Sharing Parity    | September 2011 | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | August 2011    | 0          | 1  | 0%    | 0           | 521         | 5769 | 9%    | -0.32 | (1.19) |
|  | July 2011      | 0          | 0  | 0%    | 0           | 0           | 0    | 0%    | 0.00  | 0.00   |
|  | June 2011      | 0          | 3  | 0%    | 0           | 430         | 5246 | 8%    | -0.52 | (1.31) |
|  | May 2011       | 1          | 2  | 50%   | 0.5         | 588         | 6578 | 9%    | 2.04  | (0.42) |
|  | April 2011     | 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          | 3  | 0%    | 0           | 981         | 9271 | 11%   | -0.60 | (1.36) |

|   |                |   |    |      |        |     |      |     |       |        |
|---|----------------|---|----|------|--------|-----|------|-----|-------|--------|
|   | January 2011   | 0 | 1  | 0%   | 0      | 855 | 8092 | 11% | -0.34 | (1.21) |
|   | December 2010  | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | November 2010  | 1 | 1  | 100% | 0      | 590 | 6598 | 9%  | 3.19  | (0.18) |
|   | October 2010   | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| MR-7A Repair Repeat Report Rate Line Splitting Parity | September 2011 | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 2  | 0%   | 0      | 521 | 5769 | 9%  | -0.45 | (1.27) |
|   | July 2011      | 2 | 3  | 67%  | 0.4714 | 561 | 5581 | 10% | 3.26  | 0.16   |
|   | June 2011      | 0 | 1  | 0%   | 0      | 430 | 5246 | 8%  | -0.30 | (1.18) |
|   | May 2011       | 0 | 2  | 0%   | 0      | 588 | 6578 | 9%  | -0.44 | (1.27) |
|   | April 2011     | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0 | 2  | 0%   | 0      | 766 | 7778 | 10% | -0.47 | (1.28) |
|   | February 2011  | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 1 | 5  | 20%  | 0.4    | 855 | 8092 | 11% | 0.69  | (0.89) |
|   | 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   |
| MR-7A Repair Repeat Report Rate PBX Parity            | September 2011 | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 1  | 0%   | 0      | 1   | 5    | 20% | -0.46 | (1.28) |
|   | April 2011     | 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   |
| MR-7A Repair Repeat Report Rate Residence Parity      | September 2011 | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 1 | 3  | 33%  | 0.4714 | 460 | 4989 | 9%  | 1.44  | (0.59) |
|   | July 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 3 | 5  | 60%  | 0.4899 | 517 | 5630 | 9%  | 3.93  | 0.50   |
|   | April 2011     | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0 | 2  | 0%   | 0      | 666 | 6746 | 10% | -0.47 | (1.28) |
|   | February 2011  | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 1  | 0%   | 0      | 754 | 7129 | 11% | -0.34 | (1.21) |
|   | December 2010  | 0 | 2  | 0%   | 0      | 532 | 5557 | 10% | -0.46 | (1.28) |
|   | November 2010  | 0 | 2  | 0%   | 0      | 520 | 5641 | 9%  | -0.45 | (1.27) |
|   | October 2010   | 0 | 1  | 0%   | 0      | 437 | 5026 | 9%  | -0.31 | (1.19) |
| MR-7A Repair Repeat Report Rate UNE - P (POTS) Parity | September 2011 | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0  | 0%   | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 4  | 0%   | 0      | 490 | 5373 | 9%  | -0.63 | (1.39) |
|   | 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 | 25 | 8%   | 0.2713 | 855 | 8092 | 11% | -0.42 | (1.25) |

|   |  |                |    |     |        |     |      |     |       |        |
|---|--|----------------|----|-----|--------|-----|------|-----|-------|--------|
|   | December 2010  | 1              | 23 | 4%  | 0.2039 | 607 | 6435 | 9%  | -0.83 | (1.51) |
|   | November 2010  | 3              | 29 | 10% | 0.3045 | 590 | 6598 | 9%  | 0.26  | (0.98) |
|   | October 2010   | 2              | 18 | 11% | 0.3143 | 524 | 5883 | 9%  | 0.33  | (0.98) |
| MR-7A Repair Repeat Report Rate UNE P (Centrex 21) Parity | September 2011   | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | August 2011  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011   | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011   | 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              | 1  | 0%  | 0      | 1   | 16   | 6%  | -0.25 | (1.15) |
|   | December 2010  | 1              | 2  | 50% | 0.5    | 4   | 13   | 31% | 0.55  | (1.11) |
|   | 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   |
|   | MR-7A Repair Repeat Report Rate UNE P (Centrex) Parity | September 2011 | 0  | 0   | 0%     | 0   | 0    | 0   | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| July 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| June 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| May 2011  |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| April 2011  |  | 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              | 1  | 0%  | 0      | 1   | 33   | 3%  | -0.17 | (1.11) |
| December 2010   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| November 2010   |  | 0              | 2  | 0%  | 0      | 4   | 30   | 13% | -0.54 | (1.33) |
| October 2010  |  | 0              | 1  | 0%  | 0      | 3   | 32   | 9%  | -0.32 | (1.19) |
| MR-7B Repair Repeat Report Rate Business Parity           |  | September 2011 | 0  | 0   | 0%     | 0   | 0    | 0   | 0%    | 0.00   |
|   | August 2011  | 0              | 2  | 0%  | 0      | 21  | 200  | 11% | -0.48 | (1.29) |
|   | July 2011  | 0              | 2  | 0%  | 0      | 20  | 188  | 11% | -0.49 | (1.30) |
|   | June 2011  | 0              | 1  | 0%  | 0      | 10  | 166  | 6%  | -0.25 | (1.15) |
|   | May 2011   | 1              | 3  | 33% | 0.4714 | 16  | 219  | 7%  | 1.72  | (0.52) |
|   | April 2011   | 0              | 2  | 0%  | 0      | 17  | 181  | 9%  | -0.45 | (1.28) |
|   | March 2011   | 0              | 1  | 0%  | 0      | 26  | 255  | 10% | -0.34 | (1.20) |
|   | February 2011  | 0              | 3  | 0%  | 0      | 19  | 290  | 7%  | -0.46 | (1.28) |
|   | January 2011   | 0              | 2  | 0%  | 0      | 21  | 238  | 9%  | -0.44 | (1.27) |
|   | December 2010  | 0              | 1  | 0%  | 0      | 20  | 232  | 9%  | -0.31 | (1.19) |
|   | November 2010  | 0              | 1  | 0%  | 0      | 23  | 230  | 10% | -0.33 | (1.20) |
|   | October 2010   | 0              | 1  | 0%  | 0      | 20  | 233  | 9%  | -0.31 | (1.19) |
|   | MR-7B Repair Repeat Report Rate Centrex 21 Parity      | September 2011 | 0  | 0   | 0%     | 0   | 0    | 0   | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| July 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| June 2011   |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| May 2011  |  | 0              | 0  | 0%  | 0      | 0   | 0    | 0%  | 0.00  | 0.00   |
| April 2011  |  | 0              | 1  | 0%  | 0      | 0   | 4    | 0%  | 0.00  | 0.00   |
| March 2011  |  | 0              | 1  | 0%  | 0      | 1   | 4    | 25% | -0.52 | (1.31) |
| 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   |
| MR-7B Repair Repeat Report Rate Line    | September 2011 | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| Sharing Parity                          | August 2011    | 0 | 1 | 0%   | 0     | 148 | 1511 | 10% | -0.33 | (1.20) |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-7B Repair Repeat Report Rate PBX     | September 2011 | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| Parity                                  | August 2011    | 0 | 2 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 1 | 0%   | 0     | 0   | 2    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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 | 2 | 0%   | 0     | 0   | 3    | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 1 | 0%   | 0     | 0   | 4    | 0%  | 0.00  | 0.00   |
| MR-7B Repair Repeat Report Rate         | September 2011 | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| Residence Parity                        | August 2011    | 0 | 1 | 0%   | 0     | 127 | 1311 | 10% | -0.33 | (1.20) |
|   | July 2011      | 0 | 1 | 0%   | 0     | 165 | 1303 | 13% | -0.38 | (1.23) |
|   | June 2011      | 1 | 1 | 100% | 0     | 131 | 1204 | 11% | 2.86  | (0.25) |
|   | May 2011       | 0 | 1 | 0%   | 0     | 132 | 1374 | 10% | -0.33 | (1.20) |
|   | April 2011     | 0 | 1 | 0%   | 0     | 105 | 1215 | 9%  | -0.31 | (1.19) |
|   | 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   |
| MR-7B Repair Repeat Report Rate UNE - P | September 2011 | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
| (POTS) Parity                           | August 2011    | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0   | 0    | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1 | 0%   | 0     | 122 | 1396 | 9%  | -0.31 | (1.19) |
|   | 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 | 4 | 0%   | 0     | 212 | 1992 | 11% | -0.69 | (1.42) |
|   | December 2010  | 1 | 4 | 25%  | 0.433 | 172 | 1676 | 10% | 0.97  | (0.77) |
|   | November 2010  | 1 | 5 | 20%  | 0.4   | 203 | 1886 | 11% | 0.67  | (0.90) |

|  |  |                |   |      |    |     |      |     |       |        |      |
|--|--|----------------|---|------|----|-----|------|-----|-------|--------|------|
| MR-7B Repair Repeat Report Rate UNE P (Centrex) Parity | October 2010   | 0              | 3 | 0%   | 0  | 183 | 1910 | 10% | -0.56 | (1.34) |      |
|  | September 2011   | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | August 2011  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | July 2011  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | June 2011  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | May 2011   | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | April 2011   | 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              | 1 | 0%   | 0  | 0   | 4    | 0%  | 0.00  | 0.00   |      |
|  | MR-7C Repair Repeat Report Rate Basic Rate ISDN Parity | September 2011 | 0 | 0    | 0% | 0   | 0    | 0   | 0%    | 0.00   | 0.00 |
| August 2011  |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| July 2011  |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| June 2011  |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| May 2011   |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| April 2011   |  | 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              | 1 | 0%   | 0  | 1   | 8    | 13% | -0.36 | (1.22) |      |
| MR-7C Repair Repeat Report Rate Business Parity        |  | September 2011 | 0 | 0    | 0% | 0   | 0    | 0   | 0%    | 0.00   | 0.00 |
|  |  | August 2011    | 0 | 0    | 0% | 0   | 0    | 0   | 0%    | 0.00   | 0.00 |
|  | July 2011  | 2              | 2 | 100% | 0  | 12  | 148  | 8%  | 4.73  | 0.46   |      |
|  | June 2011  | 0              | 1 | 0%   | 0  | 15  | 149  | 10% | -0.33 | (1.20) |      |
|  | May 2011   | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | April 2011   | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | March 2011   | 0              | 2 | 0%   | 0  | 15  | 164  | 9%  | -0.45 | (1.27) |      |
|  | 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  | 19  | 152  | 13% | 2.64  | (0.32) |      |
|  | October 2010   | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
|  | MR-7C Repair Repeat Report Rate Centrex Parity         | September 2011 | 0 | 0    | 0% | 0   | 0    | 0   | 0%    | 0.00   | 0.00 |
|  |  | August 2011    | 0 | 0    | 0% | 0   | 0    | 0   | 0%    | 0.00   | 0.00 |
| July 2011  |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| June 2011  |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| May 2011   |  | 0              | 0 | 0%   | 0  | 0   | 0    | 0%  | 0.00  | 0.00   |      |
| April 2011   |  | 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              | 1 | 0%   | 0  | 2   | 7    | 29% | -0.59 | (1.36) |      |
| 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   |      |



|  |  |                |   |      |     |     |     |     |       |        |
|--|--|----------------|---|------|-----|-----|-----|-----|-------|--------|
| MR-7C Repair Repeat Report Rate Centrex<br>21 Parity     | September 2011   | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011  | 0              | 1 | 0%   | 0   | 1   | 2   | 50% | -0.82 | (1.50) |
|  | July 2011  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011   | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011   | 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              | 1 | 0%   | 0   | 1   | 4   | 25% | -0.52 | (1.31) |
|  | 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   |
|  | MR-7C Repair Repeat Report Rate Line<br>Sharing Parity | September 2011 | 0 | 0    | 0%  | 0   | 0   | 0   | 0%    | 0.00   |
| August 2011  |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| July 2011  |  | 1              | 2 | 50%  | 0.5 | 123 | 895 | 14% | 1.49  | (0.60) |
| June 2011  |  | 0              | 1 | 0%   | 0   | 109 | 812 | 13% | -0.39 | (1.24) |
| May 2011   |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| April 2011   |  | 0              | 1 | 0%   | 0   | 94  | 778 | 12% | -0.37 | (1.23) |
| 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   | 136 | 911 | 15% | 2.39  | (0.37) |
| October 2010   |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7C Repair Repeat Report Rate Line<br>Splitting Parity |  | September 2011 | 0 | 0    | 0%  | 0   | 0   | 0   | 0%    | 0.00   |
|  | August 2011  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011  | 0              | 1 | 0%   | 0   | 109 | 812 | 13% | -0.39 | (1.24) |
|  | May 2011   | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011   | 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   |
|  | MR-7C Repair Repeat Report Rate PBX<br>Parity          | September 2011 | 0 | 0    | 0%  | 0   | 0   | 0   | 0%    | 0.00   |
| August 2011  |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0%   | 0   | 0   | 0   | 0%  | 0.00  | 0.00   |
| April 2011   |  | 0              | 1 | 0%   | 0   | 0   | 2   | 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              | 2 | 50%  | 0.5 | 0   | 5   | 0%  | 0.00  | (0.66) |
| 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   |
| MR-7C Repair Repeat Report Rate                          |  | September 2011 | 0 | 0    | 0%  | 0   | 0   | 0   | 0%    | 0.00   |

|   |                |   |   |     |        |     |     |     |       |        |
|---|----------------|---|---|-----|--------|-----|-----|-----|-------|--------|
| Residence Parity  | August 2011    | 0 | 1 | 0%  | 0      | 92  | 714 | 13% | -0.38 | (1.23) |
|   | July 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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 | 1 | 0%  | 0      | 117 | 785 | 15% | -0.42 | (1.25) |
|   | December 2010  | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 1 | 0%  | 0      | 117 | 759 | 15% | -0.43 | (1.26) |
| MR-7C Repair Repeat Report Rate UNE - P (POTS) Parity     | October 2010   | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | September 2011 | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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 | 4 | 0%  | 0      | 129 | 938 | 14% | -0.80 | (1.48) |
| MR-7C Repair Repeat Report Rate UNE P (Centrex 21) Parity | December 2010  | 3 | 9 | 33% | 0.4714 | 117 | 935 | 13% | 1.88  | (0.20) |
|   | November 2010  | 1 | 4 | 25% | 0.433  | 136 | 911 | 15% | 0.56  | (0.97) |
|   | October 2010   | 0 | 8 | 0%  | 0      | 127 | 955 | 13% | -1.10 | (1.67) |
|   | September 2011 | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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-7D Repair Repeat Report Rate Dark Fiber - IOF Parity   | February 2011  | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 1 | 0%  | 0      | 0   | 3   | 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 2011 | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate DS1 Parity                | April 2011     | 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 | 1 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | September 2011 | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%  | 0      | 0   | 0   | 0%  | 0.00  | 0.00   |

|  |                |    |    |     |        |    |    |     |       |        |
|--|----------------|----|----|-----|--------|----|----|-----|-------|--------|
|  | July 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0  | 1  | 0%  | 0      | 8  | 52 | 15% | -0.42 | (1.26) |
|  | May 2011       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | April 2011     | 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  | 1  | 0%  | 0      | 13 | 71 | 18% | -0.47 | (1.29) |
|  | January 2011   | 1  | 2  | 50% | 0.5    | 12 | 83 | 14% | 1.41  | (0.65) |
|  | December 2010  | 1  | 2  | 50% | 0.5    | 9  | 56 | 16% | 1.28  | (0.71) |
|  | November 2010  | 0  | 1  | 0%  | 0      | 15 | 88 | 17% | -0.45 | (1.27) |
|  | October 2010   | 0  | 1  | 0%  | 0      | 10 | 69 | 14% | -0.41 | (1.25) |
| MR-7D Repair Repeat Report Rate E911 Parity                                      | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0  | 1  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0  | 2  | 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  | 1  | 0%  | 0      | 1  | 7  | 14% | -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   |
| MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS0 Capable Diagnostic | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0  | 1  | 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  | 1  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity     | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2011    | 13 | 47 | 28% | 0.4473 | 14 | 65 | 22% | 0.78  | (0.68) |
|  | July 2011      | 9  | 42 | 21% | 0.4103 | 6  | 46 | 13% | 1.17  | (0.54) |
|  | June 2011      | 10 | 60 | 17% | 0.3727 | 8  | 52 | 15% | 0.19  | (1.05) |
|  | May 2011       | 3  | 46 | 7%  | 0.2469 | 10 | 58 | 17% | -1.44 | (1.87) |
|  | April 2011     | 8  | 46 | 17% | 0.379  | 10 | 65 | 15% | 0.29  | (0.98) |
|  | March 2011     | 14 | 47 | 30% | 0.4573 | 10 | 72 | 14% | 2.45  | 0.13   |
|  | February 2011  | 8  | 52 | 15% | 0.3608 | 13 | 71 | 18% | -0.41 | (1.25) |
|  | January 2011   | 3  | 44 | 7%  | 0.2521 | 12 | 83 | 14% | -1.16 | (1.71) |
|  | December 2010  | 9  | 44 | 20% | 0.4034 | 9  | 56 | 16% | 0.59  | (0.81) |
|  | November 2010  | 7  | 48 | 15% | 0.3529 | 15 | 88 | 17% | -0.36 | (1.22) |
|  | October 2010   | 4  | 42 | 10% | 0.2935 | 10 | 69 | 14% | -0.72 | (1.44) |
| MR-7D Repair Repeat Report Rate Enhanced Extended Loops - DS3 Capable Diagnostic | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0  | 1  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |

|   |                |   |   |      |       |   |    |     |       |        |
|---|----------------|---|---|------|-------|---|----|-----|-------|--------|
|   | June 2011      | 0 | 1 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011       | 1 | 1 | 100% | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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 | 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 2011 | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate Frame Relay Parity          | August 2011    | 0 | 1 | 0%   | 0     | 4 | 8  | 50% | -0.94 | (1.57) |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-7D Repair Repeat Report Rate LIS Trunk Parity            | September 2011 | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 2 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 2 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | March 2011     | 1 | 2 | 50%  | 0.5   | 0 | 1  | 0%  | 0.00  | (1.26) |
|   | February 2011  | 0 | 1 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | January 2011   | 1 | 4 | 25%  | 0.433 | 0 | 1  | 0%  | 0.00  | (1.51) |
|   | December 2010  | 0 | 1 | 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 | 4 | 0%   | 0     | 0 | 1  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate UDIT Above DS1 Level Parity | September 2011 | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 1 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 2 | 0%   | 0     | 0 | 2  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1 | 0%   | 0     | 0 | 2  | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0 | 4 | 0%   | 0     | 0 | 1  | 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     | 0 | 2  | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 1 | 0%   | 0     | 0 | 1  | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate UDIT DS1 Parity             | September 2011 | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0 | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 1 | 0%   | 0     | 8 | 52 | 15% | -0.42 | (1.26) |

|   |                |    |    |     |        |    |    |     |       |        |
|---|----------------|----|----|-----|--------|----|----|-----|-------|--------|
|   | May 2011       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-7D Repair Repeat Report Rate           | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - 2 Wire Non-Loaded Parity | August 2011    | 1  | 43 | 2%  | 0.1507 | 0  | 5  | 0%  | 0.00  | (1.76) |
|   | July 2011      | 3  | 46 | 7%  | 0.2469 | 0  | 9  | 0%  | 0.00  | (1.12) |
|   | June 2011      | 5  | 49 | 10% | 0.3027 | 1  | 16 | 6%  | 0.57  | (1.06) |
|   | May 2011       | 1  | 33 | 3%  | 0.1714 | 1  | 8  | 13% | -0.73 | (1.44) |
|   | April 2011     | 1  | 40 | 3%  | 0.1561 | 0  | 6  | 0%  | 0.00  | (1.68) |
|   | March 2011     | 2  | 44 | 5%  | 0.2083 | 1  | 9  | 11% | -0.57 | (1.35) |
|   | February 2011  | 0  | 46 | 0%  | 0      | 0  | 5  | 0%  | 0.00  | 0.00   |
|   | January 2011   | 1  | 51 | 2%  | 0.1386 | 0  | 9  | 0%  | 0.00  | (1.63) |
|   | December 2010  | 4  | 43 | 9%  | 0.2905 | 0  | 10 | 0%  | 0.00  | (0.88) |
|   | November 2010  | 0  | 37 | 0%  | 0      | 1  | 14 | 7%  | -0.88 | (1.54) |
|   | October 2010   | 3  | 38 | 8%  | 0.2697 | 1  | 13 | 8%  | 0.02  | (1.38) |
| MR-7D Repair Repeat Report Rate           | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - 4 Wire Non-Loaded Parity | August 2011    | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0  | 1  | 0%  | 0      | 10 | 72 | 14% | -0.40 | (1.24) |
|   | 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   |
| MR-7D Repair Repeat Report Rate           | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity    | August 2011    | 0  | 19 | 0%  | 0      | 0  | 5  | 0%  | 0.00  | 0.00   |
|   | July 2011      | 2  | 20 | 10% | 0.3    | 0  | 9  | 0%  | 0.00  | (0.95) |
|   | June 2011      | 3  | 23 | 13% | 0.3368 | 1  | 16 | 6%  | 0.86  | (0.93) |
|   | May 2011       | 1  | 19 | 5%  | 0.2233 | 1  | 8  | 13% | -0.52 | (1.32) |
|   | April 2011     | 0  | 28 | 0%  | 0      | 0  | 6  | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0  | 19 | 0%  | 0      | 1  | 9  | 11% | -0.87 | (1.53) |
|   | February 2011  | 1  | 23 | 4%  | 0.2039 | 0  | 5  | 0%  | 0.00  | (1.56) |
|   | January 2011   | 0  | 11 | 0%  | 0      | 0  | 9  | 0%  | 0.00  | 0.00   |
|   | December 2010  | 1  | 26 | 4%  | 0.1923 | 0  | 10 | 0%  | 0.00  | (1.36) |
|   | November 2010  | 1  | 18 | 6%  | 0.2291 | 1  | 14 | 7%  | -0.17 | (1.11) |
|   | October 2010   | 1  | 26 | 4%  | 0.1923 | 1  | 13 | 8%  | -0.42 | (1.26) |
| MR-7D Repair Repeat Report Rate           | September 2011 | 0  | 0  | 0%  | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity       | August 2011    | 8  | 69 | 12% | 0.3202 | 14 | 65 | 22% | -1.40 | (1.85) |
|   | July 2011      | 8  | 72 | 11% | 0.3143 | 6  | 46 | 13% | -0.30 | (1.18) |
|   | June 2011      | 13 | 58 | 22% | 0.417  | 8  | 52 | 15% | 1.02  | (0.58) |
|   | May 2011       | 11 | 82 | 13% | 0.3408 | 10 | 58 | 17% | -0.59 | (1.36) |

|                                      |                |    |     |      |        |      |       |     |       |        |
|--------------------------------------|----------------|----|-----|------|--------|------|-------|-----|-------|--------|
|                                      | April 2011     | 6  | 68  | 9%   | 0.2836 | 10   | 65    | 15% | -1.05 | (1.64) |
|                                      | March 2011     | 6  | 79  | 8%   | 0.2649 | 10   | 72    | 14% | -1.12 | (1.68) |
|                                      | February 2011  | 15 | 87  | 17%  | 0.3777 | 13   | 71    | 18% | -0.17 | (1.11) |
|                                      | January 2011   | 6  | 75  | 8%   | 0.2713 | 12   | 83    | 14% | -1.15 | (1.70) |
|                                      | December 2010  | 8  | 88  | 9%   | 0.2875 | 9    | 56    | 16% | -1.11 | (1.68) |
|                                      | November 2010  | 17 | 93  | 18%  | 0.3865 | 15   | 88    | 17% | 0.22  | (0.99) |
|                                      | October 2010   | 9  | 72  | 13%  | 0.3307 | 10   | 69    | 14% | -0.34 | (1.20) |
| MR-7D Repair Repeat Report Rate      | September 2011 | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop - XDSLi Parity        | August 2011    | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | July 2011      | 0  | 1   | 0%   | 0      | 6    | 46    | 13% | -0.38 | (1.23) |
|                                      | June 2011      | 0  | 1   | 0%   | 0      | 8    | 52    | 15% | -0.42 | (1.26) |
|                                      | May 2011       | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | April 2011     | 0  | 1   | 0%   | 0      | 10   | 65    | 15% | -0.42 | (1.26) |
|                                      | March 2011     | 0  | 1   | 0%   | 0      | 10   | 72    | 14% | -0.40 | (1.24) |
|                                      | February 2011  | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | January 2011   | 0  | 1   | 0%   | 0      | 12   | 83    | 14% | -0.41 | (1.25) |
|                                      | December 2010  | 0  | 2   | 0%   | 0      | 9    | 56    | 16% | -0.61 | (1.37) |
|                                      | November 2010  | 0  | 2   | 0%   | 0      | 15   | 88    | 17% | -0.63 | (1.39) |
|                                      | October 2010   | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| MR-7D Repair Repeat Report Rate      | September 2011 | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop Analog Parity         | August 2011    | 5  | 158 | 3%   | 0.1751 | 609  | 6430  | 9%  | -2.67 | (2.63) |
|                                      | July 2011      | 2  | 138 | 1%   | 0.1195 | 670  | 6340  | 11% | -3.45 | (3.10) |
|                                      | June 2011      | 7  | 126 | 6%   | 0.2291 | 521  | 5906  | 9%  | -1.28 | (1.78) |
|                                      | May 2011       | 13 | 201 | 6%   | 0.246  | 678  | 7327  | 9%  | -1.34 | (1.82) |
|                                      | April 2011     | 9  | 111 | 8%   | 0.273  | 571  | 6024  | 9%  | -0.49 | (1.30) |
|                                      | March 2011     | 5  | 170 | 3%   | 0.169  | 860  | 8523  | 10% | -3.06 | (2.86) |
|                                      | February 2011  | 20 | 227 | 9%   | 0.2834 | 1084 | 10086 | 11% | -0.93 | (1.57) |
|                                      | January 2011   | 8  | 132 | 6%   | 0.2386 | 959  | 8882  | 11% | -1.74 | (2.06) |
|                                      | December 2010  | 5  | 151 | 3%   | 0.1789 | 699  | 7210  | 10% | -2.62 | (2.60) |
|                                      | November 2010  | 11 | 154 | 7%   | 0.2575 | 708  | 7374  | 10% | -1.02 | (1.62) |
|                                      | October 2010   | 8  | 149 | 5%   | 0.2254 | 633  | 6696  | 9%  | -1.69 | (2.02) |
| MR-7D Repair Repeat Report Rate      | September 2011 | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Unbundled Loop ISDN Capable Parity   | August 2011    | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | July 2011      | 0  | 2   | 0%   | 0      | 0    | 9     | 0%  | 0.00  | 0.00   |
|                                      | June 2011      | 1  | 1   | 100% | 0      | 1    | 16    | 6%  | 3.76  | (0.28) |
|                                      | May 2011       | 0  | 1   | 0%   | 0      | 1    | 8     | 13% | -0.36 | (1.22) |
|                                      | April 2011     | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | March 2011     | 0  | 3   | 0%   | 0      | 1    | 9     | 11% | -0.53 | (1.32) |
|                                      | February 2011  | 0  | 5   | 0%   | 0      | 0    | 5     | 0%  | 0.00  | 0.00   |
|                                      | January 2011   | 0  | 2   | 0%   | 0      | 0    | 9     | 0%  | 0.00  | 0.00   |
|                                      | December 2010  | 0  | 1   | 0%   | 0      | 0    | 10    | 0%  | 0.00  | 0.00   |
|                                      | November 2010  | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | October 2010   | 0  | 5   | 0%   | 0      | 1    | 13    | 8%  | -0.55 | (1.33) |
| MR-7E Repair Repeat Report Rate Dark | September 2011 | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
| Fiber - Loop Parity                  | August 2011    | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | July 2011      | 0  | 1   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | June 2011      | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | May 2011       | 0  | 0   | 0%   | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|                                      | April 2011     | 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   |
| MR-7E Repair Repeat Report Rate DS0 Parity                                   | September 2011 | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0 | 1  | 0%   | 0      | 16 | 72  | 22% | -0.53 | (1.32) |
|  | June 2011      | 0 | 1  | 0%   | 0      | 10 | 65  | 15% | -0.42 | (1.26) |
|  | May 2011       | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | March 2011     | 0 | 1  | 0%   | 0      | 7  | 39  | 18% | -0.46 | (1.28) |
|  | 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   |
| MR-7E Repair Repeat Report Rate DS1 Parity                                   | September 2011 | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 1 | 1  | 100% | 0      | 3  | 63  | 5%  | 4.44  | (0.07) |
|  | July 2011      | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 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 | 1  | 0%   | 0      | 14 | 111 | 13% | -0.38 | (1.23) |
|  | 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   |
| MR-7E Repair Repeat Report Rate E911 Parity                                  | September 2011 | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | April 2011     | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | March 2011     | 0 | 1  | 0%   | 0      | 0  | 1   | 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  | 2   | 0%  | 0.00  | 0.00   |
|  | October 2010   | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate Enhanced Extended Loops - DS1 Capable Parity | September 2011 | 0 | 0  | 0%   | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|  | August 2011    | 3 | 18 | 17%  | 0.3727 | 3  | 63  | 5%  | 2.09  | (0.29) |
|  | July 2011      | 9 | 17 | 53%  | 0.4991 | 5  | 43  | 12% | 4.50  | 0.80   |
|  | June 2011      | 2 | 23 | 9%   | 0.2818 | 5  | 61  | 8%  | 0.07  | (1.19) |
|  | May 2011       | 4 | 16 | 25%  | 0.433  | 7  | 53  | 13% | 1.22  | (0.54) |
|  | April 2011     | 5 | 11 | 45%  | 0.4979 | 12 | 52  | 23% | 1.60  | (0.31) |
|  | March 2011     | 1 | 13 | 8%   | 0.2665 | 8  | 73  | 11% | -0.35 | (1.21) |

|   |                |   |    |     |        |    |     |     |       |        |
|---|----------------|---|----|-----|--------|----|-----|-----|-------|--------|
|   | February 2011  | 2 | 11 | 18% | 0.3857 | 4  | 78  | 5%  | 1.84  | (0.39) |
|   | January 2011   | 3 | 21 | 14% | 0.3499 | 14 | 111 | 13% | 0.21  | (1.05) |
|   | December 2010  | 6 | 21 | 29% | 0.4518 | 9  | 58  | 16% | 1.42  | (0.40) |
|   | November 2010  | 6 | 25 | 24% | 0.4271 | 11 | 68  | 16% | 0.91  | (0.65) |
|   | October 2010   | 2 | 10 | 20% | 0.4    | 2  | 61  | 3%  | 2.75  | (0.19) |
| MR-7E Repair Repeat Report Rate ISDN Primary Parity         | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1  | 0%  | 0      | 0  | 22  | 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   |
| MR-7E Repair Repeat Report Rate LIS Trunk Parity            | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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 | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | October 2010   | 0 | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate UDIT Above DS1 Level Parity | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 1  | 0%  | 0      | 0  | 2   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-7E Repair Repeat Report Rate UDIT DS1 Parity             | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 1  | 0%  | 0      | 5  | 43  | 12% | -0.36 | (1.22) |
|   | June 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-7E Repair Repeat Report Rate           | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
| Unbundled Loop - 2 Wire Non-Loaded Parity | August 2011    | 0 | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 3  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 2  | 0%  | 0      | 0  | 4   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0 | 5  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 6  | 0%  | 0      | 0  | 1   | 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      | 1  | 2   | 50% | -0.82 | (1.50) |
|   | October 2010   | 0 | 5  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate           | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity    | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 3  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | March 2011     | 0 | 1  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | January 2011   | 0 | 5  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | December 2010  | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
|   | November 2010  | 0 | 7  | 0%  | 0      | 1  | 2   | 50% | -1.25 | (1.76) |
|   | October 2010   | 0 | 2  | 0%  | 0      | 0  | 1   | 0%  | 0.00  | 0.00   |
| MR-7E Repair Repeat Report Rate           | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity       | August 2011    | 5 | 16 | 31% | 0.4635 | 3  | 63  | 5%  | 4.44  | 0.49   |
|   | July 2011      | 3 | 12 | 25% | 0.433  | 5  | 43  | 12% | 1.28  | (0.56) |
|   | June 2011      | 1 | 12 | 8%  | 0.2764 | 5  | 61  | 8%  | 0.02  | (1.27) |
|   | May 2011       | 2 | 14 | 14% | 0.3499 | 7  | 53  | 13% | 0.11  | (1.16) |
|   | April 2011     | 0 | 11 | 0%  | 0      | 12 | 52  | 23% | -1.65 | (2.00) |
|   | March 2011     | 2 | 13 | 15% | 0.3608 | 8  | 73  | 11% | 0.47  | (0.95) |
|   | February 2011  | 0 | 10 | 0%  | 0      | 4  | 78  | 5%  | -0.69 | (1.42) |
|   | January 2011   | 2 | 17 | 12% | 0.3222 | 14 | 111 | 13% | -0.10 | (1.06) |
|   | December 2010  | 4 | 14 | 29% | 0.4518 | 9  | 58  | 16% | 1.21  | (0.53) |
|   | November 2010  | 0 | 12 | 0%  | 0      | 11 | 68  | 16% | -1.40 | (1.85) |
|   | October 2010   | 6 | 17 | 35% | 0.4779 | 2  | 61  | 3%  | 6.56  | 0.88   |
| MR-7E Repair Repeat Report Rate           | September 2011 | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
| Unbundled Loop - XDSLi Parity             | August 2011    | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0 | 2  | 0%  | 0      | 5  | 61  | 8%  | -0.42 | (1.25) |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | April 2011     | 0 | 1  | 0%  | 0      | 12 | 52  | 23% | -0.54 | (1.33) |
|   | March 2011     | 0 | 0  | 0%  | 0      | 0  | 0   | 0%  | 0.00  | 0.00   |
|   | February 2011  | 0 | 1  | 0%  | 0      | 4  | 78  | 5%  | -0.23 | (1.14) |
|   | 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   |
| MR-7E Repair Repeat Report Rate<br>Unbundled Loop Analog Parity | September 2011  | 0              | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |
|   | August 2011   | 1              | 14   | 7%   | 0.2575 | 166    | 1721   | 10%    | -0.32 | (1.19) |
|   | July 2011   | 6              | 28   | 21%  | 0.4103 | 199    | 1627   | 12%    | 1.47  | (0.29) |
|   | June 2011   | 4              | 20   | 20%  | 0.4    | 159    | 1522   | 10%    | 1.39  | (0.38) |
|   | May 2011  | 0              | 10   | 0%   | 0      | 166    | 1729   | 10%    | -1.03 | (1.62) |
|   | April 2011  | 2              | 27   | 7%   | 0.2619 | 135    | 1523   | 9%     | -0.26 | (1.16) |
|   | March 2011  | 2              | 25   | 8%   | 0.2713 | 235    | 2241   | 10%    | -0.40 | (1.25) |
|   | February 2011   | 3              | 40   | 8%   | 0.2634 | 271    | 2544   | 11%    | -0.64 | (1.39) |
|   | January 2011  | 3              | 33   | 9%   | 0.2875 | 237    | 2140   | 11%    | -0.36 | (1.22) |
|   | December 2010   | 2              | 20   | 10%  | 0.3    | 197    | 1836   | 11%    | -0.10 | (1.06) |
|   | November 2010   | 0              | 19   | 0%   | 0      | 221    | 2021   | 11%    | -1.52 | (1.92) |
|   | October 2010  | 0              | 18   | 0%   | 0      | 201    | 2052   | 10%    | -1.39 | (1.85) |
|   | MR-7E Repair Repeat Report Rate<br>Unbundled Loop ISDN Capable Parity | September 2011 | 0    | 0    | 0%     | 0      | 0      | 0      | 0%    | 0.00   |
| August 2011   |   | 0              | 1    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |
| July 2011   |   | 0              | 2    | 0%   | 0      | 0      | 1      | 0%     | 0.00  | 0.00   |
| June 2011   |   | 0              | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |
| May 2011  |   | 0              | 0    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |
| April 2011  |   | 0              | 1    | 0%   | 0      | 0      | 0      | 0%     | 0.00  | 0.00   |
| March 2011  |   | 0              | 1    | 0%   | 0      | 0      | 1      | 0%     | 0.00  | 0.00   |
| February 2011   |   | 1              | 2    | 50%  | 0.5    | 0      | 1      | 0%     | 0.00  | (1.26) |
| 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              | 2    | 0%   | 0      | 1      | 2      | 50%    | -1.00 | (1.61) |
| October 2010  |   | 1              | 1    | 100% | 0      | 0      | 1      | 0%     | 0.00  | (1.00) |
| MR-8 Trouble Rate Basic Rate ISDN Parity                        |   | September 2011 | 0    | 98   | 0%     | 0      | 8      | 2770   | 0%    | -0.52  |
|   | August 2011   | 0              | 97   | 0%   | 0      | 5      | 2824   | 0%     | -0.41 | (1.25) |
|   | July 2011   | 1              | 97   | 1%   | 0.101  | 10     | 2860   | 0%     | 1.12  | (0.69) |
|   | June 2011   | 0              | 100  | 0%   | 0      | 20     | 2913   | 1%     | -0.82 | (1.50) |
|   | May 2011  | 0              | 114  | 0%   | 0      | 9      | 3324   | 0%     | -0.55 | (1.33) |
|   | April 2011  | 0              | 111  | 0%   | 0      | 6      | 3441   | 0%     | -0.43 | (1.26) |
|   | March 2011  | 0              | 110  | 0%   | 0      | 10     | 3456   | 0%     | -0.56 | (1.34) |
|   | February 2011   | 0              | 111  | 0%   | 0      | 6      | 3511   | 0%     | -0.43 | (1.26) |
|   | January 2011  | 0              | 111  | 0%   | 0      | 10     | 3541   | 0%     | -0.55 | (1.34) |
|   | December 2010   | 1              | 105  | 1%   | 0.0971 | 11     | 3598   | 0%     | 1.18  | (0.67) |
|   | November 2010   | 0              | 104  | 0%   | 0      | 16     | 3639   | 0%     | -0.67 | (1.41) |
|   | October 2010  | 1              | 105  | 1%   | 0.0971 | 14     | 3671   | 0%     | 0.94  | (0.76) |
|   | MR-8 Trouble Rate Business Parity                                     | September 2011 | 4    | 2084 | 0%     | 0.0438 | 1054   | 248762 | 0%    | -1.62  |
| August 2011   |   | 11             | 2094 | 1%   | 0.0723 | 1137   | 251079 | 0%     | 0.49  | (0.70) |
| July 2011   |   | 8              | 2058 | 0%   | 0.0622 | 1184   | 253224 | 0%     | -0.52 | (1.32) |
| June 2011   |   | 5              | 2060 | 0%   | 0.0492 | 1103   | 255486 | 0%     | -1.30 | (1.79) |
| May 2011  |   | 8              | 2072 | 0%   | 0.062  | 1330   | 257694 | 1%     | -0.82 | (1.50) |
| April 2011  |   | 4              | 2078 | 0%   | 0.0438 | 1086   | 259877 | 0%     | -1.59 | (1.96) |
| March 2011  |   | 8              | 2065 | 0%   | 0.0621 | 1451   | 262152 | 1%     | -1.01 | (1.62) |
| February 2011   |   | 9              | 2056 | 0%   | 0.066  | 1524   | 264707 | 1%     | -0.82 | (1.50) |
| January 2011  |   | 5              | 2067 | 0%   | 0.0491 | 1354   | 267188 | 1%     | -1.69 | (2.03) |
| December 2010   |   | 9              | 2079 | 0%   | 0.0657 | 1284   | 272707 | 0%     | -0.25 | (1.15) |

|  |                |    |      |    |        |      |        |    |       |        |
|--|----------------|----|------|----|--------|------|--------|----|-------|--------|
|  | November 2010  | 13 | 2079 | 1% | 0.0788 | 1339 | 274744 | 0% | 0.90  | (0.45) |
|  | October 2010   | 6  | 2108 | 0% | 0.0533 | 1236 | 277305 | 0% | -1.11 | (1.67) |
| MR-8 Trouble Rate Centrex Parity               | September 2011 | 0  | 235  | 0% | 0      | 31   | 34522  | 0% | -0.46 | (1.28) |
|  | August 2011    | 0  | 235  | 0% | 0      | 22   | 34742  | 0% | -0.38 | (1.23) |
|  | July 2011      | 0  | 235  | 0% | 0      | 31   | 35064  | 0% | -0.45 | (1.28) |
|  | June 2011      | 0  | 237  | 0% | 0      | 38   | 35459  | 0% | -0.50 | (1.31) |
|  | May 2011       | 0  | 237  | 0% | 0      | 36   | 36053  | 0% | -0.49 | (1.29) |
|  | April 2011     | 0  | 238  | 0% | 0      | 37   | 36520  | 0% | -0.49 | (1.30) |
|  | March 2011     | 0  | 238  | 0% | 0      | 41   | 36687  | 0% | -0.51 | (1.31) |
|  | February 2011  | 0  | 238  | 0% | 0      | 54   | 36985  | 0% | -0.59 | (1.36) |
|  | January 2011   | 1  | 241  | 0% | 0.0643 | 45   | 37789  | 0% | 1.33  | (0.60) |
|  | December 2010  | 0  | 245  | 0% | 0      | 38   | 38440  | 0% | -0.49 | (1.30) |
|  | November 2010  | 0  | 245  | 0% | 0      | 40   | 39946  | 0% | -0.49 | (1.30) |
|  | October 2010   | 0  | 245  | 0% | 0      | 42   | 40374  | 0% | -0.50 | (1.31) |
| MR-8 Trouble Rate Centrex 21 Parity            | September 2011 | 0  | 573  | 0% | 0      | 16   | 5614   | 0% | -1.22 | (1.74) |
|  | August 2011    | 1  | 573  | 0% | 0.0417 | 16   | 5784   | 0% | -0.44 | (1.27) |
|  | July 2011      | 0  | 573  | 0% | 0      | 15   | 5999   | 0% | -1.15 | (1.70) |
|  | June 2011      | 1  | 577  | 0% | 0.0416 | 18   | 6293   | 0% | -0.49 | (1.30) |
|  | May 2011       | 2  | 581  | 0% | 0.0586 | 29   | 6429   | 0% | -0.37 | (1.22) |
|  | April 2011     | 1  | 588  | 0% | 0.0412 | 13   | 6564   | 0% | -0.15 | (1.09) |
|  | March 2011     | 1  | 587  | 0% | 0.0412 | 20   | 6723   | 0% | -0.54 | (1.33) |
|  | February 2011  | 0  | 592  | 0% | 0      | 25   | 6884   | 0% | -1.41 | (1.86) |
|  | January 2011   | 0  | 601  | 0% | 0      | 20   | 7304   | 0% | -1.23 | (1.75) |
|  | December 2010  | 1  | 613  | 0% | 0.0404 | 18   | 7638   | 0% | -0.36 | (1.22) |
|  | November 2010  | 3  | 611  | 0% | 0.0699 | 14   | 7863   | 0% | 1.77  | 0.07   |
|  | October 2010   | 1  | 616  | 0% | 0.0403 | 26   | 7978   | 0% | -0.69 | (1.42) |
| MR-8 Trouble Rate Dark Fiber - IOF Diagnostic  | September 2011 | 0  | 80   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | August 2011    | 0  | 76   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | July 2011      | 0  | 76   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | June 2011      | 0  | 77   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | May 2011       | 0  | 92   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | April 2011     | 0  | 90   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | March 2011     | 0  | 89   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | February 2011  | 0  | 87   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | January 2011   | 0  | 82   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | December 2010  | 0  | 77   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | November 2010  | 1  | 77   | 1% | 0.1132 | 0    | 0      | 0% | 0.00  | 0.00   |
|  | October 2010   | 0  | 77   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
| MR-8 Trouble Rate Dark Fiber - Loop Diagnostic | September 2011 | 0  | 19   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | August 2011    | 0  | 19   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | July 2011      | 1  | 19   | 5% | 0.2233 | 0    | 0      | 0% | 0.00  | 0.00   |
|  | June 2011      | 0  | 19   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | May 2011       | 0  | 25   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | April 2011     | 0  | 25   | 0% | 0      | 0    | 0      | 0% | 0.00  | 0.00   |
|  | 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  | 27   | 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   |

|                               |                              |                |      |     |        |     |       |      |       |        |
|-------------------------------|------------------------------|----------------|------|-----|--------|-----|-------|------|-------|--------|
| MR-8 Trouble Rate DS0 Parity  | October 2010                 | 0              | 29   | 0%  | 0      | 0   | 0     | 0%   | 0.00  | 0.00   |
|                               | September 2011               | 0              | 336  | 0%  | 0      | 103 | 24952 | 0%   | -1.17 | (1.71) |
|                               | August 2011                  | 0              | 336  | 0%  | 0      | 136 | 25139 | 1%   | -1.34 | (1.82) |
|                               | July 2011                    | 1              | 346  | 0%  | 0.0537 | 142 | 25375 | 1%   | -0.67 | (1.41) |
|                               | June 2011                    | 1              | 346  | 0%  | 0.0537 | 101 | 25658 | 0%   | -0.31 | (1.19) |
|                               | May 2011                     | 0              | 532  | 0%  | 0      | 126 | 27893 | 0%   | -1.54 | (1.94) |
|                               | April 2011                   | 0              | 538  | 0%  | 0      | 138 | 28286 | 0%   | -1.61 | (1.98) |
|                               | March 2011                   | 1              | 540  | 0%  | 0.043  | 107 | 28743 | 0%   | -0.71 | (1.43) |
|                               | February 2011                | 0              | 540  | 0%  | 0      | 158 | 29030 | 1%   | -1.70 | (2.04) |
|                               | January 2011                 | 0              | 541  | 0%  | 0      | 163 | 29314 | 1%   | -1.72 | (2.05) |
|                               | December 2010                | 0              | 537  | 0%  | 0      | 122 | 29639 | 0%   | -1.48 | (1.90) |
|                               | November 2010                | 0              | 538  | 0%  | 0      | 121 | 29763 | 0%   | -1.47 | (1.89) |
|                               | October 2010                 | 0              | 538  | 0%  | 0      | 111 | 30129 | 0%   | -1.40 | (1.85) |
| MR-8 Trouble Rate DS1 Parity  | September 2011               | 2              | 28   | 7%  | 0.2575 | 115 | 7874  | 1%   | 2.50  | (0.07) |
|                               | August 2011                  | 0              | 30   | 0%  | 0      | 128 | 7958  | 2%   | -0.70 | (1.42) |
|                               | July 2011                    | 0              | 28   | 0%  | 0      | 89  | 8047  | 1%   | -0.56 | (1.34) |
|                               | June 2011                    | 1              | 25   | 4%  | 0.196  | 113 | 8125  | 1%   | 1.11  | (0.68) |
|                               | May 2011                     | 0              | 32   | 0%  | 0      | 111 | 8834  | 1%   | -0.64 | (1.39) |
|                               | April 2011                   | 0              | 33   | 0%  | 0      | 117 | 8938  | 1%   | -0.66 | (1.40) |
|                               | March 2011                   | 0              | 34   | 0%  | 0      | 145 | 9070  | 2%   | -0.74 | (1.45) |
|                               | February 2011                | 1              | 33   | 3%  | 0.1714 | 149 | 9183  | 2%   | 0.64  | (0.88) |
|                               | January 2011                 | 3              | 32   | 9%  | 0.2915 | 194 | 9298  | 2%   | 2.88  | 0.15   |
|                               | December 2010                | 2              | 38   | 5%  | 0.2233 | 114 | 9498  | 1%   | 2.30  | (0.14) |
|                               | November 2010                | 1              | 34   | 3%  | 0.169  | 156 | 9582  | 2%   | 0.60  | (0.89) |
|                               | October 2010                 | 1              | 37   | 3%  | 0.1622 | 130 | 9637  | 1%   | 0.71  | (0.84) |
|                               | MR-8 Trouble Rate DS3 Parity | September 2011 | 0    | 3   | 0%     | 0   | 2     | 1292 | 0%    | -0.07  |
| August 2011                   |                              | 0              | 3    | 0%  | 0      | 0   | 1298  | 0%   | 0.00  | 0.00   |
| July 2011                     |                              | 0              | 4    | 0%  | 0      | 3   | 1307  | 0%   | -0.10 | (1.06) |
| June 2011                     |                              | 0              | 3    | 0%  | 0      | 4   | 1309  | 0%   | -0.10 | (1.06) |
| May 2011                      |                              | 0              | 4    | 0%  | 0      | 5   | 1664  | 0%   | -0.11 | (1.07) |
| April 2011                    |                              | 0              | 3    | 0%  | 0      | 6   | 1667  | 0%   | -0.10 | (1.06) |
| March 2011                    |                              | 0              | 3    | 0%  | 0      | 5   | 1695  | 0%   | -0.09 | (1.06) |
| February 2011                 |                              | 0              | 3    | 0%  | 0      | 4   | 1692  | 0%   | -0.08 | (1.05) |
| January 2011                  |                              | 0              | 3    | 0%  | 0      | 1   | 1696  | 0%   | -0.04 | (1.03) |
| December 2010                 |                              | 0              | 3    | 0%  | 0      | 4   | 1704  | 0%   | -0.08 | (1.05) |
| November 2010                 |                              | 0              | 3    | 0%  | 0      | 2   | 1698  | 0%   | -0.06 | (1.04) |
| October 2010                  |                              | 0              | 3    | 0%  | 0      | 3   | 1704  | 0%   | -0.07 | (1.04) |
| MR-8 Trouble Rate E911 Parity |                              | September 2011 | 0    | 958 | 0%     | 0   | 4     | 3184 | 0%    | -0.96  |
|                               | August 2011                  | 0              | 958  | 0%  | 0      | 12  | 3212  | 0%   | -1.66 | (2.01) |
|                               | July 2011                    | 0              | 1006 | 0%  | 0      | 5   | 3324  | 0%   | -1.08 | (1.66) |
|                               | June 2011                    | 0              | 1002 | 0%  | 0      | 7   | 3529  | 0%   | -1.25 | (1.76) |
|                               | May 2011                     | 2              | 1218 | 0%  | 0.0405 | 2   | 3886  | 0%   | 1.51  | (0.08) |
|                               | April 2011                   | 2              | 1216 | 0%  | 0.0405 | 6   | 3817  | 0%   | 0.06  | (0.97) |
|                               | March 2011                   | 1              | 1216 | 0%  | 0.0287 | 3   | 3985  | 0%   | 0.08  | (0.95) |
|                               | February 2011                | 0              | 1216 | 0%  | 0      | 8   | 4015  | 0%   | -1.37 | (1.83) |
|                               | January 2011                 | 0              | 1214 | 0%  | 0      | 8   | 4014  | 0%   | -1.36 | (1.83) |
|                               | December 2010                | 1              | 1216 | 0%  | 0.0287 | 11  | 4126  | 0%   | -1.10 | (1.67) |
|                               | November 2010                | 1              | 1213 | 0%  | 0.0287 | 5   | 3819  | 0%   | -0.41 | (1.25) |
|                               | October 2010                 | 0              | 1213 | 0%  | 0      | 7   | 3848  | 0%   | -1.30 | (1.79) |

|  |  |                |      |      |        |       |      |       |       |        |
|--|--|----------------|------|------|--------|-------|------|-------|-------|--------|
| MR-8 Trouble Rate Enhanced Extended Loops - DS0 Capable Diagnostic | September 2011   | 1              | 56   | 2%   | 0.1324 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | August 2011  | 0              | 46   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | July 2011  | 0              | 48   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | June 2011  | 0              | 47   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | May 2011   | 0              | 50   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | April 2011   | 1              | 50   | 2%   | 0.14   | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | March 2011   | 0              | 50   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | February 2011  | 0              | 50   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | January 2011   | 0              | 49   | 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   | 1              | 49   | 2%   | 0.1414 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | MR-8 Trouble Rate Enhanced Extended Loops - DS1 Capable Parity | September 2011 | 61   | 3601 | 2%     | 0.129 | 115  | 7875  | 1%    | 0.97   |
| August 2011  |  | 66             | 3589 | 2%   | 0.1344 | 128   | 7959 | 2%    | 0.91  | (0.45) |
| July 2011  |  | 59             | 3531 | 2%   | 0.1282 | 89    | 8048 | 1%    | 2.68  | 0.63   |
| June 2011  |  | 83             | 3548 | 2%   | 0.1511 | 113   | 8126 | 1%    | 4.03  | 1.45   |
| May 2011   |  | 60             | 3419 | 2%   | 0.1313 | 111   | 8835 | 1%    | 2.22  | 0.35   |
| April 2011   |  | 57             | 3369 | 2%   | 0.129  | 117   | 8939 | 1%    | 1.67  | 0.01   |
| March 2011   |  | 60             | 3349 | 2%   | 0.1326 | 145   | 9071 | 2%    | 0.76  | (0.54) |
| February 2011  |  | 63             | 3303 | 2%   | 0.1368 | 149   | 9184 | 2%    | 1.11  | (0.32) |
| January 2011   |  | 66             | 3286 | 2%   | 0.1403 | 194   | 9299 | 2%    | -0.27 | (1.16) |
| December 2010  |  | 65             | 3266 | 2%   | 0.1397 | 114   | 9499 | 1%    | 3.58  | 1.17   |
| November 2010  |  | 73             | 3227 | 2%   | 0.1487 | 156   | 9583 | 2%    | 2.46  | 0.50   |
| October 2010   |  | 52             | 3194 | 2%   | 0.1266 | 130   | 9638 | 1%    | 1.19  | (0.28) |
| MR-8 Trouble Rate Enhanced Extended Loops - DS3 Capable Diagnostic |  | September 2011 | 0    | 59   | 0%     | 0     | 0    | 0     | 0%    | 0.00   |
|  | August 2011  | 1              | 49   | 2%   | 0.1414 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | July 2011  | 0              | 43   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | June 2011  | 1              | 45   | 2%   | 0.1474 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | May 2011   | 1              | 41   | 2%   | 0.1543 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | April 2011   | 0              | 42   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | March 2011   | 0              | 43   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | February 2011  | 1              | 43   | 2%   | 0.1507 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | January 2011   | 0              | 42   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | December 2010  | 0              | 42   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | November 2010  | 1              | 42   | 2%   | 0.1525 | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | October 2010   | 0              | 43   | 0%   | 0      | 0     | 0    | 0%    | 0.00  | 0.00   |
|  | MR-8 Trouble Rate Frame Relay Parity                           | September 2011 | 0    | 4    | 0%     | 0     | 12   | 960   | 1%    | -0.22  |
| August 2011  |  | 1              | 4    | 25%  | 0.433  | 11    | 977  | 1%    | 4.52  | 0.01   |
| July 2011  |  | 0              | 4    | 0%   | 0      | 6     | 992  | 1%    | -0.16 | (1.09) |
| June 2011  |  | 0              | 4    | 0%   | 0      | 4     | 1007 | 0%    | -0.13 | (1.08) |
| May 2011   |  | 0              | 4    | 0%   | 0      | 5     | 1129 | 0%    | -0.13 | (1.08) |
| April 2011   |  | 0              | 4    | 0%   | 0      | 5     | 1155 | 0%    | -0.13 | (1.08) |
| March 2011   |  | 0              | 4    | 0%   | 0      | 7     | 1190 | 1%    | -0.15 | (1.09) |
| February 2011  |  | 0              | 4    | 0%   | 0      | 18    | 1205 | 1%    | -0.25 | (1.15) |
| January 2011   |  | 0              | 4    | 0%   | 0      | 12    | 1236 | 1%    | -0.20 | (1.12) |
| December 2010  |  | 0              | 4    | 0%   | 0      | 5     | 1264 | 0%    | -0.13 | (1.08) |
| November 2010  |  | 0              | 4    | 0%   | 0      | 7     | 1292 | 1%    | -0.15 | (1.09) |
| October 2010   |  | 0              | 4    | 0%   | 0      | 9     | 1334 | 1%    | -0.16 | (1.10) |
| MR-8 Trouble Rate ISDN Primary Parity                              |  | September 2011 | 0    | 51   | 0%     | 0     | 57   | 95917 | 0%    | -0.17  |

|   |                |   |        |    |        |       |         |    |       |        |
|---|----------------|---|--------|----|--------|-------|---------|----|-------|--------|
|   | August 2011    | 0 | 51     | 0% | 0      | 57    | 95993   | 0% | -0.17 | (1.11) |
|   | July 2011      | 0 | 51     | 0% | 0      | 53    | 95869   | 0% | -0.17 | (1.10) |
|   | June 2011      | 0 | 51     | 0% | 0      | 44    | 95800   | 0% | -0.15 | (1.09) |
|   | May 2011       | 0 | 51     | 0% | 0      | 59    | 104583  | 0% | -0.17 | (1.10) |
|   | April 2011     | 1 | 51     | 2% | 0.1386 | 49    | 104072  | 0% | 6.30  | 0.20   |
|   | March 2011     | 0 | 51     | 0% | 0      | 54    | 103521  | 0% | -0.16 | (1.10) |
|   | February 2011  | 0 | 51     | 0% | 0      | 68    | 103172  | 0% | -0.18 | (1.11) |
|   | January 2011   | 0 | 51     | 0% | 0      | 56    | 103104  | 0% | -0.17 | (1.10) |
|   | December 2010  | 0 | 51     | 0% | 0      | 73    | 103129  | 0% | -0.19 | (1.12) |
|   | November 2010  | 0 | 51     | 0% | 0      | 61    | 103162  | 0% | -0.17 | (1.11) |
|   | October 2010   | 0 | 51     | 0% | 0      | 44    | 102819  | 0% | -0.15 | (1.09) |
| MR-8 Trouble Rate Line Sharing Parity   | September 2011 | 3 | 986    | 0% | 0.0551 | 7554  | 916140  | 1% | -1.81 | (2.10) |
|   | August 2011    | 2 | 1014   | 0% | 0.0444 | 8151  | 927583  | 1% | -2.32 | (2.41) |
|   | July 2011      | 2 | 1033   | 0% | 0.044  | 7967  | 937865  | 1% | -2.30 | (2.40) |
|   | June 2011      | 4 | 1051   | 0% | 0.0616 | 7428  | 947071  | 1% | -1.48 | (1.90) |
|   | May 2011       | 2 | 1083   | 0% | 0.0429 | 9072  | 957443  | 1% | -2.59 | (2.57) |
|   | April 2011     | 1 | 1102   | 0% | 0.0301 | 7547  | 965561  | 1% | -2.60 | (2.58) |
|   | March 2011     | 0 | 1136   | 0% | 0      | 10764 | 975528  | 1% | -3.56 | (3.16) |
|   | February 2011  | 3 | 1157   | 0% | 0.0509 | 12630 | 986475  | 1% | -3.09 | (2.88) |
|   | January 2011   | 1 | 1199   | 0% | 0.0289 | 11022 | 996719  | 1% | -3.38 | (3.06) |
|   | December 2010  | 0 | 1230   | 0% | 0      | 9046  | 1010778 | 1% | -3.33 | (3.02) |
|   | November 2010  | 2 | 1256   | 0% | 0.0399 | 9395  | 1022440 | 1% | -2.82 | (2.71) |
|   | October 2010   | 0 | 1282   | 0% | 0      | 8748  | 1035380 | 1% | -3.30 | (3.01) |
| MR-8 Trouble Rate Line Splitting Parity | September 2011 | 1 | 106    | 1% | 0.0967 | 7554  | 916140  | 1% | 0.14  | (1.13) |
|   | August 2011    | 2 | 106    | 2% | 0.1361 | 8151  | 927583  | 1% | 1.11  | (0.57) |
|   | July 2011      | 3 | 106    | 3% | 0.1658 | 7967  | 937865  | 1% | 2.22  | (0.07) |
|   | June 2011      | 2 | 111    | 2% | 0.133  | 7428  | 947071  | 1% | 1.22  | (0.52) |
|   | May 2011       | 2 | 116    | 2% | 0.1302 | 9072  | 957443  | 1% | 0.86  | (0.68) |
|   | April 2011     | 0 | 115    | 0% | 0      | 7547  | 965561  | 1% | -0.95 | (1.58) |
|   | March 2011     | 2 | 119    | 2% | 0.1285 | 10764 | 975528  | 1% | 0.60  | (0.81) |
|   | February 2011  | 0 | 121    | 0% | 0      | 12630 | 986475  | 1% | -1.25 | (1.76) |
|   | January 2011   | 5 | 123    | 4% | 0.1975 | 11022 | 996719  | 1% | 3.14  | 0.37   |
|   | December 2010  | 0 | 125    | 0% | 0      | 9046  | 1010778 | 1% | -1.06 | (1.65) |
|   | November 2010  | 0 | 131    | 0% | 0      | 9395  | 1022440 | 1% | -1.10 | (1.67) |
|   | October 2010   | 0 | 137    | 0% | 0      | 8748  | 1035380 | 1% | -1.08 | (1.66) |
| MR-8 Trouble Rate LIS Trunk Parity      | September 2011 | 0 | 107974 | 0% | 0      | 1     | 102971  | 0% | -0.72 | (1.43) |
|   | August 2011    | 0 | 111238 | 0% | 0      | 1     | 103259  | 0% | -0.72 | (1.44) |
|   | July 2011      | 0 | 112488 | 0% | 0      | 0     | 103895  | 0% | 0.00  | 0.00   |
|   | June 2011      | 2 | 112911 | 0% | 0.0042 | 0     | 104295  | 0% | 0.00  | 0.00   |
|   | May 2011       | 2 | 114857 | 0% | 0.0042 | 0     | 113749  | 0% | 0.00  | 0.00   |
|   | April 2011     | 1 | 115961 | 0% | 0.0029 | 0     | 114806  | 0% | 0.00  | 0.00   |
|   | March 2011     | 2 | 115961 | 0% | 0.0042 | 1     | 114950  | 0% | 0.70  | (0.58) |
|   | February 2011  | 1 | 117065 | 0% | 0.0029 | 0     | 116837  | 0% | 0.00  | 0.00   |
|   | January 2011   | 4 | 117353 | 0% | 0.0058 | 2     | 118685  | 0% | 1.02  | (0.38) |
|   | December 2010  | 1 | 123041 | 0% | 0.0029 | 0     | 120111  | 0% | 0.00  | 0.00   |
|   | November 2010  | 1 | 123065 | 0% | 0.0029 | 3     | 119895  | 0% | -0.83 | (1.51) |
|   | October 2010   | 5 | 122322 | 0% | 0.0064 | 2     | 120045  | 0% | 1.46  | (0.11) |
| MR-8 Trouble Rate PBX Parity            | September 2011 | 5 | 451    | 1% | 0.1047 | 9     | 26329   | 0% | 12.24 | 1.78   |
|   | August 2011    | 2 | 445    | 0% | 0.0669 | 13    | 26719   | 0% | 3.80  | 0.20   |

|  |                |   |     |    |        |       |        |    |       |        |
|--|----------------|---|-----|----|--------|-------|--------|----|-------|--------|
|  | July 2011      | 1 | 474 | 0% | 0.0459 | 2     | 26863  | 0% | 5.09  | (0.01) |
|  | June 2011      | 0 | 471 | 0% | 0      | 18    | 27265  | 0% | -0.55 | (1.34) |
|  | May 2011       | 1 | 494 | 0% | 0.0449 | 16    | 28533  | 0% | 1.36  | (0.60) |
|  | April 2011     | 1 | 503 | 0% | 0.0445 | 10    | 28793  | 0% | 1.96  | 0.19   |
|  | March 2011     | 0 | 503 | 0% | 0      | 15    | 29129  | 0% | -0.50 | (1.31) |
|  | February 2011  | 0 | 513 | 0% | 0      | 15    | 29458  | 0% | -0.51 | (1.31) |
|  | January 2011   | 0 | 515 | 0% | 0      | 12    | 29935  | 0% | -0.45 | (1.27) |
|  | December 2010  | 2 | 515 | 0% | 0.0622 | 13    | 30974  | 0% | 3.81  | 1.31   |
|  | November 2010  | 2 | 515 | 0% | 0.0622 | 14    | 31549  | 0% | 3.68  | 1.24   |
|  | October 2010   | 1 | 527 | 0% | 0.0435 | 22    | 31963  | 0% | 1.05  | (0.36) |
| MR-8 Trouble Rate Residence Parity               | September 2011 | 4 | 312 | 1% | 0.1125 | 6500  | 667378 | 1% | 0.55  | (0.78) |
|  | August 2011    | 5 | 272 | 2% | 0.1343 | 7014  | 676504 | 1% | 1.30  | (0.38) |
|  | July 2011      | 1 | 255 | 0% | 0.0625 | 6783  | 684641 | 1% | -0.96 | (1.59) |
|  | June 2011      | 1 | 252 | 0% | 0.0629 | 6325  | 691585 | 1% | -0.86 | (1.52) |
|  | May 2011       | 6 | 241 | 2% | 0.1558 | 7742  | 699749 | 1% | 2.05  | (0.02) |
|  | April 2011     | 1 | 243 | 0% | 0.064  | 6461  | 705684 | 1% | -0.82 | (1.50) |
|  | March 2011     | 2 | 235 | 1% | 0.0919 | 9313  | 713376 | 1% | -0.61 | (1.37) |
|  | February 2011  | 0 | 247 | 0% | 0      | 11106 | 721768 | 2% | -1.96 | (2.19) |
|  | January 2011   | 2 | 256 | 1% | 0.088  | 9668  | 729531 | 1% | -0.76 | (1.46) |
|  | December 2010  | 2 | 273 | 1% | 0.0853 | 7762  | 738071 | 1% | -0.52 | (1.31) |
|  | November 2010  | 3 | 297 | 1% | 0.1    | 8056  | 747696 | 1% | -0.11 | (1.07) |
|  | October 2010   | 1 | 302 | 0% | 0.0574 | 7512  | 758075 | 1% | -1.16 | (1.70) |
| MR-8 Trouble Rate Sub-Loop Unbundling Diagnostic | September 2011 | 0 | 3   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | August 2011    | 0 | 3   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | July 2011      | 0 | 3   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | June 2011      | 0 | 3   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | May 2011       | 0 | 9   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | April 2011     | 0 | 9   | 0% | 0      | 0     | 0      | 0% | 0.00  | 0.00   |
|  | 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 | 10  | 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   |
| MR-8 Trouble Rate UDIT Above DS1 Level Parity    | September 2011 | 0 | 99  | 0% | 0      | 2     | 1292   | 0% | -0.38 | (1.23) |
|  | August 2011    | 1 | 102 | 1% | 0.0985 | 0     | 1298   | 0% | 0.00  | (0.12) |
|  | July 2011      | 0 | 109 | 0% | 0      | 3     | 1307   | 0% | -0.48 | (1.29) |
|  | June 2011      | 1 | 108 | 1% | 0.0958 | 4     | 1309   | 0% | 1.12  | (0.73) |
|  | May 2011       | 2 | 122 | 2% | 0.127  | 5     | 1664   | 0% | 2.61  | (0.14) |
|  | April 2011     | 1 | 122 | 1% | 0.0902 | 6     | 1667   | 0% | 0.82  | (0.83) |
|  | March 2011     | 4 | 121 | 3% | 0.1788 | 5     | 1695   | 0% | 5.90  | 0.77   |
|  | February 2011  | 0 | 122 | 0% | 0      | 4     | 1692   | 0% | -0.52 | (1.32) |
|  | January 2011   | 0 | 124 | 0% | 0      | 1     | 1696   | 0% | -0.26 | (1.16) |
|  | December 2010  | 1 | 136 | 1% | 0.0854 | 4     | 1704   | 0% | 1.16  | (0.71) |
|  | November 2010  | 1 | 137 | 1% | 0.0851 | 2     | 1698   | 0% | 2.01  | (0.51) |
|  | October 2010   | 0 | 136 | 0% | 0      | 3     | 1704   | 0% | -0.47 | (1.29) |
| MR-8 Trouble Rate UDIT DS1 Parity                | September 2011 | 0 | 114 | 0% | 0      | 115   | 7874   | 1% | -1.29 | (1.78) |
|  | August 2011    | 0 | 114 | 0% | 0      | 128   | 7958   | 2% | -1.36 | (1.82) |
|  | July 2011      | 1 | 114 | 1% | 0.0932 | 89    | 8047   | 1% | -0.23 | (1.14) |

|  |                |    |       |    |        |     |      |    |       |        |
|--|----------------|----|-------|----|--------|-----|------|----|-------|--------|
|  | June 2011      | 1  | 114   | 1% | 0.0932 | 113 | 8125 | 1% | -0.46 | (1.28) |
|  | May 2011       | 0  | 120   | 0% | 0      | 111 | 8834 | 1% | -1.23 | (1.75) |
|  | April 2011     | 0  | 120   | 0% | 0      | 117 | 8938 | 1% | -1.25 | (1.76) |
|  | March 2011     | 0  | 122   | 0% | 0      | 145 | 9070 | 2% | -1.40 | (1.85) |
|  | February 2011  | 0  | 125   | 0% | 0      | 149 | 9183 | 2% | -1.43 | (1.87) |
|  | January 2011   | 0  | 127   | 0% | 0      | 194 | 9298 | 2% | -1.63 | (1.99) |
|  | December 2010  | 0  | 127   | 0% | 0      | 114 | 9498 | 1% | -1.23 | (1.75) |
|  | November 2010  | 0  | 127   | 0% | 0      | 156 | 9582 | 2% | -1.44 | (1.88) |
|  | October 2010   | 0  | 130   | 0% | 0      | 130 | 9637 | 1% | -1.32 | (1.81) |
| MR-8 Trouble Rate Unbundled Loop - 2<br>Wire Non-Loaded Parity | September 2011 | 33 | 12338 | 0% | 0.0516 | 8   | 2758 | 0% | -0.20 | (1.12) |
|  | August 2011    | 44 | 12174 | 0% | 0.06   | 5   | 2812 | 0% | 2.08  | 0.27   |
|  | July 2011      | 49 | 12110 | 0% | 0.0635 | 10  | 2847 | 0% | 0.43  | (0.74) |
|  | June 2011      | 51 | 12002 | 0% | 0.065  | 20  | 2900 | 1% | -1.55 | (1.94) |
|  | May 2011       | 43 | 14738 | 0% | 0.0539 | 9   | 3311 | 0% | 0.20  | (0.88) |
|  | April 2011     | 41 | 14703 | 0% | 0.0527 | 6   | 3428 | 0% | 1.31  | (0.20) |
|  | March 2011     | 49 | 14598 | 0% | 0.0578 | 10  | 3443 | 0% | 0.44  | (0.73) |
|  | February 2011  | 48 | 14543 | 0% | 0.0574 | 6   | 3498 | 0% | 2.03  | 0.24   |
|  | January 2011   | 57 | 14525 | 0% | 0.0625 | 10  | 3528 | 0% | 1.09  | (0.34) |
|  | December 2010  | 47 | 14568 | 0% | 0.0567 | 11  | 3580 | 0% | 0.15  | (0.91) |
|  | November 2010  | 38 | 14601 | 0% | 0.0509 | 16  | 3621 | 0% | -1.47 | (1.90) |
|  | October 2010   | 43 | 14704 | 0% | 0.054  | 14  | 3653 | 0% | -0.79 | (1.48) |
| MR-8 Trouble Rate Unbundled Loop - 4<br>Wire Non-Loaded Parity | September 2011 | 0  | 61    | 0% | 0      | 115 | 7874 | 1% | -0.95 | (1.58) |
|  | August 2011    | 0  | 61    | 0% | 0      | 128 | 7958 | 2% | -0.99 | (1.60) |
|  | July 2011      | 0  | 63    | 0% | 0      | 89  | 8047 | 1% | -0.84 | (1.51) |
|  | June 2011      | 0  | 68    | 0% | 0      | 113 | 8125 | 1% | -0.98 | (1.59) |
|  | May 2011       | 0  | 85    | 0% | 0      | 111 | 8834 | 1% | -1.04 | (1.63) |
|  | April 2011     | 0  | 90    | 0% | 0      | 117 | 8938 | 1% | -1.09 | (1.66) |
|  | March 2011     | 1  | 91    | 1% | 0.1043 | 145 | 9070 | 2% | -0.38 | (1.23) |
|  | February 2011  | 0  | 92    | 0% | 0      | 149 | 9183 | 2% | -1.23 | (1.75) |
|  | January 2011   | 0  | 93    | 0% | 0      | 194 | 9298 | 2% | -1.40 | (1.85) |
|  | December 2010  | 0  | 94    | 0% | 0      | 114 | 9498 | 1% | -1.06 | (1.65) |
|  | November 2010  | 0  | 94    | 0% | 0      | 156 | 9582 | 2% | -1.24 | (1.75) |
|  | October 2010   | 0  | 98    | 0% | 0      | 130 | 9637 | 1% | -1.15 | (1.70) |
| MR-8 Trouble Rate Unbundled Loop -<br>ADSL Qualified Parity    | September 2011 | 17 | 4715  | 0% | 0.0599 | 8   | 2758 | 0% | 0.55  | (0.67) |
|  | August 2011    | 19 | 4671  | 0% | 0.0636 | 5   | 2812 | 0% | 2.28  | 0.38   |
|  | July 2011      | 22 | 4536  | 0% | 0.0695 | 10  | 2847 | 0% | 0.95  | (0.43) |
|  | June 2011      | 23 | 4399  | 1% | 0.0721 | 20  | 2900 | 1% | -0.84 | (1.51) |
|  | May 2011       | 23 | 4274  | 1% | 0.0732 | 9   | 3311 | 0% | 2.21  | 0.34   |
|  | April 2011     | 31 | 4114  | 1% | 0.0865 | 6   | 3428 | 0% | 5.98  | 2.64   |
|  | March 2011     | 20 | 3971  | 1% | 0.0708 | 10  | 3443 | 0% | 1.70  | 0.03   |
|  | February 2011  | 25 | 3836  | 1% | 0.0805 | 6   | 3498 | 0% | 4.96  | 2.02   |
|  | January 2011   | 16 | 3682  | 0% | 0.0658 | 10  | 3528 | 0% | 1.21  | (0.27) |
|  | December 2010  | 23 | 3582  | 1% | 0.0799 | 11  | 3580 | 0% | 2.56  | 0.56   |
|  | November 2010  | 20 | 3433  | 1% | 0.0761 | 16  | 3621 | 0% | 0.89  | (0.46) |
|  | October 2010   | 27 | 3244  | 1% | 0.0909 | 14  | 3653 | 0% | 3.01  | 0.83   |
| MR-8 Trouble Rate Unbundled Loop - DS1<br>Capable Parity       | September 2011 | 93 | 6843  | 1% | 0.1158 | 115 | 7875 | 1% | -0.51 | (1.31) |
|  | August 2011    | 85 | 6882  | 1% | 0.1104 | 128 | 7959 | 2% | -1.80 | (2.10) |
|  | July 2011      | 84 | 6920  | 1% | 0.1095 | 89  | 8048 | 1% | 0.63  | (0.62) |
|  | June 2011      | 70 | 6953  | 1% | 0.0998 | 113 | 8126 | 1% | -2.01 | (2.22) |



|  |                |     |       |    |        |       |         |    |        |         |
|--|----------------|-----|-------|----|--------|-------|---------|----|--------|---------|
|  | May 2011       | 96  | 6845  | 1% | 0.1176 | 111   | 8835    | 1% | 0.81   | (0.50)  |
|  | April 2011     | 79  | 6891  | 1% | 0.1065 | 117   | 8939    | 1% | -0.89  | (1.54)  |
|  | March 2011     | 92  | 6922  | 1% | 0.1145 | 145   | 9071    | 2% | -1.35  | (1.82)  |
|  | February 2011  | 97  | 6970  | 1% | 0.1171 | 149   | 9184    | 2% | -1.15  | (1.70)  |
|  | January 2011   | 94  | 6949  | 1% | 0.1155 | 194   | 9299    | 2% | -3.24  | (2.97)  |
|  | December 2010  | 103 | 6994  | 1% | 0.1205 | 114   | 9499    | 1% | 1.59   | (0.03)  |
|  | November 2010  | 107 | 6994  | 2% | 0.1227 | 156   | 9583    | 2% | -0.49  | (1.30)  |
|  | October 2010   | 89  | 6988  | 1% | 0.1121 | 130   | 9638    | 1% | -0.42  | (1.25)  |
| MR-8 Trouble Rate Unbundled Loop - XDSLi Parity      | September 2011 | 2   | 214   | 1% | 0.0962 | 115   | 7859    | 1% | -0.64  | (1.39)  |
|  | August 2011    | 0   | 216   | 0% | 0      | 128   | 7947    | 2% | -1.86  | (2.13)  |
|  | July 2011      | 1   | 219   | 0% | 0.0674 | 89    | 8036    | 1% | -0.91  | (1.55)  |
|  | June 2011      | 3   | 225   | 1% | 0.1147 | 113   | 8114    | 1% | -0.07  | (1.05)  |
|  | May 2011       | 0   | 234   | 0% | 0      | 111   | 8821    | 1% | -1.70  | (2.04)  |
|  | April 2011     | 2   | 235   | 1% | 0.0919 | 117   | 8925    | 1% | -0.61  | (1.37)  |
|  | March 2011     | 1   | 239   | 0% | 0.0645 | 145   | 9057    | 2% | -1.44  | (1.87)  |
|  | February 2011  | 1   | 241   | 0% | 0.0643 | 149   | 9170    | 2% | -1.47  | (1.89)  |
|  | January 2011   | 1   | 244   | 0% | 0.0639 | 194   | 9285    | 2% | -1.81  | (2.10)  |
|  | December 2010  | 2   | 250   | 1% | 0.0891 | 114   | 9485    | 1% | -0.58  | (1.35)  |
|  | November 2010  | 2   | 258   | 1% | 0.0877 | 156   | 9569    | 2% | -1.07  | (1.65)  |
|  | October 2010   | 0   | 268   | 0% | 0      | 130   | 9624    | 1% | -1.89  | (2.15)  |
| MR-8 Trouble Rate Unbundled Loop Analog Parity       | September 2011 | 155 | 53185 | 0% | 0.0539 | 7554  | 916148  | 1% | -13.22 | (9.04)  |
|  | August 2011    | 171 | 53510 | 0% | 0.0564 | 8151  | 927591  | 1% | -13.48 | (9.19)  |
|  | July 2011      | 161 | 53736 | 0% | 0.0547 | 7967  | 937873  | 1% | -13.51 | (9.21)  |
|  | June 2011      | 145 | 54053 | 0% | 0.0517 | 7428  | 947079  | 1% | -13.23 | (9.04)  |
|  | May 2011       | 228 | 61013 | 0% | 0.061  | 9072  | 957451  | 1% | -14.19 | (9.62)  |
|  | April 2011     | 138 | 61598 | 0% | 0.0473 | 7547  | 965569  | 1% | -15.24 | (10.26) |
|  | March 2011     | 195 | 62151 | 0% | 0.0559 | 10764 | 975536  | 1% | -18.27 | (12.11) |
|  | February 2011  | 265 | 62449 | 0% | 0.065  | 12630 | 986483  | 1% | -18.45 | (12.22) |
|  | January 2011   | 165 | 62726 | 0% | 0.0512 | 11022 | 996727  | 1% | -19.58 | (12.90) |
|  | December 2010  | 172 | 63000 | 0% | 0.0522 | 9046  | 1010786 | 1% | -16.08 | (10.78) |
|  | November 2010  | 173 | 62680 | 0% | 0.0525 | 9395  | 1022447 | 1% | -16.37 | (10.95) |
|  | October 2010   | 167 | 62898 | 0% | 0.0515 | 8748  | 1035387 | 1% | -15.41 | (10.37) |
| MR-8 Trouble Rate Unbundled Loop ISDN Capable Parity | September 2011 | 3   | 325   | 1% | 0.0956 | 8     | 2758    | 0% | 2.01   | (0.22)  |
|  | August 2011    | 1   | 331   | 0% | 0.0549 | 5     | 2812    | 0% | 0.51   | (0.98)  |
|  | July 2011      | 4   | 340   | 1% | 0.1078 | 10    | 2847    | 0% | 2.43   | (0.02)  |
|  | June 2011      | 1   | 346   | 0% | 0.0537 | 20    | 2900    | 1% | -0.85  | (1.52)  |
|  | May 2011       | 1   | 362   | 0% | 0.0525 | 9     | 3311    | 0% | 0.02   | (1.23)  |
|  | April 2011     | 1   | 376   | 0% | 0.0515 | 6     | 3428    | 0% | 0.40   | (1.03)  |
|  | March 2011     | 4   | 385   | 1% | 0.1014 | 10    | 3443    | 0% | 2.59   | 0.03    |
|  | February 2011  | 7   | 397   | 2% | 0.1316 | 6     | 3498    | 0% | 7.26   | 1.25    |
|  | January 2011   | 2   | 407   | 0% | 0.0699 | 10    | 3528    | 0% | 0.75   | (0.78)  |
|  | December 2010  | 1   | 417   | 0% | 0.0489 | 11    | 3580    | 0% | -0.24  | (1.14)  |
|  | November 2010  | 2   | 428   | 0% | 0.0682 | 16    | 3621    | 0% | 0.07   | (1.13)  |
|  | October 2010   | 6   | 441   | 1% | 0.1158 | 14    | 3653    | 0% | 3.14   | 0.31    |
| MR-8 Trouble Rate UNE - P (POTS) Parity              | September 2011 | 0   | 14    | 0% | 0      | 7554  | 916140  | 1% | -0.34  | (1.21)  |
|  | August 2011    | 0   | 14    | 0% | 0      | 8151  | 927583  | 1% | -0.35  | (1.21)  |
|  | July 2011      | 0   | 14    | 0% | 0      | 7967  | 937865  | 1% | -0.35  | (1.21)  |
|  | June 2011      | 0   | 14    | 0% | 0      | 7428  | 947071  | 1% | -0.33  | (1.20)  |
|  | May 2011       | 0   | 21    | 0% | 0      | 9072  | 957443  | 1% | -0.45  | (1.27)  |

|   |                |    |      |      |        |       |         |     |       |        |
|---|----------------|----|------|------|--------|-------|---------|-----|-------|--------|
|   | April 2011     | 5  | 23   | 22%  | 0.4125 | 7547  | 965561  | 1%  | 11.41 | 1.91   |
|   | 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) |
| MR-8 Trouble Rate UNE P (Centrex 21) Parity     | September 2011 | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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  | 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) |
| MR-8 Trouble Rate UNE P (Centrex) Parity        | September 2011 | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | May 2011       | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | April 2011     | 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  | 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) |
| MR-9A Repair Appointments Met Business Parity   | September 2011 | 3  | 3    | 100% | 0      | 616   | 687     | 90% | -0.59 | (1.36) |
|   | August 2011    | 4  | 9    | 44%  | 0.4969 | 687   | 780     | 88% | 4.02  | 0.73   |
|   | July 2011      | 3  | 4    | 75%  | 0.433  | 735   | 847     | 87% | 0.69  | (0.90) |
|   | June 2011      | 3  | 3    | 100% | 0      | 682   | 787     | 87% | -0.68 | (1.41) |
|   | May 2011       | 5  | 5    | 100% | 0      | 847   | 948     | 89% | -0.77 | (1.47) |
|   | April 2011     | 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) |
| MR-9A Repair Appointments Met Centrex 21 Parity | September 2011 | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | August 2011    | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | July 2011      | 0  | 0    | 0%   | 0      | 0     | 0       | 0%  | 0.00  | 0.00   |
|   | June 2011      | 1  | 1    | 100% | 0      | 9     | 13      | 69% | -0.64 | (1.39) |
|   | May 2011       | 2  | 2    | 100% | 0      | 20    | 23      | 87% | -0.53 | (1.32) |
|   | April 2011     | 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  | 3  | 3  | 100% | 0      | 10   | 10   | 100% | 0.00  | 0.00   |
|   | October 2010   | 0  | 1  | 0%   | 0      | 17   | 20   | 85%  | 2.32  | (0.47) |
| MR-9A Repair Appointments Met PBX Parity            | September 2011 | 1  | 1  | 100% | 0      | 1    | 1    | 100% | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-9A Repair Appointments Met Residence Parity      | September 2011 | 4  | 4  | 100% | 0      | 4257 | 4506 | 94%  | -0.48 | (1.29) |
|   | August 2011    | 3  | 3  | 100% | 0      | 4604 | 4989 | 92%  | -0.50 | (1.30) |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 5  | 5  | 100% | 0      | 5098 | 5646 | 90%  | -0.73 | (1.45) |
|   | April 2011     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | March 2011     | 2  | 2  | 100% | 0      | 6105 | 6746 | 91%  | -0.46 | (1.28) |
|   | February 2011  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | January 2011   | 1  | 1  | 100% | 0      | 6614 | 7129 | 93%  | -0.28 | (1.17) |
|   | December 2010  | 2  | 2  | 100% | 0      | 5318 | 5557 | 96%  | -0.30 | (1.18) |
|   | November 2010  | 2  | 2  | 100% | 0      | 5359 | 5641 | 95%  | -0.32 | (1.20) |
|   | October 2010   | 1  | 1  | 100% | 0      | 4850 | 5026 | 97%  | -0.19 | (1.12) |
| MR-9A Repair Appointments Met UNE - P (POTS) Parity | September 2011 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 4  | 4  | 100% | 0      | 4958 | 5373 | 92%  | -0.58 | (1.35) |
|   | March 2011     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 32 | 37 | 86%  | 0.3419 | 8430 | 9271 | 91%  | 0.94  | (0.58) |
|   | January 2011   | 25 | 25 | 100% | 0      | 7513 | 8092 | 93%  | -1.39 | (1.84) |
|   | December 2010  | 22 | 23 | 96%  | 0.2039 | 6143 | 6435 | 95%  | -0.04 | (1.03) |
|   | November 2010  | 25 | 29 | 86%  | 0.3448 | 6231 | 6598 | 94%  | 1.93  | (0.13) |
|   | October 2010   | 18 | 18 | 100% | 0      | 5642 | 5883 | 96%  | -0.88 | (1.53) |
| MR-9B Repair Appointments Met Business Parity       | September 2011 | 0  | 1  | 0%   | 0      | 169  | 193  | 88%  | 2.65  | (0.31) |
|   | August 2011    | 1  | 2  | 50%  | 0.5    | 173  | 200  | 87%  | 1.50  | (0.61) |
|   | July 2011      | 1  | 2  | 50%  | 0.5    | 161  | 189  | 85%  | 1.39  | (0.65) |
|   | June 2011      | 1  | 1  | 100% | 0      | 143  | 167  | 86%  | -0.41 | (1.25) |
|   | May 2011       | 2  | 3  | 67%  | 0.4714 | 194  | 219  | 89%  | 1.19  | (0.70) |
|   | April 2011     | 1  | 2  | 50%  | 0.5    | 158  | 181  | 87%  | 1.57  | (0.58) |
|   | March 2011     | 0  | 1  | 0%   | 0      | 225  | 255  | 88%  | 2.73  | (0.29) |

|   |                |   |   |      |        |      |      |      |       |        |
|---|----------------|---|---|------|--------|------|------|------|-------|--------|
|   | February 2011  | 2 | 3 | 67%  | 0.4714 | 238  | 290  | 82%  | 0.69  | (0.93) |
|   | January 2011   | 2 | 2 | 100% | 0      | 208  | 238  | 87%  | -0.53 | (1.33) |
|   | December 2010  | 1 | 1 | 100% | 0      | 202  | 232  | 87%  | -0.38 | (1.23) |
|   | November 2010  | 1 | 1 | 100% | 0      | 195  | 230  | 85%  | -0.42 | (1.26) |
|   | October 2010   | 1 | 1 | 100% | 0      | 203  | 233  | 87%  | -0.38 | (1.23) |
| MR-9B Repair Appointments Met Centrex 21 Parity     | September 2011 | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 1 | 1 | 100% | 0      | 4    | 4    | 100% | 0.00  | 0.00   |
|   | March 2011     | 1 | 1 | 100% | 0      | 4    | 4    | 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   |
| MR-9B Repair Appointments Met PBX Parity            | September 2011 | 1 | 1 | 100% | 0      | 3    | 3    | 100% | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 1 | 1 | 100% | 0      | 1    | 1    | 100% | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   |
| MR-9B Repair Appointments Met Residence Parity      | September 2011 | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 1 | 1 | 100% | 0      | 1219 | 1311 | 93%  | -0.27 | (1.17) |
|   | July 2011      | 1 | 1 | 100% | 0      | 1228 | 1319 | 93%  | -0.27 | (1.17) |
|   | June 2011      | 1 | 1 | 100% | 0      | 1109 | 1211 | 92%  | -0.30 | (1.18) |
|   | May 2011       | 1 | 1 | 100% | 0      | 1255 | 1374 | 91%  | -0.31 | (1.19) |
|   | April 2011     | 1 | 1 | 100% | 0      | 1136 | 1215 | 94%  | -0.26 | (1.16) |
|   | 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   |
| MR-9B Repair Appointments Met UNE - P (POTS) Parity | September 2011 | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 0 | 1 | 0%   | 0      | 1294 | 1396 | 93%  | 3.56  | (0.12) |
|   | March 2011     | 0 | 0 | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | February 2011  | 4 | 5 | 80%  | 0.4    | 2070 | 2361 | 88%  | 0.52  | (0.97) |

|   |                |   |   |      |       |      |      |      |       |        |
|---|----------------|---|---|------|-------|------|------|------|-------|--------|
|   | January 2011   | 4 | 4 | 100% | 0     | 1817 | 1992 | 91%  | -0.62 | (1.38) |
|   | December 2010  | 3 | 4 | 75%  | 0.433 | 1551 | 1676 | 93%  | 1.33  | (0.62) |
|   | November 2010  | 5 | 5 | 100% | 0     | 1726 | 1886 | 92%  | -0.68 | (1.41) |
|   | October 2010   | 3 | 3 | 100% | 0     | 1750 | 1910 | 92%  | -0.52 | (1.32) |
| MR-9C Repair Appointments Met Business Parity   | September 2011 | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 2 | 2 | 100% | 0     | 145  | 148  | 98%  | -0.20 | (1.12) |
|   | June 2011      | 1 | 1 | 100% | 0     | 147  | 149  | 99%  | -0.12 | (1.07) |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | March 2011     | 2 | 2 | 100% | 0     | 161  | 164  | 98%  | -0.19 | (1.12) |
|   | 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     | 149  | 152  | 98%  | -0.14 | (1.09) |
|   | October 2010   | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-9C Repair Appointments Met Centrex Parity    | September 2011 | 0 | 0 | 0%   | 0.00  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0.00  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0.00  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0.00  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0.00  | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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   | 1 | 1 | 100% | 0.00  | 6    | 6    | 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     | 0    | 0    | 0%   | 0.00  | 0.00   |
| MR-9C Repair Appointments Met Centrex 21 Parity | September 2011 | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 1 | 1 | 100% | 0     | 2    | 2    | 100% | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 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  | 1 | 1 | 100% | 0     | 4    | 4    | 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   |
| MR-9C Repair Appointments Met PBX Parity        | September 2011 | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0 | 0 | 0%   | 0     | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011     | 1 | 1 | 100% | 0     | 1    | 1    | 100% | 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  | 2              | 2     | 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    |
| MR-9C Repair Appointments Met<br>Residence Parity                     | September 2011   | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | August 2011  | 1              | 1     | 100%  | 0      | 691    | 714   | 97%   | -0.18  | (1.11)  |
|   | July 2011  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | June 2011  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | May 2011   | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | April 2011   | 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   | 1              | 1     | 100%  | 0      | 776    | 785   | 99%   | -0.11  | (1.07)  |
|   | December 2010  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | November 2010  | 1              | 1     | 100%  | 0      | 738    | 759   | 97%   | -0.17  | (1.10)  |
|   | October 2010   | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
|   | MR-9C Repair Appointments Met UNE - P<br>(POTS) Parity             | September 2011 | 0     | 0     | 0%     | 0      | 0     | 0     | 0%     | 0.00    |
| August 2011   |  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
| July 2011   |  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
| June 2011   |  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
| May 2011  |  | 0              | 0     | 0%    | 0      | 0      | 0     | 0%    | 0.00   | 0.00    |
| April 2011  |  | 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   |  | 5              | 5     | 100%  | 0      | 986    | 998   | 99%   | -0.25  | (1.15)  |
| January 2011  |  | 4              | 4     | 100%  | 0      | 927    | 938   | 99%   | -0.22  | (1.13)  |
| December 2010   |  | 9              | 9     | 100%  | 0      | 924    | 935   | 99%   | -0.33  | (1.20)  |
| November 2010   |  | 4              | 4     | 100%  | 0      | 887    | 911   | 97%   | -0.33  | (1.20)  |
| October 2010  |  | 7              | 8     | 88%   | 0.3307 | 926    | 955   | 97%   | 1.55   | (0.54)  |
| NI-1A Trunk Blockage to CTL-Q Tandem<br>Offices LIS Trunk Parity 0.01 |  | September 2011 | 3     | 27216 | 0%     | 0.0006 | 1     | 16097 | 0%     | 15.57   |
|   | August 2011  | 5              | 27600 | 0%    | 0.0009 | 33     | 16097 | 0%    | -34.67 | (22.08) |
|   | July 2011  | 5              | 28632 | 0%    | 0.0012 | 1      | 16097 | 0%    | 45.52  | 26.67   |
|   | June 2011  | 3              | 28848 | 0%    | 0.0006 | 8      | 16097 | 0%    | -15.76 | (10.58) |
|   | May 2011   | 6              | 28080 | 0%    | 0.0011 | 1      | 16097 | 0%    | 86.04  | 51.31   |
|   | April 2011   | 4              | 27552 | 0%    | 0.0008 | 6      | 16097 | 0%    | -11.34 | (7.90)  |
|   | March 2011   | 4              | 28032 | 0%    | 0.001  | 3      | 16097 | 0%    | -4.08  | (3.48)  |
|   | February 2011  | 6              | 27576 | 0%    | 0.0011 | 9      | 19953 | 0%    | -8.90  | (6.41)  |
|   | January 2011   | 8              | 26064 | 0%    | 0.0013 | 60     | 22993 | 0%    | -29.66 | (19.03) |
|   | December 2010  | 7              | 31200 | 0%    | 0.0011 | 5      | 22993 | 0%    | -0.97  | (1.59)  |
|   | November 2010  | 3              | 29736 | 0%    | 0.0007 | 4      | 23041 | 0%    | -8.54  | (6.19)  |
|   | October 2010   | 3              | 28272 | 0%    | 0.0007 | 2      | 23041 | 0%    | 1.11   | (0.32)  |
|   | NI-1B Trunk Blockage to CTL-Q End<br>Offices LIS Trunk Parity 0.01 | September 2011 | 0     | 1836  | 0%     | 0      | 2     | 14347 | 0%     | -3.63   |
| August 2011   |  | 0              | 1908  | 0%    | 0      | 3      | 14347 | 0%    | -6.37  | (4.87)  |
| July 2011   |  | 0              | 1956  | 0%    | 0      | 1      | 14347 | 0%    | -7.02  | (5.27)  |
| June 2011   |  | 0              | 1956  | 0%    | 0      | 0      | 14347 | 0%    | -3.73  | (3.27)  |
| May 2011  |  | 0              | 2172  | 0%    | 0      | 0      | 14347 | 0%    | -6.45  | (4.92)  |
| April 2011  |  | 0              | 2196  | 0%    | 0      | 1      | 14347 | 0%    | -5.25  | (4.19)  |
| March 2011  |  | 0              | 2220  | 0%    | 0.0007 | 1      | 14347 | 0%    | 11.09  | 5.74    |
| February 2011   |  | 0              | 2292  | 0%    | 0      | 1      | 14011 | 0%    | -5.72  | (4.48)  |
| January 2011  |  | 0              | 2100  | 0%    | 0      | 15     | 14011 | 0%    | -6.70  | (5.07)  |
| December 2010   |  | 0              | 2316  | 0%    | 0      | 4      | 14203 | 0%    | -6.92  | (5.20)  |

|  |   |                |       |      |        |        |       |    |       |        |
|--|---|----------------|-------|------|--------|--------|-------|----|-------|--------|
|  | November 2010   | 0              | 2508  | 0%   | 0      | 2      | 14203 | 0% | -5.76 | (4.50) |
|  | October 2010  | 0              | 2340  | 0%   | 0      | 1      | 15739 | 0% | -4.76 | (3.90) |
| NI-1C Trunk Blockage to CTL-Q Tandem Offices LIS Trunk Diagnostic                | September 2011  | 46             | 28272 | 0%   | 0.0166 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | August 2011   | 89             | 28560 | 0%   | 0.019  | 0      | 0     | 0% | 0.00  | 0.00   |
|  | July 2011   | 41             | 29256 | 0%   | 0.01   | 0      | 0     | 0% | 0.00  | 0.00   |
|  | June 2011   | 33             | 29496 | 0%   | 0.0074 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | May 2011  | 21             | 28416 | 0%   | 0.0055 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | April 2011  | 36             | 28440 | 0%   | 0.007  | 0      | 0     | 0% | 0.00  | 0.00   |
|  | March 2011  | 29             | 28608 | 0%   | 0.0063 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | February 2011   | 37             | 28440 | 0%   | 0.007  | 0      | 0     | 0% | 0.00  | 0.00   |
|  | January 2011  | 110            | 27984 | 0%   | 0.0169 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | December 2010   | 32             | 31920 | 0%   | 0.0054 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | November 2010   | 28             | 29904 | 0%   | 0.0147 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | October 2010  | 60             | 29640 | 0%   | 0.0135 | 0      | 0     | 0% | 0.00  | 0.00   |
|  | NI-1D Trunk Blockage to CTL-Q End Offices LIS Trunk Diagnostic                | September 2011 | 4     | 1932 | 0%     | 0.0084 | 0     | 0  | 0%    | 0.00   |
| August 2011  |   | 8              | 2004  | 0%   | 0.0177 | 0      | 0     | 0% | 0.00  | 0.00   |
| July 2011  |   | 2              | 2052  | 0%   | 0.0051 | 0      | 0     | 0% | 0.00  | 0.00   |
| June 2011  |   | 7              | 2052  | 0%   | 0.0144 | 0      | 0     | 0% | 0.00  | 0.00   |
| May 2011   |   | 0              | 2172  | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| April 2011   |   | 0              | 2196  | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| March 2011   |   | 0              | 2220  | 0%   | 0.0007 | 0      | 0     | 0% | 0.00  | 0.00   |
| February 2011  |   | 0              | 2292  | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| January 2011   |   | 15             | 2316  | 1%   | 0.0207 | 0      | 0     | 0% | 0.00  | 0.00   |
| December 2010  |   | 11             | 2532  | 0%   | 0.0143 | 0      | 0     | 0% | 0.00  | 0.00   |
| November 2010  |   | 6              | 2724  | 0%   | 0.0073 | 0      | 0     | 0% | 0.00  | 0.00   |
| October 2010   |   | 4              | 2556  | 0%   | 0.0046 | 0      | 0     | 0% | 0.00  | 0.00   |
| OP-13A Coordinated Cuts Completed on Time Unbundled Loop - Analog Benchmark 0.95 |   | September 2011 | 46    | 47   | 98%    | 0.1443 | 0     | 0  | 0%    | 0.00   |
|  | August 2011   | 170            | 172   | 99%  | 0.1072 | 0      | 0     | 0% | 0.00  | (0.12) |
|  | July 2011   | 112            | 114   | 98%  | 0.1313 | 0      | 0     | 0% | 0.00  | (0.10) |
|  | June 2011   | 130            | 133   | 98%  | 0.1485 | 0      | 0     | 0% | 0.00  | (0.09) |
|  | May 2011  | 127            | 136   | 93%  | 0.2486 | 0      | 0     | 0% | 0.00  | 0.05   |
|  | April 2011  | 107            | 112   | 96%  | 0.2065 | 0      | 0     | 0% | 0.00  | (0.02) |
|  | March 2011  | 107            | 117   | 91%  | 0.2796 | 0      | 0     | 0% | 0.00  | 0.11   |
|  | February 2011   | 154            | 159   | 97%  | 0.1745 | 0      | 0     | 0% | 0.00  | (0.06) |
|  | January 2011  | 216            | 224   | 96%  | 0.1856 | 0      | 0     | 0% | 0.00  | (0.05) |
|  | December 2010   | 422            | 439   | 96%  | 0.1929 | 0      | 0     | 0% | 0.00  | (0.04) |
|  | November 2010   | 215            | 222   | 97%  | 0.1747 | 0      | 0     | 0% | 0.00  | (0.06) |
|  | October 2010  | 194            | 204   | 95%  | 0.2159 | 0      | 0     | 0% | 0.00  | (0.00) |
|  | OP-13A Coordinated Cuts Completed on Time Unbundled Loop Other Benchmark 0.95 | September 2011 | 0     | 0    | 0%     | 0      | 0     | 0  | 0%    | 0.00   |
| August 2011  |   | 0              | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| July 2011  |   | 0              | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| June 2011  |   | 0              | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| May 2011   |   | 0              | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| April 2011   |   | 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  |   | 1              | 1     | 100% | 0      | 0      | 0     | 0% | 0.00  | (0.16) |
| January 2011   |   | 0              | 0     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 0.00   |
| December 2010  |   | 0              | 1     | 0%   | 0      | 0      | 0     | 0% | 0.00  | 3.00   |
| November 2010  |   | 1              | 4     | 25%  | 0.433  | 0      | 0     | 0% | 0.00  | 2.21   |

|  |  |                |     |      |        |      |    |    |       |        |
|--|--|----------------|-----|------|--------|------|----|----|-------|--------|
|  | October 2010   | 1              | 1   | 100% | 0      | 0    | 0  | 0% | 0.00  | (0.16) |
| OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop - Analog Diagnostic | September 2011   | 0              | 47  | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
|  | August 2011  | 0              | 176 | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
|  | July 2011  | 0              | 115 | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
|  | June 2011  | 1              | 134 | 1%   | 0.0861 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | May 2011   | 7              | 139 | 5%   | 0.2187 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | April 2011   | 1              | 116 | 1%   | 0.0924 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | March 2011   | 7              | 117 | 6%   | 0.2372 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | February 2011  | 3              | 161 | 2%   | 0.1352 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | January 2011   | 4              | 226 | 2%   | 0.1319 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | December 2010  | 8              | 440 | 2%   | 0.1336 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | November 2010  | 4              | 229 | 2%   | 0.131  | 0    | 0  | 0% | 0.00  | 0.00   |
|  | October 2010   | 5              | 209 | 2%   | 0.1528 | 0    | 0  | 0% | 0.00  | 0.00   |
|  | OP-13B Coordinated Cuts Started Without CLEC Approval Unbundled Loop Other Diagnostic              | September 2011 | 0   | 0    | 0%     | 0    | 0  | 0  | 0%    | 0.00   |
| August 2011  |  | 0              | 4   | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| July 2011  |  | 0              | 30  | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| June 2011  |  | 0              | 17  | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| May 2011   |  | 0              | 1   | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| April 2011   |  | 0              | 0   | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| March 2011   |  | 0              | 2   | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| February 2011  |  | 0              | 23  | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| January 2011   |  | 0              | 18  | 0%   | 0      | 0    | 0  | 0% | 0.00  | 0.00   |
| December 2010  |  | 4              | 11  | 36%  | 0.481  | 0    | 0  | 0% | 0.00  | 0.00   |
| November 2010  |  | 5              | 11  | 45%  | 0.4979 | 0    | 0  | 0% | 0.00  | 0.00   |
| October 2010   |  | 10             | 21  | 48%  | 0.4994 | 0    | 0  | 0% | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders Delayed Past Due Date Business Parity                 |  | September 2011 | 0   | 0    | 0      | 0    | 0  | 0  | 0     | 0.00   |
|  | August 2011  | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
|  | July 2011  | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
|  | June 2011  | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
|  | May 2011   | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
|  | April 2011   | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
|  | March 2011   | 8              | 1   | 8    | 0      | 1879 | 48 | 39 | -0.67 | (1.41) |
|  | 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   |
|  | OP-15A Interval for Pending Orders Delayed Past Due Date Enhanced Extended Loops (EELs) Diagnostic | September 2011 | 226 | 1    | 226    | 0    | 0  | 0  | 0     | 0.00   |
| August 2011  |  | 206            | 1   | 206  | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| July 2011  |  | 184            | 1   | 184  | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| June 2011  |  | 165            | 2   | 83   | 113.84 | 0    | 0  | 0  | 0.00  | 0.00   |
| May 2011   |  | 142            | 1   | 142  | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| April 2011   |  | 119            | 1   | 119  | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| March 2011   |  | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| February 2011  |  | 3              | 1   | 3    | 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      | 0    | 0  | 0  | 0.00  | 0.00   |
| November 2010  |  | 0              | 0   | 0    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |
| October 2010   |  | 1              | 1   | 1    | 0      | 0    | 0  | 0  | 0.00  | 0.00   |



|  |                |       |    |     |        |      |     |    |       |        |
|--|----------------|-------|----|-----|--------|------|-----|----|-------|--------|
| OP-15A Interval for Pending Orders<br>Delayed Past Due Date LIS Trunk Parity                             | September 2011 | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | August 2011    | 43    | 1  | 43  | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | July 2011      | 21    | 1  | 21  | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2011      | 0     | 1  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2011       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2011     | 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  | 20    | 2  | 10  | 4.24   | 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   |
| OP-15A Interval for Pending Orders<br>Delayed Past Due Date Residence Parity                             | September 2011 | 22    | 1  | 22  | 0      | 5548 | 136 | 41 | -0.38 | (1.23) |
|  | August 2011    | 48    | 5  | 10  | 8.2    | 4466 | 114 | 39 | -1.42 | (1.86) |
|  | July 2011      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2011      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2011       | 0     | 1  | 0   | 0      | 7192 | 137 | 53 | -0.92 | (1.56) |
|  | April 2011     | 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  | 10    | 1  | 10  | 0      | 4853 | 122 | 40 | -0.61 | (1.37) |
|  | November 2010  | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | October 2010   | 3     | 1  | 3   | 0      | 3514 | 102 | 34 | -0.69 | (1.42) |
| OP-15A Interval for Pending Orders<br>Delayed Past Due Date UDIT DS1 Parity                              | September 2011 | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | August 2011    | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | July 2011      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2011      | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2011       | 0     | 0  | 0   | 0      | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2011     | 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  | 52    | 1  | 52  | 0      | 703  | 12  | 59 | -0.10 | (1.06) |
|  | October 2010   | 31    | 1  | 31  | 0      | 720  | 24  | 30 | 0.02  | (0.82) |
| OP-15A Interval for Pending Orders<br>Delayed Past Due Date Unbundled Loop - 2<br>Wire Non-Loaded Parity | September 2011 | 20940 | 21 | 997 | 544.29 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | August 2011    | 20520 | 21 | 977 | 544.29 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | July 2011      | 20058 | 21 | 955 | 544.29 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | June 2011      | 20009 | 25 | 800 | 587.16 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | May 2011       | 19484 | 25 | 779 | 587.16 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | April 2011     | 19999 | 26 | 769 | 566.37 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | March 2011     | 19397 | 34 | 571 | 591.26 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | February 2011  | 18849 | 25 | 754 | 562.28 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | January 2011   | 18335 | 21 | 873 | 498.67 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | December 2010  | 17894 | 21 | 852 | 498.67 | 1    | 1   | 1  | 0.00  | 0.00   |
|  | November 2010  | 17453 | 21 | 831 | 498.67 | 0    | 0   | 0  | 0.00  | 0.00   |
|  | October 2010   | 17012 | 21 | 810 | 498.67 | 88   | 2   | 44 | 0.00  | 0.00   |
| OP-15A Interval for Pending Orders   | September 2011 | 16647 | 24 | 694 | 431.43 | 0    | 0   | 0  | 0.00  | 0.00   |

|   |                |       |     |        |        |      |     |       |        |        |
|---|----------------|-------|-----|--------|--------|------|-----|-------|--------|--------|
| Delayed Past Due Date Unbundled Loop - ADSL Qualified Parity                      | August 2011    | 16167 | 24  | 674    | 431.43 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | July 2011      | 15171 | 20  | 759    | 391.76 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | June 2011      | 14778 | 21  | 704    | 412.1  | 0    | 0   | 0     | 0.00   | 0.00   |
|   | May 2011       | 14349 | 24  | 598    | 447.49 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | April 2011     | 13982 | 23  | 608    | 428.4  | 0    | 0   | 0     | 0.00   | 0.00   |
|   | March 2011     | 13564 | 20  | 678    | 383.03 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | February 2011  | 13196 | 22  | 600    | 408.95 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | January 2011   | 12539 | 20  | 627    | 395.88 | 0    | 0   | 0     | 0.00   | 0.00   |
|   | December 2010  | 12168 | 18  | 676    | 351.04 | 1    | 1   | 1     | 0.00   | 0.00   |
|   | November 2010  | 11912 | 20  | 596    | 378.81 | 0    | 0   | 0     | 0.00   | 0.00   |
| October 2010  | 11576          | 23    | 503 | 399.19 | 88     | 2    | 44  | 0.00  | 0.00   |        |
| OP-15A Interval for Pending Orders  | September 2011 | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
| Delayed Past Due Date Unbundled Loop - DS1 Capable Parity                         | August 2011    | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | July 2011      | 0     | 1   | 0      | 0      | 181  | 10  | 18    | -1.20  | (1.73) |
|   | June 2011      | 45    | 1   | 45     | 0      | 73   | 11  | 7     | 6.47   | 0.04   |
|   | May 2011       | 24    | 1   | 24     | 0      | 4    | 3   | 1     | 8.50   | (0.75) |
|   | April 2011     | 37    | 3   | 12     | 10.26  | 0    | 1   | 0     | 0.00   | 0.00   |
|   | March 2011     | 10    | 2   | 5      | 5.66   | 488  | 17  | 29    | -0.63  | (1.38) |
|   | February 2011  | 0     | 1   | 0      | 0      | 692  | 17  | 41    | -0.53  | (1.32) |
|   | January 2011   | 0     | 1   | 0      | 0      | 1106 | 21  | 53    | -0.74  | (1.45) |
|   | December 2010  | 26    | 1   | 26     | 0      | 892  | 14  | 64    | -0.55  | (1.33) |
|   | November 2010  | 9     | 1   | 9      | 0      | 703  | 12  | 59    | -0.77  | (1.47) |
| October 2010  | 11             | 2     | 6   | 6.36   | 720    | 24   | 30  | -0.79 | (1.48) |        |
| OP-15A Interval for Pending Orders  | September 2011 | 464   | 18  | 26     | 21.95  | 1063 | 46  | 23    | 0.32   | (0.80) |
| Delayed Past Due Date Unbundled Loop Analog Parity                                | August 2011    | 307   | 27  | 11     | 11.86  | 700  | 35  | 20    | -1.28  | (1.78) |
|   | July 2011      | 141   | 21  | 7      | 4.76   | 789  | 35  | 23    | -2.30  | (2.40) |
|   | June 2011      | 8     | 6   | 1      | 2.8    | 734  | 32  | 23    | -1.42  | (1.86) |
|   | May 2011       | 12    | 3   | 4      | 0      | 1113 | 38  | 29    | -1.00  | (1.61) |
|   | April 2011     | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | March 2011     | 342   | 2   | 171    | 72.12  | 1209 | 47  | 26    | 6.09   | 0.88   |
|   | February 2011  | 310   | 7   | 44     | 77.99  | 1008 | 50  | 20    | 2.46   | 0.09   |
|   | January 2011   | 266   | 6   | 44     | 72.47  | 735  | 44  | 17    | 2.82   | 0.20   |
|   | December 2010  | 237   | 5   | 47     | 65.95  | 539  | 28  | 19    | 2.99   | (0.02) |
|   | November 2010  | 195   | 7   | 28     | 49.68  | 651  | 31  | 21    | 0.37   | (0.58) |
| October 2010  | 157            | 3     | 52  | 55.52  | 754    | 30   | 25  | 1.27  | (0.35) |        |
| OP-15A Interval for Pending Orders  | September 2011 | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
| Delayed Past Due Date UNE - P (POTS) Parity                                       | August 2011    | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | July 2011      | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | June 2011      | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | May 2011       | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | April 2011     | 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  | 31    | 1   | 31     | 0      | 8431 | 205 | 41    | -0.21  | (1.13) |
|   | January 2011   | 9     | 1   | 9      | 0      | 6929 | 187 | 37    | -0.63  | (1.38) |
|   | December 2010  | 163   | 1   | 163    | 0      | 6089 | 160 | 38    | 2.51   | 0.06   |
|   | November 2010  | 137   | 2   | 69     | 96.87  | 5104 | 144 | 35    | 0.97   | (0.40) |
| October 2010  | 133            | 2     | 67  | 64.35  | 4847   | 139  | 35  | 0.96  | (0.43) |        |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Business Diagnostic | September 2011 | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |
|   | August 2011    | 0     | 0   | 0      | 0      | 0    | 0   | 0     | 0.00   | 0.00   |

|   |                |   |   |   |   |   |   |   |   |      |      |
|---|----------------|---|---|---|---|---|---|---|---|------|------|
|   | July 2011      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2011      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2011       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | 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   | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) Diagnostic | September 2011 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2011    | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2011      | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2011      | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2011       | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2011     | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | March 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 1 | 1 | 1 | 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  | 1 | 1 | 1 | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons LIS Trunk Diagnostic                      | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2011    | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2011      | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2011      | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2011       | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | March 2011     | 0 | 0 | 0 | 0 | 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 | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Residence Diagnostic                      | September 2011 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2011    | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2011      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | June 2011      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | May 2011       | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | April 2011     | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | 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 | 1 | 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 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 Diagnostic                       | September 2011 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | August 2011    | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |
|   | July 2011      | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 |

|   |  |                |    |    |        |        |   |   |      |      |
|---|--|----------------|----|----|--------|--------|---|---|------|------|
|   | June 2011  | 0              | 0  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | May 2011   | 0              | 0  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | April 2011   | 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              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 0              | 1  | 0  | 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 | September 2011   | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | August 2011  | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | July 2011  | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | June 2011  | 24             | 25 | 1  | 0.196  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | May 2011   | 24             | 25 | 1  | 0.196  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | April 2011   | 25             | 26 | 1  | 0.1923 | 0      | 0 | 0 | 0.00 | 0.00 |
|   | March 2011   | 33             | 34 | 1  | 0.169  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | February 2011  | 24             | 25 | 1  | 0.196  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | January 2011   | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 20             | 21 | 1  | 0.213  | 0      | 0 | 0 | 0.00 | 0.00 |
|   | OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - ADSL Qualified Diagnostic | September 2011 | 22 | 24 | 1      | 0.2764 | 0 | 0 | 0    | 0.00 |
| August 2011   |  | 24             | 24 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| July 2011   |  | 19             | 20 | 1  | 0.2179 | 0      | 0 | 0 | 0.00 | 0.00 |
| June 2011   |  | 21             | 21 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| May 2011  |  | 19             | 24 | 1  | 0.4061 | 0      | 0 | 0 | 0.00 | 0.00 |
| April 2011  |  | 22             | 23 | 1  | 0.2039 | 0      | 0 | 0 | 0.00 | 0.00 |
| March 2011  |  | 20             | 20 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| February 2011   |  | 22             | 22 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| January 2011  |  | 20             | 20 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| December 2010   |  | 17             | 18 | 1  | 0.2291 | 0      | 0 | 0 | 0.00 | 0.00 |
| November 2010   |  | 20             | 20 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| October 2010  |  | 23             | 23 | 1  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable Diagnostic       |  | September 2011 | 0  | 0  | 0      | 0      | 0 | 0 | 0    | 0.00 |
|   | August 2011  | 0              | 0  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | July 2011  | 0              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | June 2011  | 0              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | May 2011   | 0              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | April 2011   | 1              | 3  | 0  | 0.4714 | 0      | 0 | 0 | 0.00 | 0.00 |
|   | March 2011   | 0              | 2  | 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              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | December 2010  | 0              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | November 2010  | 0              | 1  | 0  | 0      | 0      | 0 | 0 | 0.00 | 0.00 |
|   | October 2010   | 1              | 2  | 1  | 0.5    | 0      | 0 | 0 | 0.00 | 0.00 |
|   | OP-15B Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog Diagnostic           | September 2011 | 10 | 18 | 1      | 0.4969 | 0 | 0 | 0    | 0.00 |
| August 2011   |  | 11             | 27 | 0  | 0.4914 | 0      | 0 | 0 | 0.00 | 0.00 |
| July 2011   |  | 8              | 21 | 0  | 0.4856 | 0      | 0 | 0 | 0.00 | 0.00 |
| June 2011   |  | 3              | 6  | 1  | 0.5    | 0      | 0 | 0 | 0.00 | 0.00 |

|   |                |      |      |      |        |        |         |      |        |        |
|---|----------------|------|------|------|--------|--------|---------|------|--------|--------|
|   | May 2011       | 0    | 3    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | April 2011     | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | 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   | 2    | 6    | 0    | 0.4714 | 0      | 0       | 0    | 0.00   | 0.00   |
|   | December 2010  | 3    | 5    | 1    | 0.4899 | 0      | 0       | 0    | 0.00   | 0.00   |
|   | November 2010  | 3    | 7    | 0    | 0.4949 | 0      | 0       | 0    | 0.00   | 0.00   |
|   | October 2010   | 2    | 3    | 1    | 0.4714 | 0      | 0       | 0    | 0.00   | 0.00   |
| OP-15B Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) Diagnostic | September 2011 | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | August 2011    | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | July 2011      | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | June 2011      | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | May 2011       | 0    | 0    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | April 2011     | 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  | 1    | 1    | 1    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | January 2011   | 1    | 1    | 1    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | December 2010  | 0    | 1    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
|   | November 2010  | 0    | 2    | 0    | 0      | 0      | 0       | 0    | 0.00   | 0.00   |
| October 2010  | 0              | 2    | 0    | 0    | 0      | 0      | 0       | 0.00 | 0.00   |        |
| OP-17A Timeliness of Disconnects associated with LNP Orders LNP Benchmark 0.9825        | September 2011 | 6739 | 6739 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | August 2011    | 7347 | 7347 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | July 2011      | 5266 | 5266 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | June 2011      | 5095 | 5095 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | May 2011       | 6190 | 6190 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | April 2011     | 5643 | 5647 | 100% | 0.0266 | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | March 2011     | 5483 | 5491 | 100% | 0.0381 | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | February 2011  | 6504 | 6504 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | January 2011   | 7315 | 7315 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | December 2010  | 7929 | 7929 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
|   | November 2010  | 7463 | 7463 | 100% | 0      | 0      | 0       | 0%   | 0.00   | (0.05) |
| October 2010  | 8564           | 8564 | 100% | 0    | 0      | 0      | 0%      | 0.00 | (0.05) |        |
| OP-17B Timeliness of Disconnects associated with LNP Orders LNP Diagnostic              | September 2011 | 6739 | 6739 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | August 2011    | 7347 | 7347 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | July 2011      | 5266 | 5266 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | June 2011      | 5095 | 5095 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | May 2011       | 6190 | 6190 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | April 2011     | 5647 | 5647 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | March 2011     | 5491 | 5491 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | February 2011  | 6504 | 6504 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | January 2011   | 7315 | 7315 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | December 2010  | 7929 | 7929 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
|   | November 2010  | 7463 | 7463 | 100% | 0      | 0      | 0       | 0%   | 0.00   | 0.00   |
| October 2010  | 8564           | 8564 | 100% | 0    | 0      | 0      | 0%      | 0.00 | 0.00   |        |
| OP-2 Calls Answered within Twenty Seconds - Interconnect Provisioning Center Parity     | September 2011 | 4688 | 4889 | 96%  | 0.1986 | 786550 | 1036343 | 76%  | 0.00   | 0.00   |
|   | August 2011    | 5180 | 5325 | 97%  | 0.1628 | 852202 | 1102221 | 77%  | 0.00   | 0.00   |
|   | July 2011      | 4944 | 5019 | 99%  | 0.1213 | 805694 | 1046270 | 77%  | 0.00   | 0.00   |
|   | June 2011      | 4530 | 4936 | 92%  | 0.2747 | 836027 | 1019406 | 82%  | 0.00   | 0.00   |
|   | May 2011       | 4962 | 5561 | 89%  | 0.31   | 869559 | 1219602 | 71%  | 0.00   | 0.00   |

|  |                |      |      |      |        |        |         |     |       |        |
|--|----------------|------|------|------|--------|--------|---------|-----|-------|--------|
|  | April 2011     | 4351 | 4628 | 94%  | 0.2372 | 744650 | 1069378 | 70% | 0.00  | 0.00   |
|  | March 2011     | 4754 | 5175 | 92%  | 0.2734 | 699172 | 1218980 | 57% | 0.00  | 0.00   |
|  | February 2011  | 4850 | 5394 | 90%  | 0.3011 | 857069 | 1156913 | 74% | 0.00  | 0.00   |
|  | January 2011   | 4498 | 5272 | 85%  | 0.3539 | 797877 | 1184345 | 67% | 0.00  | 0.00   |
|  | December 2010  | 4314 | 5165 | 84%  | 0.371  | 832647 | 1162499 | 72% | 0.00  | 0.00   |
|  | November 2010  | 4384 | 5126 | 86%  | 0.3519 | 845448 | 1198158 | 71% | 0.00  | 0.00   |
|  | October 2010   | 4470 | 5584 | 80%  | 0.3996 | 789079 | 1350156 | 58% | 0.00  | 0.00   |
| OP-3A Installation Commitments Met       | September 2011 | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
| Business Parity                          | August 2011    | 1    | 1    | 100% | 0      | 983    | 1024    | 96% | -0.20 | (1.12) |
|  | July 2011      | 2    | 2    | 100% | 0      | 902    | 920     | 98% | -0.20 | (1.12) |
|  | June 2011      | 1    | 1    | 100% | 0      | 898    | 920     | 98% | -0.16 | (1.10) |
|  | May 2011       | 1    | 1    | 100% | 0      | 1009   | 1031    | 98% | -0.15 | (1.09) |
|  | April 2011     | 9    | 11   | 82%  | 0.3857 | 875    | 910     | 96% | 2.46  | (0.10) |
|  | March 2011     | 1    | 2    | 50%  | 0.5    | 894    | 929     | 96% | 3.43  | (0.13) |
|  | February 2011  | 0    | 1    | 0%   | 0      | 815    | 844     | 97% | 5.30  | 0.10   |
|  | January 2011   | 2    | 2    | 100% | 0      | 991    | 1012    | 98% | -0.21 | (1.13) |
|  | December 2010  | 3    | 3    | 100% | 0      | 965    | 988     | 98% | -0.27 | (1.16) |
|  | November 2010  | 2    | 2    | 100% | 0      | 1076   | 1108    | 97% | -0.24 | (1.15) |
|  | October 2010   | 4    | 4    | 100% | 0      | 1053   | 1092    | 96% | -0.38 | (1.23) |
| OP-3A Installation Commitments Met Line  | September 2011 | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
| Splitting Benchmark 0.95                 | August 2011    | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | July 2011      | 1    | 1    | 100% | 0      | 0      | 0       | 0%  | 0.00  | (0.16) |
|  | June 2011      | 1    | 1    | 100% | 0      | 0      | 0       | 0%  | 0.00  | (0.16) |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | April 2011     | 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   |
| OP-3A Installation Commitments Met       | September 2011 | 26   | 26   | 100% | 0      | 3241   | 3292    | 98% | -0.64 | (1.39) |
| Residence Parity                         | August 2011    | 30   | 31   | 97%  | 0.1767 | 3435   | 3484    | 99% | 0.86  | (0.78) |
|  | July 2011      | 15   | 15   | 100% | 0      | 2986   | 3035    | 98% | -0.49 | (1.30) |
|  | June 2011      | 11   | 11   | 100% | 0      | 3187   | 3239    | 98% | -0.42 | (1.26) |
|  | May 2011       | 14   | 15   | 93%  | 0.2494 | 3478   | 3536    | 98% | 1.53  | (0.54) |
|  | April 2011     | 15   | 16   | 94%  | 0.2421 | 3251   | 3311    | 98% | 1.33  | (0.60) |
|  | March 2011     | 17   | 17   | 100% | 0      | 3086   | 3169    | 97% | -0.67 | (1.41) |
|  | February 2011  | 9    | 9    | 100% | 0      | 3535   | 3619    | 98% | -0.46 | (1.28) |
|  | January 2011   | 7    | 7    | 100% | 0      | 3304   | 3364    | 98% | -0.36 | (1.22) |
|  | December 2010  | 6    | 7    | 86%  | 0.3499 | 3641   | 3695    | 99% | 2.82  | (0.22) |
|  | November 2010  | 5    | 5    | 100% | 0      | 3871   | 3948    | 98% | -0.32 | (1.19) |
|  | October 2010   | 5    | 5    | 100% | 0      | 3873   | 3932    | 99% | -0.28 | (1.17) |
| OP-3A Installation Commitments Met UNE - | September 2011 | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
| P (POTS) Parity                          | August 2011    | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0      | 0       | 0%  | 0.00  | 0.00   |
|  | April 2011     | 1    | 1    | 100% | 0      | 4126   | 4221    | 98% | -0.15 | (1.09) |

|  |                |    |    |      |        |      |      |      |       |        |
|--|----------------|----|----|------|--------|------|------|------|-------|--------|
|  | March 2011     | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | February 2011  | 15 | 15 | 100% | 0      | 4350 | 4463 | 97%  | -0.62 | (1.38) |
|  | January 2011   | 13 | 13 | 100% | 0      | 4295 | 4376 | 98%  | -0.49 | (1.30) |
|  | December 2010  | 14 | 15 | 93%  | 0.2494 | 4606 | 4683 | 98%  | 1.53  | (0.54) |
|  | November 2010  | 25 | 27 | 93%  | 0.2619 | 4947 | 5056 | 98%  | 1.87  | (0.28) |
|  | October 2010   | 8  | 9  | 89%  | 0.3143 | 4926 | 5024 | 98%  | 1.99  | (0.40) |
| OP-3A Installation Commitments Met UNE                   | September 2011 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| P (Centrex 21) Parity                                    | August 2011    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   | 1  | 1  | 100% | 0      | 2    | 2    | 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   |
| OP-3B Installation Commitments Met Business Parity       | September 2011 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1  | 1  | 100% | 0      | 140  | 144  | 97%  | -0.17 | (1.10) |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   | 1  | 1  | 100% | 0      | 118  | 123  | 96%  | -0.21 | (1.12) |
|  | December 2010  | 1  | 1  | 100% | 0      | 159  | 164  | 97%  | -0.18 | (1.11) |
|  | November 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 0  | 1  | 0%   | 0      | 146  | 149  | 98%  | 6.95  | 0.17   |
| OP-3B Installation Commitments Met Residence Parity      | September 2011 | 4  | 4  | 100% | 0      | 560  | 571  | 98%  | -0.28 | (1.17) |
|  | August 2011    | 6  | 6  | 100% | 0      | 559  | 570  | 98%  | -0.34 | (1.21) |
|  | July 2011      | 1  | 1  | 100% | 0      | 574  | 584  | 98%  | -0.13 | (1.08) |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 1  | 1  | 100% | 0      | 596  | 603  | 99%  | -0.11 | (1.07) |
|  | April 2011     | 1  | 1  | 100% | 0      | 525  | 532  | 99%  | -0.12 | (1.07) |
|  | March 2011     | 1  | 1  | 100% | 0      | 561  | 582  | 96%  | -0.19 | (1.12) |
|  | February 2011  | 2  | 2  | 100% | 0      | 588  | 606  | 97%  | -0.25 | (1.15) |
|  | January 2011   | 1  | 1  | 100% | 0      | 639  | 662  | 97%  | -0.19 | (1.12) |
|  | December 2010  | 1  | 1  | 100% | 0      | 650  | 675  | 96%  | -0.20 | (1.12) |
|  | November 2010  | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | October 2010   | 1  | 1  | 100% | 0      | 662  | 675  | 98%  | -0.14 | (1.09) |
| OP-3B Installation Commitments Met UNE - P (POTS) Parity | September 2011 | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 8  | 8  | 100% | 0 | 717  | 740  | 97%  | -0.50 | (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  | 4  | 4  | 100% | 0 | 812  | 829  | 98%  | -0.29 | (1.18) |
|  | October 2010   | 3  | 3  | 100% | 0 | 808  | 824  | 98%  | -0.24 | (1.15) |
| OP-3C Installation Commitments Met       | September 2011 | 12 | 12 | 100% | 0 | 313  | 315  | 99%  | -0.27 | (1.17) |
| Business Parity                          | August 2011    | 3  | 3  | 100% | 0 | 354  | 356  | 99%  | -0.13 | (1.08) |
|  | July 2011      | 4  | 4  | 100% | 0 | 352  | 354  | 99%  | -0.15 | (1.09) |
|  | June 2011      | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 7  | 7  | 100% | 0 | 404  | 406  | 100% | -0.18 | (1.11) |
|  | April 2011     | 4  | 4  | 100% | 0 | 374  | 376  | 99%  | -0.15 | (1.09) |
|  | March 2011     | 8  | 8  | 100% | 0 | 349  | 350  | 100% | -0.15 | (1.09) |
|  | February 2011  | 5  | 5  | 100% | 0 | 377  | 378  | 100% | -0.11 | (1.07) |
|  | January 2011   | 3  | 3  | 100% | 0 | 493  | 496  | 99%  | -0.13 | (1.08) |
|  | December 2010  | 2  | 2  | 100% | 0 | 465  | 472  | 99%  | -0.17 | (1.11) |
|  | November 2010  | 2  | 2  | 100% | 0 | 459  | 464  | 99%  | -0.15 | (1.09) |
|  | October 2010   | 4  | 4  | 100% | 0 | 396  | 397  | 100% | -0.10 | (1.06) |
| OP-3C Installation Commitments Met Line  | September 2011 | 2  | 2  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
| Splitting Benchmark 0.95                 | August 2011    | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1  | 1  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | May 2011       | 2  | 2  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | April 2011     | 1  | 1  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | March 2011     | 4  | 4  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | February 2011  | 1  | 1  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (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  | 7  | 7  | 100% | 0 | 0    | 0    | 0%   | 0.00  | (0.16) |
|  | October 2010   | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
| OP-3C Installation Commitments Met       | September 2011 | 13 | 13 | 100% | 0 | 4096 | 4105 | 100% | -0.17 | (1.10) |
| Residence Parity                         | August 2011    | 2  | 2  | 100% | 0 | 4401 | 4405 | 100% | -0.04 | (1.03) |
|  | July 2011      | 1  | 1  | 100% | 0 | 4282 | 4291 | 100% | -0.05 | (1.03) |
|  | June 2011      | 3  | 3  | 100% | 0 | 4577 | 4579 | 100% | -0.04 | (1.02) |
|  | May 2011       | 4  | 4  | 100% | 0 | 4906 | 4918 | 100% | -0.10 | (1.06) |
|  | April 2011     | 75 | 75 | 100% | 0 | 4552 | 4561 | 100% | -0.38 | (1.23) |
|  | March 2011     | 2  | 2  | 100% | 0 | 4605 | 4608 | 100% | -0.04 | (1.02) |
|  | February 2011  | 4  | 4  | 100% | 0 | 4744 | 4749 | 100% | -0.06 | (1.04) |
|  | January 2011   | 6  | 6  | 100% | 0 | 4963 | 4971 | 100% | -0.10 | (1.06) |
|  | December 2010  | 2  | 2  | 100% | 0 | 5201 | 5206 | 100% | -0.04 | (1.03) |
|  | November 2010  | 6  | 6  | 100% | 0 | 5540 | 5554 | 100% | -0.12 | (1.07) |
|  | October 2010   | 5  | 5  | 100% | 0 | 5359 | 5369 | 100% | -0.10 | (1.06) |
| OP-3C Installation Commitments Met UNE - | September 2011 | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
| P (POTS) Parity                          | August 2011    | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0%   | 0 | 0    | 0    | 0%   | 0.00  | 0.00   |
|  | May 2011       | 1  | 1  | 100% | 0 | 5310 | 5324 | 100% | -0.05 | (1.03) |
|  | April 2011     | 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  | 10 | 10 | 100% | 0 | 5121 | 5127 | 100% | -0.11 | (1.07) |



|   |  |                |    |      |        |      |      |      |       |        |
|---|--|----------------|----|------|--------|------|------|------|-------|--------|
|   | January 2011   | 6              | 6  | 100% | 0      | 5456 | 5467 | 100% | -0.11 | (1.07) |
|   | December 2010  | 18             | 18 | 100% | 0      | 5666 | 5678 | 100% | -0.19 | (1.12) |
|   | November 2010  | 94             | 94 | 100% | 0      | 5999 | 6018 | 100% | -0.54 | (1.33) |
|   | October 2010   | 10             | 12 | 83%  | 0.3727 | 5755 | 5766 | 100% | 13.07 | 1.08   |
| OP-3D Installation Commitments Met Basic Rate ISDN Parity | September 2011   | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011   | 1              | 1  | 100% | 0      | 5    | 6    | 83%  | -0.41 | (1.25) |
|   | April 2011   | 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  | 1              | 1  | 100% | 0      | 8    | 11   | 73%  | -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   |
|   | OP-3D Installation Commitments Met Dark Fiber - IOF Diagnostic                         | September 2011 | 0  | 0    | 0%     | 0    | 0    | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| July 2011   |  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| June 2011   |  | 2              | 2  | 100% | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| May 2011  |  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| April 2011  |  | 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   |
| OP-3D Installation Commitments Met DS1 Parity             |  | September 2011 | 0  | 0    | 0%     | 0    | 0    | 0    | 0%    | 0.00   |
|   | August 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011   | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | April 2011   | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | March 2011   | 1              | 1  | 100% | 0      | 36   | 37   | 97%  | -0.16 | (1.10) |
|   | 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   |
|   | OP-3D Installation Commitments Met Enhanced Extended Loops - DS0 Capable Benchmark 0.9 | September 2011 | 8  | 10   | 80%    | 0.4  | 0    | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| July 2011   |  | 1              | 1  | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.33) |
| June 2011   |  | 1              | 1  | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.33) |
| May 2011  |  | 0              | 0  | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
| April 2011  |  | 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   |  | 1              | 1  | 100% | 0      | 0    | 0    | 0%   | 0.00  | (0.33) |
| 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   |
| OP-3D Installation Commitments Met<br>Enhanced Extended Loops - DS1 Capable<br>Benchmark 0.9 | September 2011   | 30             | 31 | 97%  | 0.1767 | 0     | 0  | 0%   | 0.00  | (0.23) |
|  | August 2011  | 47             | 48 | 98%  | 0.1428 | 0     | 0  | 0%   | 0.00  | (0.26) |
|  | July 2011  | 31             | 32 | 97%  | 0.174  | 0     | 0  | 0%   | 0.00  | (0.23) |
|  | June 2011  | 72             | 72 | 100% | 0      | 0     | 0  | 0%   | 0.00  | (0.33) |
|  | May 2011   | 36             | 37 | 97%  | 0.1622 | 0     | 0  | 0%   | 0.00  | (0.24) |
|  | April 2011   | 40             | 41 | 98%  | 0.1543 | 0     | 0  | 0%   | 0.00  | (0.25) |
|  | March 2011   | 34             | 35 | 97%  | 0.1666 | 0     | 0  | 0%   | 0.00  | (0.24) |
|  | February 2011  | 30             | 30 | 100% | 0      | 0     | 0  | 0%   | 0.00  | (0.33) |
|  | January 2011   | 29             | 30 | 97%  | 0.1795 | 0     | 0  | 0%   | 0.00  | (0.22) |
|  | December 2010  | 52             | 53 | 98%  | 0.1361 | 0     | 0  | 0%   | 0.00  | (0.27) |
|  | November 2010  | 42             | 47 | 89%  | 0.3083 | 0     | 0  | 0%   | 0.00  | 0.02   |
|  | October 2010   | 61             | 62 | 98%  | 0.126  | 0     | 0  | 0%   | 0.00  | (0.28) |
|  | OP-3D Installation Commitments Met<br>Enhanced Extended Loops - DS3 Capable<br>Benchmark 0.9 | September 2011 | 10 | 10   | 100%   | 0     | 0  | 0    | 0%    | 0.00   |
| August 2011  |  | 4              | 4  | 100% | 0      | 0     | 0  | 0%   | 0.00  | (0.33) |
| July 2011  |  | 1              | 1  | 100% | 0      | 0     | 0  | 0%   | 0.00  | (0.33) |
| June 2011  |  | 0              | 0  | 0%   | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
| May 2011   |  | 0              | 0  | 0%   | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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  |  | 1              | 1  | 100% | 0      | 0     | 0  | 0%   | 0.00  | (0.33) |
| 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   |
| OP-3D Installation Commitments Met LIS<br>Trunk Parity                                       |  | September 2011 | 20 | 21   | 95%    | 0.213 | 2  | 2    | 100%  | 0.00   |
|  | August 2011  | 38             | 38 | 100% | 0      | 7     | 8  | 88%  | -0.97 | (1.59) |
|  | July 2011  | 9              | 9  | 100% | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011  | 18             | 18 | 100% | 0      | 2     | 2  | 100% | 0.00  | 0.00   |
|  | May 2011   | 11             | 11 | 100% | 0      | 3     | 3  | 100% | 0.00  | 0.00   |
|  | April 2011   | 14             | 15 | 93%  | 0.2494 | 3     | 3  | 100% | 0.00  | (1.59) |
|  | March 2011   | 26             | 26 | 100% | 0      | 1     | 1  | 100% | 0.00  | 0.00   |
|  | February 2011  | 60             | 60 | 100% | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
|  | January 2011   | 12             | 12 | 100% | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
|  | December 2010  | 3              | 3  | 100% | 0      | 2     | 3  | 67%  | -0.87 | (1.53) |
|  | November 2010  | 8              | 8  | 100% | 0      | 10    | 10 | 100% | 0.00  | 0.00   |
|  | October 2010   | 6              | 6  | 100% | 0      | 11    | 11 | 100% | 0.00  | 0.00   |
|  | OP-3D Installation Commitments Met UDIT<br>Above DS1 Level Parity                            | September 2011 | 0  | 0    | 0%     | 0     | 0  | 0    | 0%    | 0.00   |
| August 2011  |  | 1              | 1  | 100% | 0      | 12    | 14 | 86%  | -0.39 | (1.24) |
| July 2011  |  | 0              | 0  | 0%   | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
| June 2011  |  | 2              | 2  | 100% | 0      | 13    | 14 | 93%  | -0.37 | (1.22) |
| May 2011   |  | 0              | 0  | 0%   | 0      | 0     | 0  | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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   |  | 1              | 1  | 100% | 0      | 14    | 15 | 93%  | -0.26 | (1.16) |
| December 2010  |  | 1              | 1  | 100% | 0      | 22    | 23 | 96%  | -0.21 | (1.13) |

|  |   |                |     |      |        |        |    |      |       |        |
|--|---|----------------|-----|------|--------|--------|----|------|-------|--------|
|  | November 2010   | 2              | 2   | 100% | 0      | 10     | 10 | 100% | 0.00  | 0.00   |
|  | October 2010  | 2              | 2   | 100% | 0      | 15     | 16 | 94%  | -0.34 | (1.21) |
| OP-3D Installation Commitments Met UDIT DS1 Parity                               | September 2011  | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2011   | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2011   | 2              | 4   | 50%  | 0.5    | 18     | 19 | 95%  | 3.64  | (0.09) |
|  | June 2011   | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011  | 0              | 0   | 0%   | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011  | 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  | 2              | 3   | 67%  | 0.4714 | 16     | 20 | 80%  | 0.54  | (1.06) |
|  | OP-3D Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.9 | September 2011 | 170 | 170  | 100%   | 0      | 0  | 0    | 0%    | 0.00   |
| August 2011  |   | 124            | 125 | 99%  | 0.0891 | 0      | 0  | 0%   | 0.00  | (0.31) |
| July 2011  |   | 149            | 153 | 97%  | 0.1596 | 0      | 0  | 0%   | 0.00  | (0.25) |
| June 2011  |   | 259            | 260 | 100% | 0.0619 | 0      | 0  | 0%   | 0.00  | (0.32) |
| May 2011   |   | 346            | 347 | 100% | 0.0536 | 0      | 0  | 0%   | 0.00  | (0.32) |
| April 2011   |   | 276            | 284 | 97%  | 0.1655 | 0      | 0  | 0%   | 0.00  | (0.24) |
| March 2011   |   | 268            | 268 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| February 2011  |   | 199            | 202 | 99%  | 0.121  | 0      | 0  | 0%   | 0.00  | (0.28) |
| January 2011   |   | 230            | 234 | 98%  | 0.1296 | 0      | 0  | 0%   | 0.00  | (0.28) |
| December 2010  |   | 241            | 247 | 98%  | 0.154  | 0      | 0  | 0%   | 0.00  | (0.25) |
| November 2010  |   | 199            | 205 | 97%  | 0.1686 | 0      | 0  | 0%   | 0.00  | (0.24) |
| October 2010   |   | 234            | 234 | 100% | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9 |   | September 2011 | 25  | 25   | 100%   | 0      | 0  | 0    | 0%    | 0.00   |
|  | August 2011   | 23             | 29  | 79%  | 0.4051 | 0      | 0  | 0%   | 0.00  | 0.36   |
|  | July 2011   | 17             | 19  | 89%  | 0.3069 | 0      | 0  | 0%   | 0.00  | 0.02   |
|  | June 2011   | 127            | 135 | 94%  | 0.2361 | 0      | 0  | 0%   | 0.00  | (0.14) |
|  | May 2011  | 194            | 207 | 94%  | 0.2426 | 0      | 0  | 0%   | 0.00  | (0.12) |
|  | April 2011  | 190            | 192 | 99%  | 0.1015 | 0      | 0  | 0%   | 0.00  | (0.30) |
|  | March 2011  | 176            | 183 | 96%  | 0.1918 | 0      | 0  | 0%   | 0.00  | (0.21) |
|  | February 2011   | 213            | 221 | 96%  | 0.1868 | 0      | 0  | 0%   | 0.00  | (0.21) |
|  | January 2011  | 161            | 178 | 90%  | 0.2939 | 0      | 0  | 0%   | 0.00  | (0.01) |
|  | December 2010   | 192            | 213 | 90%  | 0.2981 | 0      | 0  | 0%   | 0.00  | (0.00) |
|  | November 2010   | 221            | 237 | 93%  | 0.2509 | 0      | 0  | 0%   | 0.00  | (0.11) |
|  | October 2010  | 228            | 240 | 95%  | 0.2179 | 0      | 0  | 0%   | 0.00  | (0.17) |
|  | OP-3D Installation Commitments Met Unbundled Loop - DS1 Capable Parity              | September 2011 | 107 | 116  | 92%    | 0.2675 | 17 | 20   | 85%   | -0.84  |
| August 2011  |   | 132            | 136 | 97%  | 0.169  | 49     | 51 | 96%  | -0.31 | (1.19) |
| July 2011  |   | 165            | 171 | 96%  | 0.184  | 18     | 19 | 95%  | -0.32 | (1.20) |
| June 2011  |   | 139            | 141 | 99%  | 0.1183 | 37     | 39 | 95%  | -0.93 | (1.57) |
| May 2011   |   | 151            | 152 | 99%  | 0.0808 | 27     | 27 | 100% | 0.00  | (1.63) |
| April 2011   |   | 96             | 108 | 89%  | 0.3143 | 30     | 32 | 94%  | 1.00  | (0.74) |
| March 2011   |   | 130            | 136 | 96%  | 0.2054 | 36     | 37 | 97%  | 0.57  | (1.06) |
| February 2011  |   | 154            | 158 | 97%  | 0.1571 | 19     | 20 | 95%  | -0.48 | (1.29) |
| January 2011   |   | 105            | 106 | 99%  | 0.0967 | 21     | 23 | 91%  | -1.20 | (1.73) |
| December 2010  |   | 139            | 156 | 89%  | 0.3116 | 30     | 33 | 91%  | 0.33  | (1.04) |
| November 2010  |   | 137            | 147 | 93%  | 0.2518 | 22     | 25 | 88%  | -0.74 | (1.45) |

|   |   |                |      |       |        |        |    |      |       |        |
|---|---|----------------|------|-------|--------|--------|----|------|-------|--------|
|   | October 2010  | 144            | 151  | 95%   | 0.2103 | 16     | 20 | 80%  | -1.61 | (1.98) |
| OP-3D Installation Commitments Met<br>Unbundled Loop - DS3 Capable Parity | September 2011  | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|   | August 2011   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|   | July 2011   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011  | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
|   | April 2011  | 1              | 1    | 100%  | 0      | 3      | 3  | 100% | 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   |
|   | OP-3D Installation Commitments Met<br>Unbundled Loop - XDSLi Benchmark 0.9        | September 2011 | 1    | 1     | 100%   | 0      | 0  | 0    | 0%    | 0.00   |
| August 2011   |   | 1              | 1    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| July 2011   |   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| June 2011   |   | 1              | 1    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| May 2011  |   | 2              | 2    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| April 2011  |   | 1              | 1    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| March 2011  |   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| February 2011   |   | 0              | 1    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 3.00   |
| January 2011  |   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| December 2010   |   | 1              | 1    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| November 2010   |   | 0              | 0    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 0.00   |
| October 2010  |   | 2              | 2    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| OP-3D Installation Commitments Met<br>Unbundled Loop Analog Benchmark 0.9 |   | September 2011 | 831  | 858   | 97%    | 0.1746 | 0  | 0    | 0%    | 0.00   |
|   | August 2011   | 1080           | 1112 | 97%   | 0.1672 | 0      | 0  | 0%   | 0.00  | (0.24) |
|   | July 2011   | 1055           | 1069 | 99%   | 0.1137 | 0      | 0  | 0%   | 0.00  | (0.29) |
|   | June 2011   | 836            | 862  | 97%   | 0.171  | 0      | 0  | 0%   | 0.00  | (0.23) |
|   | May 2011  | 669            | 679  | 99%   | 0.1205 | 0      | 0  | 0%   | 0.00  | (0.28) |
|   | April 2011  | 493            | 505  | 98%   | 0.1523 | 0      | 0  | 0%   | 0.00  | (0.25) |
|   | March 2011  | 608            | 646  | 94%   | 0.2353 | 0      | 0  | 0%   | 0.00  | (0.14) |
|   | February 2011   | 680            | 734  | 93%   | 0.2611 | 0      | 0  | 0%   | 0.00  | (0.09) |
|   | January 2011  | 801            | 852  | 94%   | 0.2372 | 0      | 0  | 0%   | 0.00  | (0.13) |
|   | December 2010   | 1206           | 1255 | 96%   | 0.1937 | 0      | 0  | 0%   | 0.00  | (0.20) |
|   | November 2010   | 774            | 826  | 94%   | 0.2429 | 0      | 0  | 0%   | 0.00  | (0.12) |
|   | October 2010  | 954            | 1009 | 95%   | 0.227  | 0      | 0  | 0%   | 0.00  | (0.15) |
|   | OP-3D Installation Commitments Met<br>Unbundled Loop Conditioned Benchmark<br>0.9 | September 2011 | 9    | 20    | 45%    | 0.4975 | 0  | 0    | 0%    | 0.00   |
| August 2011   |   | 13             | 21   | 62%   | 0.4856 | 0      | 0  | 0%   | 0.00  | 0.94   |
| July 2011   |   | 5              | 6    | 83%   | 0.3727 | 0      | 0  | 0%   | 0.00  | 0.22   |
| June 2011   |   | 6              | 6    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| May 2011  |   | 0              | 3    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 3.00   |
| April 2011  |   | 2              | 3    | 67%   | 0.4714 | 0      | 0  | 0%   | 0.00  | 0.78   |
| March 2011  |   | 2              | 9    | 22%   | 0.4157 | 0      | 0  | 0%   | 0.00  | 2.26   |
| February 2011   |   | 0              | 1    | 0%    | 0      | 0      | 0  | 0%   | 0.00  | 3.00   |
| January 2011  |   | 1              | 3    | 33%   | 0.4714 | 0      | 0  | 0%   | 0.00  | 1.89   |
| December 2010   |   | 4              | 4    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| November 2010   |   | 3              | 3    | 100%  | 0      | 0      | 0  | 0%   | 0.00  | (0.33) |
| October 2010  | 3   | 4              | 75%  | 0.433 | 0      | 0      | 0% | 0.00 | 0.50  |        |

|  |  |                |    |      |      |        |    |      |       |        |
|--|--|----------------|----|------|------|--------|----|------|-------|--------|
| OP-3D Installation Commitments Met<br>Unbundled Loop ISDN Capable Parity | September 2011   | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | August 2011  | 1              | 1  | 100% | 0    | 9      | 10 | 90%  | -0.32 | (1.19) |
|  | July 2011  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011  | 1              | 1  | 100% | 0    | 5      | 5  | 100% | 0.00  | 0.00   |
|  | May 2011   | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011   | 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  | 1              | 1  | 100% | 0    | 3      | 5  | 60%  | -0.75 | (1.45) |
|  | 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    | 8      | 11 | 73%  | -0.59 | (1.36) |
|  | OP-3E Installation Commitments Met Basic<br>Rate ISDN Parity | September 2011 | 1  | 1    | 100% | 0      | 2  | 3    | 67%   | -0.61  |
| August 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| May 2011   |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| April 2011   |  | 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   |
| OP-3E Installation Commitments Met Dark<br>Fiber - IOF Diagnostic        |  | September 2011 | 0  | 0    | 0%   | 0      | 0  | 0    | 0%    | 0.00   |
|  | August 2011  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | July 2011  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011   | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011   | 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              | 1  | 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   |
|  | OP-3E Installation Commitments Met E911<br>Parity            | September 2011 | 0  | 0    | 0%   | 0      | 0  | 0    | 0%    | 0.00   |
| August 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| July 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| June 2011  |  | 0              | 0  | 0%   | 0    | 0      | 0  | 0%   | 0.00  | 0.00   |
| May 2011   |  | 2              | 2  | 100% | 0    | 9      | 9  | 100% | 0.00  | 0.00   |
| April 2011   |  | 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   |
| OP-3E Installation Commitments Met                                       |  | September 2011 | 54 | 55   | 98%  | 0.1336 | 0  | 0    | 0%    | 0.00   |

|   |                |    |      |      |        |    |      |      |        |        |
|---|----------------|----|------|------|--------|----|------|------|--------|--------|
| Enhanced Extended Loops - DS1 Capable Benchmark 0.9 | August 2011    | 86 | 90   | 96%  | 0.2061 | 0  | 0    | 0%   | 0.00   | (0.19) |
|   | July 2011      | 75 | 75   | 100% | 0      | 0  | 0    | 0%   | 0.00   | (0.33) |
|   | June 2011      | 70 | 74   | 95%  | 0.2261 | 0  | 0    | 0%   | 0.00   | (0.15) |
|   | May 2011       | 98 | 102  | 96%  | 0.1941 | 0  | 0    | 0%   | 0.00   | (0.20) |
|   | April 2011     | 69 | 72   | 96%  | 0.1998 | 0  | 0    | 0%   | 0.00   | (0.19) |
|   | March 2011     | 80 | 84   | 95%  | 0.213  | 0  | 0    | 0%   | 0.00   | (0.17) |
|   | February 2011  | 76 | 77   | 99%  | 0.1132 | 0  | 0    | 0%   | 0.00   | (0.29) |
|   | January 2011   | 69 | 74   | 93%  | 0.251  | 0  | 0    | 0%   | 0.00   | (0.11) |
|   | December 2010  | 53 | 58   | 91%  | 0.2807 | 0  | 0    | 0%   | 0.00   | (0.05) |
|   | November 2010  | 60 | 64   | 94%  | 0.2421 | 0  | 0    | 0%   | 0.00   | (0.13) |
| October 2010  | 58             | 58 | 100% | 0    | 0      | 0  | 0%   | 0.00 | (0.33) |        |
| OP-3E Installation Commitments Met                  | September 2011 | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
| Enhanced Extended Loops - DS3 Capable Benchmark 0.9 | August 2011    | 4  | 4    | 100% | 0      | 0  | 0    | 0%   | 0.00   | (0.33) |
|   | July 2011      | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | June 2011      | 1  | 1    | 100% | 0      | 0  | 0    | 0%   | 0.00   | (0.33) |
|   | May 2011       | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | April 2011     | 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   |        |
| OP-3E Installation Commitments Met                  | September 2011 | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
| Frame Relay Parity                                  | August 2011    | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | July 2011      | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | June 2011      | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | May 2011       | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
|   | April 2011     | 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   | 2  | 2    | 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   |        |
| OP-3E Installation Commitments Met LIS              | September 2011 | 5  | 5    | 100% | 0      | 4  | 5    | 80%  | -0.79  | (1.48) |
| Trunk Parity  | August 2011    | 14 | 14   | 100% | 0      | 4  | 4    | 100% | 0.00   | 0.00   |
|   | July 2011      | 1  | 1    | 100% | 0      | 4  | 5    | 80%  | -0.46  | (1.28) |
|   | June 2011      | 4  | 6    | 67%  | 0.4714 | 6  | 6    | 100% | 0.00   | (0.55) |
|   | May 2011       | 20 | 20   | 100% | 0      | 11 | 11   | 100% | 0.00   | 0.00   |
|   | April 2011     | 8  | 8    | 100% | 0      | 1  | 1    | 100% | 0.00   | 0.00   |
|   | March 2011     | 13 | 14   | 93%  | 0.2575 | 1  | 1    | 100% | 0.00   | (1.91) |
|   | February 2011  | 23 | 23   | 100% | 0      | 1  | 1    | 100% | 0.00   | 0.00   |
|   | January 2011   | 10 | 10   | 100% | 0      | 2  | 2    | 100% | 0.00   | 0.00   |
|   | December 2010  | 1  | 2    | 50%  | 0.5    | 4  | 4    | 100% | 0.00   | (0.74) |
|   | November 2010  | 8  | 8    | 100% | 0      | 15 | 15   | 100% | 0.00   | 0.00   |
| October 2010  | 3              | 3  | 100% | 0    | 20     | 20 | 100% | 0.00 | 0.00   |        |
| OP-3E Installation Commitments Met PBX              | September 2011 | 0  | 0    | 0%   | 0      | 0  | 0    | 0%   | 0.00   | 0.00   |
| Parity  | August 2011    | 0  | 1    | 0%   | 0      | 3  | 3    | 100% | 0.00   | (0.59) |

|   |                |    |    |      |        |    |    |      |       |        |
|---|----------------|----|----|------|--------|----|----|------|-------|--------|
|   | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011       | 1  | 1  | 100% | 0      | 1  | 2  | 50%  | -0.82 | (1.50) |
|   | April 2011     | 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   |
| OP-3E Installation Commitments Met UDIT Above DS1 Level Parity                      | September 2011 | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|   | April 2011     | 1  | 1  | 100% | 0      | 3  | 3  | 100% | 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   |
| OP-3E Installation Commitments Met Unbundled Loop - 2 Wire Non-Loaded Benchmark 0.9 | September 2011 | 2  | 2  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | August 2011    | 3  | 3  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | July 2011      | 2  | 2  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | June 2011      | 10 | 10 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | May 2011       | 5  | 5  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | April 2011     | 5  | 6  | 83%  | 0.3727 | 0  | 0  | 0%   | 0.00  | 0.22   |
|   | March 2011     | 8  | 8  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | February 2011  | 18 | 18 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | January 2011   | 6  | 6  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | December 2010  | 8  | 8  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | November 2010  | 5  | 5  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | October 2010   | 10 | 10 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
| OP-3E Installation Commitments Met Unbundled Loop - ADSL Qualified Benchmark 0.9    | September 2011 | 2  | 2  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | August 2011    | 4  | 4  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | July 2011      | 8  | 8  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | June 2011      | 7  | 7  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | May 2011       | 16 | 16 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | April 2011     | 11 | 11 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | March 2011     | 14 | 14 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | February 2011  | 8  | 8  | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | January 2011   | 14 | 14 | 100% | 0      | 0  | 0  | 0%   | 0.00  | (0.33) |
|   | December 2010  | 15 | 17 | 88%  | 0.3222 | 0  | 0  | 0%   | 0.00  | 0.06   |
|   | November 2010  | 21 | 23 | 91%  | 0.2818 | 0  | 0  | 0%   | 0.00  | (0.04) |
|   | October 2010   | 21 | 22 | 95%  | 0.2083 | 0  | 0  | 0%   | 0.00  | (0.18) |
| OP-3E Installation Commitments Met Unbundled Loop - DS1 Capable Parity              | September 2011 | 10 | 10 | 100% | 0      | 14 | 16 | 88%  | -0.94 | (1.57) |
|   | August 2011    | 12 | 12 | 100% | 0      | 26 | 35 | 74%  | -1.76 | (2.07) |
|   | July 2011      | 11 | 13 | 85%  | 0.3608 | 24 | 34 | 71%  | -0.94 | (1.57) |

|   |   |                |     |      |        |    |    |     |       |        |
|---|---|----------------|-----|------|--------|----|----|-----|-------|--------|
|   | June 2011   | 16             | 16  | 100% | 0      | 37 | 45 | 82% | -1.60 | (1.97) |
|   | May 2011  | 13             | 13  | 100% | 0      | 30 | 43 | 70% | -2.08 | (2.26) |
|   | April 2011  | 19             | 19  | 100% | 0      | 18 | 27 | 67% | -2.36 | (2.44) |
|   | March 2011  | 12             | 12  | 100% | 0      | 16 | 28 | 57% | -2.51 | (2.53) |
|   | February 2011   | 20             | 20  | 100% | 0      | 18 | 32 | 56% | -3.09 | (2.88) |
|   | January 2011  | 9              | 10  | 90%  | 0.3    | 12 | 20 | 60% | -1.58 | (1.96) |
|   | December 2010   | 10             | 10  | 100% | 0      | 11 | 21 | 52% | -2.48 | (2.51) |
|   | November 2010   | 11             | 11  | 100% | 0      | 20 | 40 | 50% | -2.94 | (2.79) |
|   | October 2010  | 11             | 11  | 100% | 0      | 24 | 29 | 83% | -1.29 | (1.78) |
| OP-3E Installation Commitments Met<br>Unbundled Loop - XDSL Benchmark 0.9         | September 2011  | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | August 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011  | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | April 2011  | 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  | 1              | 1   | 100% | 0      | 0  | 0  | 0%  | 0.00  | (0.33) |
|   | OP-3E Installation Commitments Met<br>Unbundled Loop Analog Benchmark 0.9 | September 2011 | 63  | 63   | 100%   | 0  | 0  | 0   | 0%    | 0.00   |
| August 2011   |   | 118            | 118 | 100% | 0      | 0  | 0  | 0%  | 0.00  | (0.33) |
| July 2011   |   | 121            | 121 | 100% | 0      | 0  | 0  | 0%  | 0.00  | (0.33) |
| June 2011   |   | 81             | 83  | 98%  | 0.1533 | 0  | 0  | 0%  | 0.00  | (0.25) |
| May 2011  |   | 74             | 75  | 99%  | 0.1147 | 0  | 0  | 0%  | 0.00  | (0.29) |
| April 2011  |   | 49             | 50  | 98%  | 0.14   | 0  | 0  | 0%  | 0.00  | (0.27) |
| March 2011  |   | 104            | 109 | 95%  | 0.2092 | 0  | 0  | 0%  | 0.00  | (0.18) |
| February 2011   |   | 90             | 96  | 94%  | 0.2421 | 0  | 0  | 0%  | 0.00  | (0.13) |
| January 2011  |   | 64             | 76  | 84%  | 0.3646 | 0  | 0  | 0%  | 0.00  | 0.19   |
| December 2010   |   | 127            | 130 | 98%  | 0.1501 | 0  | 0  | 0%  | 0.00  | (0.26) |
| November 2010   |   | 152            | 154 | 99%  | 0.1132 | 0  | 0  | 0%  | 0.00  | (0.29) |
| October 2010  |   | 106            | 107 | 99%  | 0.0962 | 0  | 0  | 0%  | 0.00  | (0.30) |
| OP-3E Installation Commitments Met<br>Unbundled Loop Conditioned Benchmark<br>0.9 |   | September 2011 | 0   | 0    | 0%     | 0  | 0  | 0   | 0%    | 0.00   |
|   | August 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | July 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | June 2011   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
|   | May 2011  | 0              | 1   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 3.00   |
|   | April 2011  | 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   |
|   | OP-3E Installation Commitments Met<br>Unbundled Loop ISDN Capable Parity  | September 2011 | 1   | 1    | 100%   | 0  | 2  | 3   | 67%   | -0.61  |
| August 2011   |   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| July 2011   |   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |
| June 2011   |   | 0              | 0   | 0%   | 0      | 0  | 0  | 0%  | 0.00  | 0.00   |



|  |                |    |    |    |      |       |      |    |       |        |
|--|----------------|----|----|----|------|-------|------|----|-------|--------|
|  | May 2011       | 0  | 0  | 0% | 0    | 0     | 0    | 0% | 0.00  | 0.00   |
|  | April 2011     | 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   |
| OP-4A Installation Interval Business Parity              | September 2011 | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | August 2011    | 3  | 1  | 3  | 0    | 1977  | 560  | 4  | -0.12 | (1.07) |
|  | July 2011      | 4  | 2  | 2  | 0    | 1828  | 509  | 4  | -0.39 | (1.24) |
|  | June 2011      | 3  | 1  | 3  | 0    | 1778  | 488  | 4  | -0.13 | (1.08) |
|  | May 2011       | 2  | 1  | 2  | 0    | 2048  | 549  | 4  | -0.55 | (1.34) |
|  | April 2011     | 45 | 4  | 11 | 8.73 | 1962  | 490  | 4  | 2.85  | 0.39   |
|  | March 2011     | 9  | 2  | 5  | 3.54 | 1876  | 505  | 4  | 0.33  | (0.59) |
|  | February 2011  | 4  | 1  | 4  | 0    | 1730  | 437  | 4  | 0.01  | (0.79) |
|  | January 2011   | 2  | 1  | 2  | 0    | 1802  | 510  | 4  | -0.45 | (1.28) |
|  | December 2010  | 13 | 2  | 7  | 3.54 | 2072  | 513  | 4  | 0.74  | (0.34) |
|  | November 2010  | 5  | 2  | 3  | 2.12 | 2286  | 454  | 5  | -0.42 | (1.25) |
|  | October 2010   | 56 | 4  | 14 | 11.8 | 5041  | 623  | 8  | 1.20  | (0.29) |
| OP-4A Installation Interval Line Splitting Benchmark 3.3 | September 2011 | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | July 2011      | 3  | 1  | 3  | 0    | 0     | 0    | 0  | 0.00  | (0.27) |
|  | June 2011      | 3  | 1  | 3  | 0    | 0     | 0    | 0  | 0.00  | (0.27) |
|  | May 2011       | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | April 2011     | 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   |
| OP-4A Installation Interval Residence Parity             | September 2011 | 19 | 6  | 3  | 0.41 | 7020  | 2230 | 3  | 0.02  | (0.91) |
|  | August 2011    | 61 | 16 | 4  | 1.42 | 7442  | 2275 | 3  | 0.99  | (0.33) |
|  | July 2011      | 52 | 11 | 5  | 1.49 | 6236  | 1886 | 3  | 1.50  | 0.10   |
|  | June 2011      | 9  | 3  | 3  | 0    | 7074  | 2110 | 3  | -0.22 | (1.13) |
|  | May 2011       | 47 | 11 | 4  | 1.56 | 8280  | 2338 | 4  | 0.90  | (0.32) |
|  | April 2011     | 75 | 13 | 6  | 0.83 | 11014 | 2463 | 4  | 1.16  | (0.02) |
|  | March 2011     | 53 | 12 | 4  | 1.56 | 10663 | 2450 | 4  | 0.08  | (0.90) |
|  | February 2011  | 28 | 5  | 6  | 1.95 | 11419 | 2796 | 4  | 1.42  | (0.02) |
|  | January 2011   | 21 | 4  | 5  | 0.5  | 9661  | 2519 | 4  | 0.88  | (0.10) |
|  | December 2010  | 24 | 4  | 6  | 1.15 | 10043 | 2667 | 4  | 2.29  | 0.08   |
|  | November 2010  | 12 | 2  | 6  | 1.41 | 10472 | 2621 | 4  | 1.05  | (0.16) |
|  | October 2010   | 16 | 4  | 4  | 2.94 | 11858 | 2767 | 4  | -0.16 | (1.10) |
| OP-4A Installation Interval UNE - P (POTS) Parity        | September 2011 | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | August 2011    | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0  | 0    | 0     | 0    | 0  | 0.00  | 0.00   |

|   |                |    |    |   |      |       |      |   |       |        |
|---|----------------|----|----|---|------|-------|------|---|-------|--------|
|   | April 2011     | 2  | 1  | 2 | 0    | 12976 | 2953 | 4 | -0.57 | (1.35) |
|   | March 2011     | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | February 2011  | 11 | 5  | 2 | 0.45 | 13149 | 3233 | 4 | -1.52 | (1.93) |
|   | January 2011   | 23 | 6  | 4 | 2.23 | 11463 | 3029 | 4 | 0.04  | (0.74) |
|   | December 2010  | 69 | 14 | 5 | 4.05 | 12115 | 3180 | 4 | 1.61  | (0.05) |
|   | November 2010  | 84 | 23 | 4 | 1.56 | 12758 | 3075 | 4 | -0.57 | (1.35) |
|   | October 2010   | 15 | 5  | 3 | 3.46 | 16899 | 3390 | 5 | -0.80 | (1.49) |
| OP-4B Installation Interval Business Parity       | September 2011 | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 2  | 1  | 2 | 0    | 271   | 77   | 4 | -0.41 | (1.25) |
|   | May 2011       | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | April 2011     | 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   | 1  | 1  | 1 | 0    | 223   | 70   | 3 | -1.12 | (1.68) |
|   | December 2010  | 2  | 1  | 2 | 0    | 339   | 105  | 3 | -0.49 | (1.30) |
|   | November 2010  | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | October 2010   | 3  | 1  | 3 | 0    | 540   | 92   | 6 | -0.42 | (1.25) |
| OP-4B Installation Interval Residence Parity      | September 2011 | 6  | 2  | 3 | 0    | 1237  | 423  | 3 | 0.05  | (1.03) |
|   | August 2011    | 8  | 2  | 4 | 1.41 | 1364  | 418  | 3 | 0.49  | (0.51) |
|   | July 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 6  | 1  | 6 | 0    | 1375  | 451  | 3 | 1.96  | 0.07   |
|   | April 2011     | 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  | 12 | 2  | 6 | 1.41 | 1572  | 458  | 3 | 1.84  | 0.21   |
|   | January 2011   | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | December 2010  | 3  | 1  | 3 | 0    | 2123  | 509  | 4 | -0.11 | (1.07) |
|   | November 2010  | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | October 2010   | 7  | 1  | 7 | 0    | 2149  | 469  | 5 | 0.53  | (0.46) |
| OP-4B Installation Interval UNE - P (POTS) Parity | September 2011 | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | August 2011    | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | April 2011     | 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  | 20 | 5  | 4 | 1.87 | 1808  | 529  | 3 | 0.64  | (0.45) |
|   | 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  | 8  | 3  | 3 | 2.89 | 1832  | 523  | 4 | -0.49 | (1.30) |
|   | October 2010   | 9  | 3  | 3 | 3.61 | 2689  | 561  | 5 | -0.61 | (1.37) |
| OP-4C Installation Interval Business Parity       | September 2011 | 4  | 4  | 1 | 0    | 186   | 133  | 1 | -0.71 | (1.43) |
|   | August 2011    | 3  | 3  | 1 | 0    | 189   | 132  | 1 | -0.69 | (1.42) |
|   | July 2011      | 2  | 3  | 1 | 0.58 | 191   | 122  | 2 | -0.86 | (1.52) |
|   | June 2011      | 0  | 0  | 0 | 0    | 0     | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 4  | 5  | 1 | 0.45 | 229   | 160  | 1 | -1.41 | (1.86) |
|   | April 2011     | 2  | 2  | 1 | 0    | 226   | 197  | 1 | -0.23 | (1.14) |

|   |                |    |    |   |      |      |      |   |       |        |
|---|----------------|----|----|---|------|------|------|---|-------|--------|
|   | March 2011     | 7  | 7  | 1 | 0    | 221  | 167  | 1 | -0.86 | (1.52) |
|   | February 2011  | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | January 2011   | 5  | 2  | 3 | 2.12 | 173  | 134  | 1 | 1.52  | 0.00   |
|   | December 2010  | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | November 2010  | 1  | 1  | 1 | 0    | 290  | 188  | 2 | -0.44 | (1.27) |
|   | October 2010   | 2  | 2  | 1 | 0    | 259  | 175  | 1 | -0.40 | (1.24) |
| OP-4C Installation Interval Line Splitting  | September 2011 | 6  | 2  | 3 | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
| Benchmark 3.3                               | August 2011    | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 3  | 1  | 3 | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
|   | May 2011       | 6  | 2  | 3 | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
|   | April 2011     | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | March 2011     | 9  | 3  | 3 | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
|   | February 2011  | 3  | 1  | 3 | 0    | 0    | 0    | 0 | 0.00  | (0.27) |
|   | 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  | 18 | 7  | 3 | 0.79 | 0    | 0    | 0 | 0.00  | (0.66) |
|   | October 2010   | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| OP-4C Installation Interval Residence       | September 2011 | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| Parity                                      | August 2011    | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | April 2011     | 12 | 27 | 0 | 0.51 | 2681 | 2333 | 1 | -6.55 | (4.98) |
|   | 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  | 1 | 0    | 2969 | 2638 | 1 | -0.36 | (1.22) |
|   | November 2010  | 3  | 3  | 1 | 0    | 3246 | 2871 | 1 | -0.46 | (1.28) |
|   | October 2010   | 1  | 1  | 1 | 0    | 3248 | 2813 | 1 | -0.28 | (1.17) |
| OP-4C Installation Interval UNE - P (POTS)  | September 2011 | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| Parity                                      | August 2011    | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 1  | 1  | 1 | 0    | 2994 | 2655 | 1 | -0.24 | (1.15) |
|   | April 2011     | 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  | 1  | 2  | 1 | 0.71 | 2823 | 2673 | 1 | -1.48 | (1.90) |
|   | January 2011   | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | December 2010  | 3  | 3  | 1 | 0    | 3175 | 2814 | 1 | -0.41 | (1.25) |
|   | November 2010  | 5  | 6  | 1 | 0.41 | 3536 | 3059 | 1 | -1.38 | (1.84) |
|   | October 2010   | 1  | 2  | 1 | 0.71 | 3507 | 2988 | 1 | -1.40 | (1.85) |
| OP-4D Installation Interval Basic Rate ISDN | September 2011 | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
| Parity                                      | August 2011    | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | July 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | June 2011      | 0  | 0  | 0 | 0    | 0    | 0    | 0 | 0.00  | 0.00   |
|   | May 2011       | 3  | 1  | 3 | 0    | 33   | 5    | 7 | -0.90 | (1.55) |
|   | April 2011     | 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  | 1              | 1  | 1  | 0 | 8   | 3  | 3  | -1.25 | (1.76) |      |
|   | 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   |      |
| OP-4D Installation Interval Dark Fiber - IOF Diagnostic | September 2011   | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | August 2011  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | July 2011  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | June 2011  | 38             | 2  | 19 | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | May 2011   | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | April 2011   | 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   |      |
|   | OP-4D Installation Interval DS1 Parity                                       | September 2011 | 0  | 0  | 0 | 0   | 0  | 0  | 0     | 0.00   | 0.00 |
|   |  | August 2011    | 0  | 0  | 0 | 0   | 0  | 0  | 0     | 0.00   | 0.00 |
| July 2011   |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| June 2011   |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| May 2011  |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| April 2011  |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| March 2011  |  | 5              | 1  | 5  | 0 | 278 | 31 | 9  | -1.78 | (2.08) |      |
| 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   |      |
| OP-4D Installation Interval E911 Parity                 |  | September 2011 | 0  | 0  | 0 | 0   | 0  | 0  | 0     | 0.00   | 0.00 |
|   |  | August 2011    | 0  | 0  | 0 | 0   | 0  | 0  | 0     | 0.00   | 0.00 |
|   | July 2011  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | June 2011  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | May 2011   | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | April 2011   | 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  | 12             | 1  | 12 | 0 | 24  | 2  | 12 | 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   | 14             | 2  | 7  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
|   | OP-4D Installation Interval Enhanced Extended Loops - DS0 Capable Diagnostic | September 2011 | 22 | 4  | 6 | 1   | 0  | 0  | 0     | 0.00   | 0.00 |
|   |  | August 2011    | 0  | 0  | 0 | 0   | 0  | 0  | 0     | 0.00   | 0.00 |
| July 2011   |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| June 2011   |  | 5              | 1  | 5  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| May 2011  |  | 0              | 0  | 0  | 0 | 0   | 0  | 0  | 0.00  | 0.00   |      |
| April 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     | 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   |
| OP-4D Installation Interval Enhanced                    | September 2011 | 145 | 33 | 4  | 1.32 | 0   | 0  | 0 | 0     | 0.00   | (0.80) |
| Extended Loops - DS1 Capable Benchmark                  | August 2011    | 123 | 25 | 5  | 0.28 | 0   | 0  | 0 | 0     | 0.00   | (0.54) |
| 6   | July 2011      | 130 | 28 | 5  | 1.03 | 0   | 0  | 0 | 0     | 0.00   | (0.68) |
|   | June 2011      | 158 | 35 | 5  | 0.85 | 0   | 0  | 0 | 0     | 0.00   | (0.74) |
|   | May 2011       | 114 | 24 | 5  | 0.68 | 0   | 0  | 0 | 0     | 0.00   | (0.63) |
|   | April 2011     | 87  | 20 | 4  | 1.04 | 0   | 0  | 0 | 0     | 0.00   | (0.83) |
|   | March 2011     | 91  | 20 | 5  | 0.76 | 0   | 0  | 0 | 0     | 0.00   | (0.73) |
|   | February 2011  | 94  | 20 | 5  | 0.66 | 0   | 0  | 0 | 0     | 0.00   | (0.65) |
|   | January 2011   | 87  | 20 | 4  | 1.31 | 0   | 0  | 0 | 0     | 0.00   | (0.83) |
|   | December 2010  | 167 | 34 | 5  | 1.22 | 0   | 0  | 0 | 0     | 0.00   | (0.54) |
|   | November 2010  | 167 | 32 | 5  | 1.13 | 0   | 0  | 0 | 0     | 0.00   | (0.39) |
|   | October 2010   | 177 | 38 | 5  | 0.85 | 0   | 0  | 0 | 0     | 0.00   | (0.67) |
| OP-4D Installation Interval LIS Trunk Parity            | September 2011 | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | August 2011    | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | July 2011      | 21  | 1  | 21 | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | June 2011      | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | May 2011       | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | April 2011     | 41  | 3  | 14 | 6.66 | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | March 2011     | 21  | 1  | 21 | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | February 2011  | 52  | 3  | 17 | 8.08 | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | January 2011   | 44  | 2  | 22 | 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   |
| OP-4D Installation Interval UDIT Above DS1 Level Parity | September 2011 | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | August 2011    | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | July 2011      | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | June 2011      | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | May 2011       | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | April 2011     | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | 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   | 7   | 1  | 7  | 0    | 142 | 15 | 9 | -0.34 | (1.21) |        |
|   | December 2010  | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0.00  | 0.00   |        |
|   | November 2010  | 3   | 1  | 3  | 0    | 73  | 10 | 7 | -1.54 | (1.93) |        |
|   | October 2010   | 4   | 1  | 4  | 0    | 89  | 15 | 6 | -0.72 | (1.44) |        |
| OP-4D Installation Interval UDIT DS1 Parity             | September 2011 | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | August 2011    | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0     | 0.00   | 0.00   |
|   | July 2011      | 28  | 4  | 7  | 2.31 | 88  | 12 | 7 | -0.22 | (1.13) |        |
|   | June 2011      | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0.00  | 0.00   |        |
|   | May 2011       | 0   | 0  | 0  | 0    | 0   | 0  | 0 | 0.00  | 0.00   |        |
|   | April 2011     | 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   | 16  | 3   | 5 | 4.93 | 134 | 14 | 10 | -0.68 | (1.42) |
| OP-4D Installation Interval Unbundled Loop<br>- 2 Wire Non-Loaded Benchmark 6 | September 2011 | 308 | 123 | 3 | 0.58 | 0   | 0  | 0  | 0.00  | (1.75) |
|   | August 2011    | 234 | 87  | 3 | 0.7  | 0   | 0  | 0  | 0.00  | (1.66) |
|   | July 2011      | 182 | 66  | 3 | 1.1  | 0   | 0  | 0  | 0.00  | (1.62) |
|   | June 2011      | 349 | 139 | 3 | 0.66 | 0   | 0  | 0  | 0.00  | (1.74) |
|   | May 2011       | 542 | 214 | 3 | 0.67 | 0   | 0  | 0  | 0.00  | (1.73) |
|   | April 2011     | 333 | 146 | 2 | 0.67 | 0   | 0  | 0  | 0.00  | (1.86) |
|   | March 2011     | 266 | 123 | 2 | 0.72 | 0   | 0  | 0  | 0.00  | (1.92) |
|   | February 2011  | 305 | 123 | 2 | 0.83 | 0   | 0  | 0  | 0.00  | (1.76) |
|   | January 2011   | 370 | 132 | 3 | 0.76 | 0   | 0  | 0  | 0.00  | (1.60) |
|   | December 2010  | 348 | 150 | 2 | 0.89 | 0   | 0  | 0  | 0.00  | (1.84) |
|   | November 2010  | 359 | 133 | 3 | 1.26 | 0   | 0  | 0  | 0.00  | (1.65) |
|   | October 2010   | 358 | 142 | 3 | 0.56 | 0   | 0  | 0  | 0.00  | (1.74) |
| OP-4D Installation Interval Unbundled Loop<br>- ADSL Qualified Benchmark 6    | September 2011 | 27  | 11  | 2 | 0.69 | 0   | 0  | 0  | 0.00  | (1.77) |
|   | August 2011    | 83  | 14  | 6 | 7.92 | 0   | 0  | 0  | 0.00  | (0.04) |
|   | July 2011      | 76  | 16  | 5 | 5.6  | 0   | 0  | 0  | 0.00  | (0.63) |
|   | June 2011      | 199 | 67  | 3 | 0.63 | 0   | 0  | 0  | 0.00  | (1.51) |
|   | May 2011       | 406 | 132 | 3 | 0.6  | 0   | 0  | 0  | 0.00  | (1.46) |
|   | April 2011     | 276 | 92  | 3 | 0    | 0   | 0  | 0  | 0.00  | (1.50) |
|   | March 2011     | 258 | 88  | 3 | 0.5  | 0   | 0  | 0  | 0.00  | (1.53) |
|   | February 2011  | 385 | 129 | 3 | 0.28 | 0   | 0  | 0  | 0.00  | (1.51) |
|   | January 2011   | 322 | 104 | 3 | 0.74 | 0   | 0  | 0  | 0.00  | (1.45) |
|   | December 2010  | 441 | 139 | 3 | 0.98 | 0   | 0  | 0  | 0.00  | (1.41) |
|   | November 2010  | 512 | 167 | 3 | 0.35 | 0   | 0  | 0  | 0.00  | (1.47) |
|   | October 2010   | 510 | 163 | 3 | 1.01 | 0   | 0  | 0  | 0.00  | (1.44) |
| OP-4D Installation Interval Unbundled Loop<br>- DS1 Capable Benchmark 5.5     | September 2011 | 455 | 101 | 5 | 1.22 | 0   | 0  | 0  | 0.00  | (0.54) |
|   | August 2011    | 415 | 96  | 4 | 1.18 | 0   | 0  | 0  | 0.00  | (0.64) |
|   | July 2011      | 428 | 104 | 4 | 1.52 | 0   | 0  | 0  | 0.00  | (0.76) |
|   | June 2011      | 387 | 88  | 4 | 0.94 | 0   | 0  | 0  | 0.00  | (0.60) |
|   | May 2011       | 487 | 109 | 4 | 1.86 | 0   | 0  | 0  | 0.00  | (0.56) |
|   | April 2011     | 335 | 71  | 5 | 2.84 | 0   | 0  | 0  | 0.00  | (0.43) |
|   | March 2011     | 495 | 115 | 4 | 1.45 | 0   | 0  | 0  | 0.00  | (0.65) |
|   | February 2011  | 343 | 73  | 5 | 0.76 | 0   | 0  | 0  | 0.00  | (0.44) |
|   | January 2011   | 309 | 63  | 5 | 3.96 | 0   | 0  | 0  | 0.00  | (0.32) |
|   | December 2010  | 525 | 113 | 5 | 1.33 | 0   | 0  | 0  | 0.00  | (0.47) |
|   | November 2010  | 573 | 107 | 5 | 7.82 | 0   | 0  | 0  | 0.00  | (0.08) |
|   | October 2010   | 474 | 95  | 5 | 0.69 | 0   | 0  | 0  | 0.00  | (0.28) |
| OP-4D Installation Interval Unbundled Loop<br>- DS3 Capable Parity            | September 2011 | 0   | 0   | 0 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0   | 0 | 0    | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2011     | 6   | 1   | 6 | 0    | 36  | 4  | 9  | 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 | 0.00  | 0.00   |
|  | October 2010   | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
| OP-4D Installation Interval Unbundled Loop | September 2011 | 5    | 1   | 5  | 0     | 0  | 0 | 0 | 0 | 0.00  | (0.50) |
| - XDSLi Benchmark 6                        | August 2011    | 4    | 1   | 4  | 0     | 0  | 0 | 0 | 0 | 0.00  | (1.00) |
|  | July 2011      | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | June 2011      | 4    | 1   | 4  | 0     | 0  | 0 | 0 | 0 | 0.00  | (1.00) |
|  | May 2011       | 10   | 2   | 5  | 0     | 0  | 0 | 0 | 0 | 0.00  | (0.50) |
|  | April 2011     | 1    | 1   | 1  | 0     | 0  | 0 | 0 | 0 | 0.00  | (2.50) |
|  | March 2011     | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | February 2011  | 6    | 1   | 6  | 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  | 5    | 1   | 5  | 0     | 0  | 0 | 0 | 0 | 0.00  | (0.50) |
|  | November 2010  | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | October 2010   | 9    | 2   | 5  | 0.71  | 0  | 0 | 0 | 0 | 0.00  | (0.75) |
| OP-4D Installation Interval Unbundled Loop | September 2011 | 2840 | 679 | 4  | 1.43  | 0  | 0 | 0 | 0 | 0.00  | (0.91) |
| Analog Benchmark 6                         | August 2011    | 3466 | 799 | 4  | 1.42  | 0  | 0 | 0 | 0 | 0.00  | (0.83) |
|  | July 2011      | 3460 | 812 | 4  | 1.41  | 0  | 0 | 0 | 0 | 0.00  | (0.87) |
|  | June 2011      | 2734 | 633 | 4  | 1.36  | 0  | 0 | 0 | 0 | 0.00  | (0.84) |
|  | May 2011       | 2505 | 509 | 5  | 1     | 0  | 0 | 0 | 0 | 0.00  | (0.54) |
|  | April 2011     | 2012 | 385 | 5  | 4.41  | 0  | 0 | 0 | 0 | 0.00  | (0.39) |
|  | March 2011     | 2291 | 461 | 5  | 1.35  | 0  | 0 | 0 | 0 | 0.00  | (0.52) |
|  | February 2011  | 2643 | 533 | 5  | 1.24  | 0  | 0 | 0 | 0 | 0.00  | (0.52) |
|  | January 2011   | 3246 | 631 | 5  | 0.86  | 0  | 0 | 0 | 0 | 0.00  | (0.43) |
|  | December 2010  | 3709 | 735 | 5  | 0.99  | 0  | 0 | 0 | 0 | 0.00  | (0.48) |
|  | November 2010  | 3011 | 590 | 5  | 0.86  | 0  | 0 | 0 | 0 | 0.00  | (0.45) |
|  | October 2010   | 4029 | 753 | 5  | 1.1   | 0  | 0 | 0 | 0 | 0.00  | (0.32) |
| OP-4D Installation Interval Unbundled Loop | September 2011 | 301  | 20  | 15 | 3.65  | 0  | 0 | 0 | 0 | 0.00  | 0.01   |
| Conditioned Benchmark 15                   | August 2011    | 146  | 15  | 10 | 3.97  | 0  | 0 | 0 | 0 | 0.00  | (1.05) |
|  | July 2011      | 41   | 4   | 10 | 5.5   | 0  | 0 | 0 | 0 | 0.00  | (0.95) |
|  | June 2011      | 34   | 6   | 6  | 4.59  | 0  | 0 | 0 | 0 | 0.00  | (1.87) |
|  | May 2011       | 22   | 3   | 7  | 1.15  | 0  | 0 | 0 | 0 | 0.00  | (1.53) |
|  | April 2011     | 9    | 1   | 9  | 0     | 0  | 0 | 0 | 0 | 0.00  | (1.20) |
|  | March 2011     | 147  | 7   | 21 | 24.21 | 0  | 0 | 0 | 0 | 0.00  | 1.20   |
|  | February 2011  | 7    | 1   | 7  | 0     | 0  | 0 | 0 | 0 | 0.00  | (1.60) |
|  | January 2011   | 58   | 3   | 19 | 18.88 | 0  | 0 | 0 | 0 | 0.00  | 0.87   |
|  | December 2010  | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | November 2010  | 32   | 3   | 11 | 7.51  | 0  | 0 | 0 | 0 | 0.00  | (0.87) |
|  | October 2010   | 25   | 3   | 8  | 9.24  | 0  | 0 | 0 | 0 | 0.00  | (1.33) |
| OP-4D Installation Interval Unbundled Loop | September 2011 | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
| ISDN Capable Parity                        | August 2011    | 5    | 1   | 5  | 0     | 38 | 9 | 4 | 0 | 0.33  | (0.96) |
|  | July 2011      | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | June 2011      | 3    | 1   | 3  | 0     | 17 | 4 | 4 | 0 | -0.54 | (1.33) |
|  | May 2011       | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | April 2011     | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | March 2011     | 0    | 0   | 0  | 0     | 0  | 0 | 0 | 0 | 0.00  | 0.00   |
|  | February 2011  | 5    | 1   | 5  | 0     | 29 | 4 | 7 | 0 | -0.36 | (1.22) |
|  | 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   | 5   | 1  | 5  | 0    | 81 | 8 | 10 | -0.67 | (1.41) |
| OP-4E Installation Interval Basic Rate ISDN Parity                            | September 2011 | 10  | 1  | 10 | 0    | 23 | 2 | 12 | -0.19 | (1.12) |
|   | August 2011    | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | April 2011     | 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   |
| OP-4E Installation Interval Dark Fiber - IOF Diagnostic                       | September 2011 | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | April 2011     | 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  | 24  | 1  | 24 | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | January 2011   | 17  | 1  | 17 | 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   |
| OP-4E Installation Interval E911 Parity                                       | September 2011 | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0  | 0  | 0    | 0  | 0 | 0  | 0.00  | 0.00   |
|   | April 2011     | 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  | 12  | 1  | 12 | 0    | 24 | 2 | 12 | 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   |
| OP-4E Installation Interval Enhanced Extended Loops - DS1 Capable Benchmark 6 | September 2011 | 161 | 37 | 4  | 1.03 | 0  | 0 | 0  | 0.00  | (0.82) |
|   | August 2011    | 356 | 81 | 4  | 1.58 | 0  | 0 | 0  | 0.00  | (0.80) |
|   | July 2011      | 230 | 52 | 4  | 0.85 | 0  | 0 | 0  | 0.00  | (0.79) |
|   | June 2011      | 273 | 58 | 5  | 1.46 | 0  | 0 | 0  | 0.00  | (0.65) |
|   | May 2011       | 355 | 83 | 4  | 1.32 | 0  | 0 | 0  | 0.00  | (0.86) |
|   | April 2011     | 286 | 66 | 4  | 1.69 | 0  | 0 | 0  | 0.00  | (0.83) |
|   | March 2011     | 251 | 61 | 4  | 1.42 | 0  | 0 | 0  | 0.00  | (0.94) |
|   | February 2011  | 255 | 55 | 5  | 0.85 | 0  | 0 | 0  | 0.00  | (0.68) |
|   | January 2011   | 311 | 65 | 5  | 1.34 | 0  | 0 | 0  | 0.00  | (0.61) |
|   | December 2010  | 276 | 54 | 5  | 1.33 | 0  | 0 | 0  | 0.00  | (0.44) |
|   | November 2010  | 268 | 55 | 5  | 1.06 | 0  | 0 | 0  | 0.00  | (0.56) |
|   | October 2010   | 191 | 45 | 4  | 0.96 | 0  | 0 | 0  | 0.00  | (0.88) |



|   |   |                |   |    |   |    |   |   |       |        |        |
|---|---|----------------|---|----|---|----|---|---|-------|--------|--------|
| OP-4E Installation Interval Enhanced<br>Extended Loops - DS3 Capable Diagnostic | September 2011                                    | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | August 2011                                       | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | July 2011   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | June 2011   | 7              | 1 | 7  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | May 2011  | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | April 2011  | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | 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   |
|   | OP-4E Installation Interval Frame Relay<br>Parity | September 2011 | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0      | 0.00   |
| August 2011   |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
| July 2011   |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
| June 2011   |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
| May 2011  |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
| April 2011  |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
| 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  |   | 14             | 1 | 14 | 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   |
| OP-4E Installation Interval LIS Trunk Parity                                    |   | September 2011 | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0      | 0.00   |
|   | August 2011                                       | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | July 2011   | 7              | 1 | 7  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | June 2011   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | May 2011  | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | April 2011  | 22             | 1 | 22 | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | March 2011  | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | February 2011                                     | 66             | 3 | 22 | 0 | 0  | 0 | 0 | 0     | 0.00   | 0.00   |
|   | January 2011                                      | 22             | 1 | 22 | 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   |
|   | OP-4E Installation Interval PBX Parity            | September 2011 | 0 | 0  | 0 | 0  | 0 | 0 | 0     | 0      | 0.00   |
| August 2011   |   | 6              | 1 | 6  | 0 | 15 | 2 | 8 | -0.35 | (1.21) |        |
| July 2011   |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0.00  | 0.00   |        |
| June 2011   |   | 0              | 0 | 0  | 0 | 0  | 0 | 0 | 0.00  | 0.00   |        |
| May 2011  |   | 5              | 1 | 5  | 0 | 17 | 2 | 9 | -4.04 | (3.46) |        |
| April 2011  |   | 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   |        |
| OP-4E Installation Interval Unbundled Loop                                      |   | September 2011 | 6 | 2  | 3 | 0  | 0 | 0 | 0     | 0.00   | (1.50) |

|                               |  |                |     |    |       |      |   |   |      |        |
|-------------------------------|--|----------------|-----|----|-------|------|---|---|------|--------|
| 2 Wire Non-Loaded Benchmark 6 | August 2011  | 9              | 3   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | July 2011  | 4              | 2   | 2  | 1.41  | 0    | 0 | 0 | 0.00 | (2.00) |
|                               | June 2011  | 24             | 8   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | May 2011   | 15             | 5   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | April 2011   | 12             | 5   | 2  | 0.89  | 0    | 0 | 0 | 0.00 | (1.80) |
|                               | March 2011   | 6              | 3   | 2  | 1     | 0    | 0 | 0 | 0.00 | (2.00) |
|                               | February 2011  | 27             | 11  | 2  | 0.69  | 0    | 0 | 0 | 0.00 | (1.77) |
|                               | January 2011   | 10             | 4   | 3  | 1     | 0    | 0 | 0 | 0.00 | (1.75) |
|                               | December 2010  | 9              | 3   | 3  | 1     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | November 2010  | 6              | 2   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | October 2010   | 19             | 8   | 2  | 0.52  | 0    | 0 | 0 | 0.00 | (1.81) |
|                               | OP-4E Installation Interval Unbundled Loop<br>ADSL Qualified Benchmark 6 | September 2011 | 0   | 0  | 0     | 0    | 0 | 0 | 0    | 0.00   |
|                               | August 2011  | 12             | 4   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | July 2011  | 20             | 8   | 3  | 0.53  | 0    | 0 | 0 | 0.00 | (1.75) |
|                               | June 2011  | 10             | 4   | 3  | 0.58  | 0    | 0 | 0 | 0.00 | (1.75) |
|                               | May 2011   | 27             | 10  | 3  | 0.67  | 0    | 0 | 0 | 0.00 | (1.65) |
|                               | April 2011   | 3              | 1   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | March 2011   | 25             | 8   | 3  | 0.83  | 0    | 0 | 0 | 0.00 | (1.44) |
|                               | February 2011  | 9              | 3   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | January 2011   | 20             | 8   | 3  | 0.93  | 0    | 0 | 0 | 0.00 | (1.75) |
|                               | December 2010  | 50             | 13  | 4  | 1.99  | 0    | 0 | 0 | 0.00 | (1.08) |
|                               | November 2010  | 45             | 15  | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | October 2010   | 30             | 10  | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | OP-4E Installation Interval Unbundled Loop<br>DS1 Capable Benchmark 5.5  | September 2011 | 38  | 9  | 4     | 1.3  | 0 | 0 | 0    | 0.00   |
|                               | August 2011  | 40             | 11  | 4  | 1.43  | 0    | 0 | 0 | 0.00 | (1.02) |
|                               | July 2011  | 51             | 12  | 4  | 1.36  | 0    | 0 | 0 | 0.00 | (0.68) |
|                               | June 2011  | 67             | 14  | 5  | 0.43  | 0    | 0 | 0 | 0.00 | (0.39) |
|                               | May 2011   | 57             | 13  | 4  | 0.77  | 0    | 0 | 0 | 0.00 | (0.61) |
|                               | April 2011   | 63             | 15  | 4  | 1.08  | 0    | 0 | 0 | 0.00 | (0.71) |
|                               | March 2011   | 37             | 9   | 4  | 0.78  | 0    | 0 | 0 | 0.00 | (0.76) |
|                               | February 2011  | 51             | 11  | 5  | 0.92  | 0    | 0 | 0 | 0.00 | (0.47) |
|                               | January 2011   | 130            | 8   | 16 | 32.23 | 0    | 0 | 0 | 0.00 | 5.86   |
|                               | December 2010  | 33             | 9   | 4  | 1.22  | 0    | 0 | 0 | 0.00 | (1.00) |
|                               | November 2010  | 40             | 9   | 4  | 1.67  | 0    | 0 | 0 | 0.00 | (0.58) |
|                               | October 2010   | 48             | 10  | 5  | 0.42  | 0    | 0 | 0 | 0.00 | (0.38) |
|                               | OP-4E Installation Interval Unbundled Loop<br>XDSLi Benchmark 6          | September 2011 | 0   | 0  | 0     | 0    | 0 | 0 | 0    | 0.00   |
|                               | August 2011  | 0              | 0   | 0  | 0     | 0    | 0 | 0 | 0.00 | 0.00   |
|                               | July 2011  | 0              | 0   | 0  | 0     | 0    | 0 | 0 | 0.00 | 0.00   |
|                               | June 2011  | 0              | 0   | 0  | 0     | 0    | 0 | 0 | 0.00 | 0.00   |
|                               | May 2011   | 0              | 0   | 0  | 0     | 0    | 0 | 0 | 0.00 | 0.00   |
|                               | April 2011   | 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   | 3              | 1   | 3  | 0     | 0    | 0 | 0 | 0.00 | (1.50) |
|                               | OP-4E Installation Interval Unbundled Loop<br>Analog Benchmark 6         | September 2011 | 217 | 49 | 4     | 0.89 | 0 | 0 | 0    | 0.00   |
|                               | August 2011  | 165            | 37  | 4  | 0.99  | 0    | 0 | 0 | 0.00 | (0.77) |

|   |                |     |     |      |        |      |      |      |       |        |
|---|----------------|-----|-----|------|--------|------|------|------|-------|--------|
|   | July 2011      | 435 | 91  | 5    | 0.99   | 0    | 0    | 0    | 0.00  | (0.61) |
|   | June 2011      | 209 | 44  | 5    | 0.78   | 0    | 0    | 0    | 0.00  | (0.63) |
|   | May 2011       | 240 | 49  | 5    | 0.71   | 0    | 0    | 0    | 0.00  | (0.55) |
|   | April 2011     | 131 | 27  | 5    | 0.53   | 0    | 0    | 0    | 0.00  | (0.57) |
|   | March 2011     | 398 | 78  | 5    | 0.68   | 0    | 0    | 0    | 0.00  | (0.45) |
|   | February 2011  | 330 | 63  | 5    | 0.43   | 0    | 0    | 0    | 0.00  | (0.38) |
|   | January 2011   | 250 | 52  | 5    | 1.46   | 0    | 0    | 0    | 0.00  | (0.60) |
|   | December 2010  | 585 | 115 | 5    | 0.88   | 0    | 0    | 0    | 0.00  | (0.46) |
|   | November 2010  | 266 | 54  | 5    | 0.67   | 0    | 0    | 0    | 0.00  | (0.54) |
|   | October 2010   | 328 | 66  | 5    | 0.39   | 0    | 0    | 0    | 0.00  | (0.52) |
| OP-4E Installation Interval Unbundled Loop ISDN Capable Parity                        | September 2011 | 3   | 1   | 3    | 0      | 23   | 2    | 12   | -1.09 | (1.66) |
|   | August 2011    | 0   | 0   | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | May 2011       | 0   | 0   | 0    | 0      | 0    | 0    | 0    | 0.00  | 0.00   |
|   | April 2011     | 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   |
| OP-5A New Service Installation Quality Reported to Repair Basic Rate ISDN Parity      | September 2011 | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | May 2011       | 1   | 1   | 100% | 0      | 7    | 7    | 100% | 0.00  | 0.00   |
|   | April 2011     | 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  | 1   | 1   | 100% | 0      | 15   | 16   | 94%  | -0.25 | (1.15) |
|   | 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   |
| OP-5A New Service Installation Quality Reported to Repair Business Parity             | September 2011 | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 4   | 4   | 100% | 0      | 1445 | 1538 | 94%  | -0.51 | (1.31) |
|   | July 2011      | 6   | 6   | 100% | 0      | 1323 | 1427 | 93%  | -0.69 | (1.42) |
|   | June 2011      | 2   | 2   | 100% | 0      | 1335 | 1425 | 94%  | -0.37 | (1.22) |
|   | May 2011       | 8   | 8   | 100% | 0      | 1500 | 1588 | 94%  | -0.68 | (1.42) |
|   | April 2011     | 15  | 15  | 100% | 0      | 1326 | 1423 | 93%  | -1.04 | (1.63) |
|   | March 2011     | 10  | 10  | 100% | 0      | 1371 | 1447 | 95%  | -0.74 | (1.45) |
|   | February 2011  | 6   | 6   | 100% | 0      | 1276 | 1360 | 94%  | -0.63 | (1.38) |
|   | January 2011   | 6   | 6   | 100% | 0      | 1558 | 1636 | 95%  | -0.55 | (1.33) |
|   | December 2010  | 6   | 6   | 100% | 0      | 1520 | 1628 | 93%  | -0.65 | (1.40) |
|   | November 2010  | 4   | 4   | 100% | 0      | 1612 | 1716 | 94%  | -0.51 | (1.31) |
|   | October 2010   | 8   | 9   | 89%  | 0.3143 | 1527 | 1645 | 93%  | 0.46  | (0.99) |
| OP-5A New Service Installation Quality Reported to Repair Dark Fiber - IOF Diagnostic | September 2011 | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0%   | 0      | 0    | 0    | 0%   | 0.00  | 0.00   |

|  |                |     |     |      |        |    |    |      |       |        |
|--|----------------|-----|-----|------|--------|----|----|------|-------|--------|
|  | June 2011      | 2   | 2   | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 1   | 1   | 100% | 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 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| OP-5A New Service Installation Quality Reported to Repair DS1 Parity                                       | August 2011    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011     | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | March 2011     | 1   | 1   | 100% | 0      | 64 | 71 | 90%  | -0.33 | (1.20) |
|  | 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   |
| OP-5A New Service Installation Quality Reported to Repair E911 Parity                                      | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2011      | 2   | 2   | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1   | 1   | 100% | 0      | 3  | 3  | 100% | 0.00  | 0.00   |
|  | May 2011       | 2   | 2   | 100% | 0      | 16 | 16 | 100% | 0.00  | 0.00   |
|  | April 2011     | 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  | 2   | 2   | 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   | 2   | 2   | 100% | 0      | 18 | 18 | 100% | 0.00  | 0.00   |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS0 Capable Diagnostic | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | July 2011      | 1   | 1   | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1   | 1   | 100% | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 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   |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS1 Capable Parity     | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | August 2011    | 132 | 145 | 91%  | 0.2857 | 83 | 89 | 93%  | 0.66  | (0.79) |
|  | July 2011      | 107 | 109 | 98%  | 0.1342 | 51 | 53 | 96%  | -0.61 | (1.37) |
|  | June 2011      | 143 | 147 | 97%  | 0.1627 | 73 | 81 | 90%  | -1.73 | (2.05) |

|  |                |     |     |      |        |       |       |      |       |        |
|--|----------------|-----|-----|------|--------|-------|-------|------|-------|--------|
|  | May 2011       | 135 | 143 | 94%  | 0.2298 | 65    | 70    | 93%  | -0.41 | (1.25) |
|  | April 2011     | 106 | 114 | 93%  | 0.2554 | 60    | 61    | 98%  | 2.67  | (0.27) |
|  | March 2011     | 115 | 121 | 95%  | 0.2171 | 64    | 71    | 90%  | -1.10 | (1.67) |
|  | February 2011  | 110 | 111 | 99%  | 0.0945 | 50    | 56    | 89%  | -1.94 | (2.18) |
|  | January 2011   | 97  | 105 | 92%  | 0.2653 | 39    | 44    | 89%  | -0.66 | (1.40) |
|  | December 2010  | 105 | 113 | 93%  | 0.2565 | 54    | 55    | 98%  | 2.40  | (0.36) |
|  | November 2010  | 101 | 111 | 91%  | 0.2863 | 61    | 66    | 92%  | 0.35  | (0.98) |
|  | October 2010   | 115 | 120 | 96%  | 0.1998 | 48    | 51    | 94%  | -0.44 | (1.27) |
| OP-5A New Service Installation Quality Reported to Repair Enhanced Extended Loops - DS3 Capable Diagnostic | September 2011 | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | August 2011    | 8   | 8   | 100% | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | July 2011      | 1   | 1   | 100% | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1   | 1   | 100% | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 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  |        |
| OP-5A New Service Installation Quality Reported to Repair Frame Relay Parity                               | September 2011 | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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   | 2   | 2   | 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  |        |
| OP-5A New Service Installation Quality Reported to Repair Line Splitting Parity                            | September 2011 | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | July 2011      | 1   | 1   | 100% | 0      | 8440  | 9344  | 90%  | -0.33 | (1.20) |
|  | June 2011      | 1   | 2   | 50%  | 0.5    | 8899  | 9806  | 91%  | 1.99  | (0.44) |
|  | May 2011       | 1   | 2   | 50%  | 0.5    | 9612  | 10652 | 90%  | 1.92  | (0.46) |
|  | April 2011     | 1   | 1   | 100% | 0      | 8806  | 9836  | 90%  | -0.34 | (1.21) |
|  | March 2011     | 4   | 4   | 100% | 0      | 8825  | 9810  | 90%  | -0.67 | (1.41) |
|  | February 2011  | 1   | 1   | 100% | 0      | 9272  | 10345 | 90%  | -0.34 | (1.21) |
|  | 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  | 7   | 7   | 100% | 0      | 10679 | 11913 | 90%  | -0.90 | (1.55) |
| October 2010   | 0              | 0   | 0%  | 0    | 0      | 0     | 0%    | 0.00 | 0.00  |        |
| OP-5A New Service Installation Quality Reported to Repair LIS Trunk Parity                                 | September 2011 | 0   | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|  | August 2011    | 52  | 52  | 100% | 0      | 12    | 12    | 100% | 0.00  | 0.00   |
|  | July 2011      | 10  | 10  | 100% | 0      | 5     | 5     | 100% | 0.00  | 0.00   |
|  | June 2011      | 25  | 25  | 100% | 0      | 8     | 8     | 100% | 0.00  | 0.00   |
|  | May 2011       | 31  | 31  | 100% | 0      | 14    | 14    | 100% | 0.00  | 0.00   |

|   |  |                |    |      |        |      |       |      |       |        |
|---|--|----------------|----|------|--------|------|-------|------|-------|--------|
|   | April 2011   | 24             | 24 | 100% | 0      | 5    | 5     | 100% | 0.00  | 0.00   |
|   | March 2011   | 41             | 41 | 100% | 0      | 2    | 2     | 100% | 0.00  | 0.00   |
|   | February 2011  | 83             | 83 | 100% | 0      | 1    | 1     | 100% | 0.00  | 0.00   |
|   | January 2011   | 22             | 22 | 100% | 0      | 3    | 3     | 100% | 0.00  | 0.00   |
|   | December 2010  | 5              | 5  | 100% | 0      | 8    | 8     | 100% | 0.00  | 0.00   |
|   | November 2010  | 16             | 16 | 100% | 0      | 26   | 26    | 100% | 0.00  | 0.00   |
|   | October 2010   | 9              | 9  | 100% | 0      | 31   | 31    | 100% | 0.00  | 0.00   |
| OP-5A New Service Installation Quality Reported to Repair PBX Parity                  | September 2011   | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | August 2011  | 1              | 1  | 100% | 0      | 8    | 10    | 80%  | -0.48 | (1.29) |
|   | July 2011  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | June 2011  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | May 2011   | 1              | 1  | 100% | 0      | 7    | 7     | 100% | 0.00  | 0.00   |
|   | April 2011   | 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   |
|   | OP-5A New Service Installation Quality Reported to Repair Residence Parity | September 2011 | 0  | 0    | 0%     | 0    | 0     | 0    | 0%    | 0.00   |
| August 2011   |  | 37             | 39 | 95%  | 0.2206 | 7589 | 8471  | 90%  | -1.08 | (1.66) |
| July 2011   |  | 16             | 17 | 94%  | 0.2353 | 7117 | 7917  | 90%  | -0.58 | (1.35) |
| June 2011   |  | 12             | 14 | 86%  | 0.3499 | 7564 | 8381  | 90%  | 0.57  | (0.85) |
| May 2011  |  | 19             | 20 | 95%  | 0.2179 | 8112 | 9064  | 90%  | -0.80 | (1.49) |
| April 2011  |  | 90             | 92 | 98%  | 0.1458 | 7480 | 8413  | 89%  | -2.71 | (2.65) |
| March 2011  |  | 19             | 20 | 95%  | 0.2179 | 7454 | 8363  | 89%  | -0.84 | (1.51) |
| February 2011   |  | 14             | 15 | 93%  | 0.2494 | 7996 | 8985  | 89%  | -0.54 | (1.33) |
| January 2011  |  | 12             | 14 | 86%  | 0.3499 | 8028 | 9004  | 89%  | 0.41  | (0.94) |
| December 2010   |  | 8              | 10 | 80%  | 0.4    | 8569 | 9581  | 89%  | 0.97  | (0.66) |
| November 2010   |  | 11             | 11 | 100% | 0      | 9067 | 10197 | 89%  | -1.17 | (1.71) |
| October 2010  |  | 10             | 11 | 91%  | 0.2875 | 8799 | 9983  | 88%  | -0.28 | (1.17) |
| OP-5A New Service Installation Quality Reported to Repair UDIT Above DS1 Level Parity |  | September 2011 | 0  | 0    | 0%     | 0    | 0     | 0    | 0%    | 0.00   |
|   | August 2011  | 1              | 1  | 100% | 0      | 15   | 15    | 100% | 0.00  | 0.00   |
|   | July 2011  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | June 2011  | 2              | 2  | 100% | 0      | 15   | 16    | 94%  | -0.34 | (1.21) |
|   | May 2011   | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|   | April 2011   | 1              | 1  | 100% | 0      | 7    | 7     | 100% | 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      | 15   | 15    | 100% | 0.00  | 0.00   |
|   | December 2010  | 1              | 1  | 100% | 0      | 26   | 26    | 100% | 0.00  | 0.00   |
|   | November 2010  | 2              | 2  | 100% | 0      | 12   | 12    | 100% | 0.00  | 0.00   |
|   | October 2010   | 2              | 2  | 100% | 0      | 16   | 16    | 100% | 0.00  | 0.00   |
|   | OP-5A New Service Installation Quality Reported to Repair UDIT DS1 Parity  | September 2011 | 0  | 0    | 0%     | 0    | 0     | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| July 2011   |  | 4              | 4  | 100% | 0      | 51   | 53    | 96%  | -0.38 | (1.23) |
| June 2011   |  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| May 2011  |  | 0              | 0  | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| April 2011  |  | 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   | 3   | 3   | 100% | 0      | 48 | 51 | 94%  | -0.42 | (1.26) |
| OP-5A New Service Installation Quality     | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - 2 Wire | August 2011    | 124 | 128 | 97%  | 0.174  | 12 | 13 | 92%  | -0.59 | (1.36) |
| Non-Loaded Parity                          | July 2011      | 153 | 156 | 98%  | 0.1373 | 11 | 12 | 92%  | -0.77 | (1.47) |
|  | June 2011      | 267 | 276 | 97%  | 0.1776 | 7  | 8  | 88%  | -0.78 | (1.47) |
|  | May 2011       | 345 | 352 | 98%  | 0.1396 | 7  | 7  | 100% | 0.00  | (1.69) |
|  | April 2011     | 285 | 292 | 98%  | 0.153  | 21 | 23 | 91%  | -1.03 | (1.63) |
|  | March 2011     | 268 | 278 | 96%  | 0.1862 | 7  | 7  | 100% | 0.00  | (1.46) |
|  | February 2011  | 215 | 221 | 97%  | 0.1625 | 6  | 6  | 100% | 0.00  | (1.63) |
|  | January 2011   | 235 | 244 | 96%  | 0.1885 | 11 | 11 | 100% | 0.00  | (1.26) |
|  | December 2010  | 250 | 261 | 96%  | 0.2009 | 15 | 16 | 94%  | -0.33 | (1.20) |
|  | November 2010  | 209 | 211 | 99%  | 0.0969 | 23 | 24 | 96%  | -0.75 | (1.45) |
|  | October 2010   | 233 | 244 | 95%  | 0.2075 | 17 | 17 | 100% | 0.00  | (0.95) |
| OP-5A New Service Installation Quality     | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - ADSL   | August 2011    | 34  | 34  | 100% | 0      | 12 | 13 | 92%  | -0.89 | (1.54) |
| Qualified Parity                           | July 2011      | 24  | 27  | 89%  | 0.3143 | 11 | 12 | 92%  | 0.29  | (1.22) |
|  | June 2011      | 131 | 143 | 92%  | 0.2773 | 7  | 8  | 88%  | -0.34 | (1.21) |
|  | May 2011       | 220 | 229 | 96%  | 0.1943 | 7  | 7  | 100% | 0.00  | (1.43) |
|  | April 2011     | 191 | 205 | 93%  | 0.2522 | 21 | 23 | 91%  | -0.30 | (1.18) |
|  | March 2011     | 187 | 201 | 93%  | 0.2546 | 7  | 7  | 100% | 0.00  | (1.17) |
|  | February 2011  | 214 | 229 | 93%  | 0.2474 | 6  | 6  | 100% | 0.00  | (1.27) |
|  | January 2011   | 186 | 195 | 95%  | 0.2098 | 11 | 11 | 100% | 0.00  | (1.16) |
|  | December 2010  | 212 | 231 | 92%  | 0.2747 | 15 | 16 | 94%  | 0.32  | (1.19) |
|  | November 2010  | 249 | 264 | 94%  | 0.2315 | 23 | 24 | 96%  | 0.36  | (1.17) |
|  | October 2010   | 249 | 266 | 94%  | 0.2446 | 17 | 17 | 100% | 0.00  | (0.75) |
| OP-5A New Service Installation Quality     | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - DS1    | August 2011    | 139 | 148 | 94%  | 0.239  | 83 | 89 | 93%  | -0.20 | (1.12) |
| Capable Parity                             | July 2011      | 177 | 184 | 96%  | 0.1913 | 51 | 53 | 96%  | 0.01  | (1.28) |
|  | June 2011      | 151 | 158 | 96%  | 0.2058 | 73 | 81 | 90%  | -1.34 | (1.81) |
|  | May 2011       | 151 | 165 | 92%  | 0.2787 | 65 | 70 | 93%  | 0.37  | (0.97) |
|  | April 2011     | 119 | 127 | 94%  | 0.2429 | 60 | 61 | 98%  | 2.36  | (0.37) |
|  | March 2011     | 135 | 148 | 91%  | 0.2831 | 64 | 71 | 90%  | -0.25 | (1.15) |
|  | February 2011  | 174 | 180 | 97%  | 0.1795 | 50 | 56 | 89%  | -1.56 | (1.95) |
|  | January 2011   | 112 | 116 | 97%  | 0.1825 | 39 | 44 | 89%  | -1.41 | (1.86) |
|  | December 2010  | 157 | 166 | 95%  | 0.2264 | 54 | 55 | 98%  | 1.73  | (0.57) |
|  | November 2010  | 152 | 158 | 96%  | 0.1911 | 61 | 66 | 92%  | -0.97 | (1.59) |
|  | October 2010   | 147 | 163 | 90%  | 0.2975 | 48 | 51 | 94%  | 1.04  | (0.67) |
| OP-5A New Service Installation Quality     | September 2011 | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - DS3    | August 2011    | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
| Capable Parity                             | July 2011      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0  | 0  | 0%   | 0.00  | 0.00   |
|  | April 2011     | 1   | 1   | 100% | 0      | 7  | 7  | 100% | 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   |
| OP-5A New Service Installation Quality   | September 2011 | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop - XDSL | August 2011    | 1    | 1    | 100% | 0      | 83   | 89    | 93%  | -0.27 | (1.16) |
| Parity                                   | July 2011      | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1    | 1    | 100% | 0      | 73   | 81    | 90%  | -0.33 | (1.20) |
|  | May 2011       | 1    | 2    | 50%  | 0.5    | 65   | 70    | 93%  | 2.32  | (0.40) |
|  | April 2011     | 1    | 1    | 100% | 0      | 60   | 61    | 98%  | -0.13 | (1.08) |
|  | March 2011     | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | February 2011  | 1    | 1    | 100% | 0      | 50   | 56    | 89%  | -0.34 | (1.21) |
|  | January 2011   | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | December 2010  | 1    | 1    | 100% | 0      | 54   | 55    | 98%  | -0.13 | (1.08) |
|  | November 2010  | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | October 2010   | 3    | 3    | 100% | 0      | 48   | 51    | 94%  | -0.42 | (1.26) |
| OP-5A New Service Installation Quality   | September 2011 | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop Analog | August 2011    | 1213 | 1253 | 97%  | 0.1758 | 4872 | 5245  | 93%  | -4.85 | (3.95) |
| Parity                                   | July 2011      | 1151 | 1195 | 96%  | 0.1883 | 4372 | 4698  | 93%  | -3.96 | (3.41) |
|  | June 2011      | 911  | 950  | 96%  | 0.1984 | 4552 | 4869  | 93%  | -2.75 | (2.67) |
|  | May 2011       | 732  | 755  | 97%  | 0.1719 | 4968 | 5328  | 93%  | -3.80 | (3.31) |
|  | April 2011     | 548  | 562  | 98%  | 0.1559 | 4511 | 4896  | 92%  | -4.48 | (3.72) |
|  | March 2011     | 732  | 758  | 97%  | 0.182  | 4492 | 4850  | 93%  | -3.87 | (3.35) |
|  | February 2011  | 810  | 832  | 97%  | 0.1604 | 4785 | 5213  | 92%  | -5.43 | (4.30) |
|  | January 2011   | 923  | 941  | 98%  | 0.137  | 4782 | 5171  | 92%  | -6.00 | (4.65) |
|  | December 2010  | 1362 | 1387 | 98%  | 0.133  | 5114 | 5529  | 92%  | -7.21 | (5.38) |
|  | November 2010  | 964  | 980  | 98%  | 0.1267 | 5479 | 5895  | 93%  | -6.14 | (4.73) |
|  | October 2010   | 1097 | 1121 | 98%  | 0.1447 | 5390 | 5861  | 92%  | -6.65 | (5.04) |
| OP-5A New Service Installation Quality   | September 2011 | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair Unbundled Loop ISDN   | August 2011    | 1    | 1    | 100% | 0      | 12   | 13    | 92%  | -0.28 | (1.17) |
| Capable Parity                           | July 2011      | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | June 2011      | 1    | 1    | 100% | 0      | 7    | 8     | 88%  | -0.36 | (1.22) |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | April 2011     | 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  | 1    | 1    | 100% | 0      | 6    | 6     | 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   | 1    | 1    | 100% | 0      | 17   | 17    | 100% | 0.00  | 0.00   |
| OP-5A New Service Installation Quality   | September 2011 | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
| Reported to Repair UNE - P (POTS) Parity | August 2011    | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | May 2011       | 1    | 1    | 100% | 0      | 9612 | 10652 | 90%  | -0.33 | (1.20) |
|  | April 2011     | 1    | 1    | 100% | 0      | 8806 | 9836  | 90%  | -0.34 | (1.21) |
|  | March 2011     | 0    | 0    | 0%   | 0      | 0    | 0     | 0%   | 0.00  | 0.00   |
|  | February 2011  | 32   | 33   | 97%  | 0.1714 | 9272 | 10345 | 90%  | -1.38 | (1.84) |



|   |  |                |     |      |        |       |       |      |       |        |
|---|--|----------------|-----|------|--------|-------|-------|------|-------|--------|
|   | January 2011   | 16             | 19  | 84%  | 0.3646 | 9586  | 10640 | 90%  | 0.86  | (0.66) |
|   | December 2010  | 31             | 33  | 94%  | 0.2386 | 10089 | 11209 | 90%  | -0.75 | (1.46) |
|   | November 2010  | 122            | 125 | 98%  | 0.153  | 10679 | 11913 | 90%  | -2.90 | (2.77) |
|   | October 2010   | 24             | 24  | 100% | 0      | 10326 | 11628 | 89%  | -1.74 | (2.06) |
| OP-5A New Service Installation Quality Reported to Repair UNE P (Centrex 21) Parity | September 2011   | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | August 2011  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | July 2011  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | June 2011  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | May 2011   | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
|   | April 2011   | 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   | 1              | 1   | 100% | 0      | 3     | 3     | 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   |
|   | OP-5B New Service Provisioning Quality Basic Rate ISDN Benchmark 0.965 | September 2011 | 0   | 0    | 0%     | 0     | 0     | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| July 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| June 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| May 2011  |  | 1              | 1   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
| April 2011  |  | 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   |  | 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   |
| OP-5B New Service Provisioning Quality Business Benchmark 0.965                     |  | September 2011 | 0   | 0    | 0%     | 0     | 0     | 0    | 0%    | 0.00   |
|   | August 2011  | 4              | 4   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | July 2011  | 6              | 6   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | June 2011  | 2              | 2   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | May 2011   | 8              | 8   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | April 2011   | 15             | 15  | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | March 2011   | 10             | 10  | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | February 2011  | 6              | 6   | 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  | 4              | 4   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | October 2010   | 9              | 9   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
|   | OP-5B New Service Provisioning Quality DS1 Benchmark 0.965             | September 2011 | 0   | 0    | 0%     | 0     | 0     | 0    | 0%    | 0.00   |
| August 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| July 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| June 2011   |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| May 2011  |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| April 2011  |  | 0              | 0   | 0%   | 0      | 0     | 0     | 0%   | 0.00  | 0.00   |
| March 2011  |  | 1              | 1   | 100% | 0      | 0     | 0     | 0%   | 0.00  | (0.11) |
| 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   |
| OP-5B New Service Provisioning Quality<br>Enhanced Extended Loops - DS0 Capable<br>Benchmark 0.965 | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 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  | 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   |
| OP-5B New Service Provisioning Quality<br>Enhanced Extended Loops - DS1 Capable<br>Benchmark 0.965 | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 145 | 145 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011      | 109 | 109 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011      | 147 | 147 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011       | 143 | 143 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011     | 114 | 114 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011     | 121 | 121 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011  | 111 | 111 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 104 | 105 | 99%  | 0.0971 | 0 | 0 | 0% | 0.00 | (0.08) |
|  | December 2010  | 113 | 113 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010  | 111 | 111 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 120 | 120 | 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 | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 8   | 8   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 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  | 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   |
| OP-5B New Service Provisioning Quality<br>Frame Relay Diagnostic                                   | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 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   | 2   | 2   | 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   |
| OP-5B New Service Provisioning Quality<br>Line Splitting Benchmark 0.965 | September 2011  | 0              | 0   | 0%   | 0  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011   | 0              | 0   | 0%   | 0  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011   | 1              | 1   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011   | 2              | 2   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011  | 2              | 2   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011  | 1              | 1   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011  | 4              | 4   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | 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   | 7              | 7   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010  | 0              | 0   | 0%   | 0  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | OP-5B New Service Provisioning Quality<br>PBX Benchmark 0.965                                   | September 2011 | 0   | 0    | 0% | 0 | 0 | 0  | 0%   | 0.00   |
| August 2011  |   | 1              | 1   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| July 2011  |   | 0              | 0   | 0%   | 0  | 0 | 0 | 0% | 0.00 | 0.00   |
| June 2011  |   | 0              | 0   | 0%   | 0  | 0 | 0 | 0% | 0.00 | 0.00   |
| May 2011   |   | 1              | 1   | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| April 2011   |   | 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   |
| OP-5B New Service Provisioning Quality<br>Residence Benchmark 0.965      |   | September 2011 | 0   | 0    | 0% | 0 | 0 | 0  | 0%   | 0.00   |
|  | August 2011   | 39             | 39  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011   | 17             | 17  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011   | 14             | 14  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011  | 20             | 20  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011  | 92             | 92  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011  | 20             | 20  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011   | 15             | 15  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011  | 14             | 14  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010   | 10             | 10  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010   | 11             | 11  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010  | 11             | 11  | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | OP-5B New Service Provisioning Quality<br>Unbundled Loop - 2 Wire Non-Loaded<br>Benchmark 0.965 | September 2011 | 0   | 0    | 0% | 0 | 0 | 0  | 0%   | 0.00   |
| August 2011  |   | 128            | 128 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| July 2011  |   | 156            | 156 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| June 2011  |   | 276            | 276 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| May 2011   |   | 352            | 352 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| April 2011   |   | 292            | 292 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| March 2011   |   | 278            | 278 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| February 2011  |   | 221            | 221 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| January 2011   |   | 244            | 244 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| December 2010  |   | 261            | 261 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |
| November 2010  |   | 211            | 211 | 100% | 0  | 0 | 0 | 0% | 0.00 | (0.11) |

|  |   |                |     |      |        |   |   |    |      |        |
|--|---|----------------|-----|------|--------|---|---|----|------|--------|
| OP-5B New Service Provisioning Quality<br>Unbundled Loop - ADSL Qualified<br>Benchmark 0.965 | October 2010  | 244            | 244 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | September 2011  | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011   | 34             | 34  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011   | 27             | 27  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011   | 143            | 143 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011  | 229            | 229 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011  | 205            | 205 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011  | 201            | 201 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011   | 229            | 229 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011  | 195            | 195 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010   | 231            | 231 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010   | 264            | 264 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010  | 264            | 266 | 99%  | 0.0864 | 0 | 0 | 0% | 0.00 | (0.09) |
| OP-5B New Service Provisioning Quality<br>Unbundled Loop - DS1 Capable Benchmark<br>0.965    | September 2011  | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011   | 148            | 148 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011   | 184            | 184 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011   | 158            | 158 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011  | 165            | 165 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011  | 127            | 127 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011  | 148            | 148 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011   | 180            | 180 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011  | 116            | 116 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010   | 166            | 166 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010   | 158            | 158 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010  | 163            | 163 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | OP-5B New Service Provisioning Quality<br>Unbundled Loop - DS3 Capable Benchmark<br>0.965 | September 2011 | 0   | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
| August 2011  |   | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| July 2011  |   | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| June 2011  |   | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| May 2011   |   | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
| April 2011   |   | 1              | 1   | 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  |   | 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   |
| OP-5B New Service Provisioning Quality<br>Unbundled Loop - XDSLi Benchmark 0.965             |   | September 2011 | 0   | 0    | 0%     | 0 | 0 | 0  | 0%   | 0.00   |
|  | August 2011   | 1              | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011   | 0              | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011   | 1              | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011  | 2              | 2   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011  | 1              | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | 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   | 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  | 3              | 3   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |

|  |                |      |      |      |        |   |   |    |      |        |
|--|----------------|------|------|------|--------|---|---|----|------|--------|
| OP-5B New Service Provisioning Quality<br>Unbundled Loop Analog Benchmark 0.965          | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 1253 | 1253 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011      | 1195 | 1195 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | June 2011      | 950  | 950  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011       | 755  | 755  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011     | 559  | 562  | 99%  | 0.0729 | 0 | 0 | 0% | 0.00 | (0.09) |
|  | March 2011     | 758  | 758  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011  | 831  | 832  | 100% | 0.0346 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 939  | 941  | 100% | 0.0461 | 0 | 0 | 0% | 0.00 | (0.10) |
|  | December 2010  | 1387 | 1387 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010  | 980  | 980  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 1121 | 1121 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>Unbundled Loop ISDN Capable Benchmark<br>0.965 | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 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  | 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   | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
| OP-5B New Service Provisioning Quality<br>UNE - P (POTS) Benchmark 0.965                 | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | April 2011     | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | March 2011     | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 33   | 33   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | January 2011   | 19   | 19   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | December 2010  | 33   | 33   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010  | 125  | 125  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.11) |
|  | October 2010   | 23   | 24   | 96%  | 0.1998 | 0 | 0 | 0% | 0.00 | 0.02   |
| OP-5B New Service Provisioning Quality<br>UNE P (Centrex 21) Benchmark 0.965             | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 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   | 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   |
| OP-5R New Service Quality Multiple Report  | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |

|   |                |   |    |     |        |   |   |    |      |      |
|---|----------------|---|----|-----|--------|---|---|----|------|------|
| Rate Business Diagnostic                              | August 2011    | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 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 | 1  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report             | September 2011 | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Enhanced Extended Loops - DS1 Capable Diagnostic | August 2011    | 2 | 15 | 13% | 0.3399 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 0 | 2  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 0 | 4  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 4 | 12 | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 2 | 10 | 20% | 0.4    | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 1 | 7  | 14% | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 0 | 1  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0 | 9  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 1 | 9  | 11% | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 2 | 12 | 17% | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 1 | 6  | 17% | 0.3727 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report             | September 2011 | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Residence Diagnostic                             | August 2011    | 0 | 2  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 0 | 1  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 1 | 3  | 33% | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 0 | 1  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 0 | 1  | 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 | 1  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0 | 2  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 0 | 1  | 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 |
| OP-5R New Service Quality Multiple Report             | September 2011 | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Unbundled Loop - 2 Wire Non-Loaded Diagnostic    | August 2011    | 0 | 4  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 0 | 3  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 0 | 9  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 1 | 8  | 13% | 0.3307 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 0 | 7  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 1 | 11 | 9%  | 0.2875 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 0 | 6  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 0 | 9  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 1 | 12 | 8%  | 0.2764 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 0 | 2  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 0 | 11 | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report             | September 2011 | 0 | 0  | 0%  | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Rate Unbundled Loop - DS1 Capable                     | August 2011    | 1 | 10 | 10% | 0.3    | 0 | 0 | 0% | 0.00 | 0.00 |

|  |                |    |    |       |        |   |    |      |      |      |
|--|----------------|----|----|-------|--------|---|----|------|------|------|
| Diagnostic   | July 2011      | 1  | 8  | 13%   | 0.3307 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | June 2011      | 1  | 8  | 13%   | 0.3307 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | May 2011       | 1  | 15 | 7%    | 0.2494 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | April 2011     | 0  | 8  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | March 2011     | 0  | 13 | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | February 2011  | 0  | 6  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | January 2011   | 1  | 5  | 20%   | 0.4    | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | December 2010  | 1  | 10 | 10%   | 0.3    | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | November 2010  | 0  | 6  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | October 2010   | 2  | 18 | 11%   | 0.3143 | 0 | 0  | 0%   | 0.00 | 0.00 |
| OP-5R New Service Quality Multiple Report<br>Rate Unbundled Loop Analog Diagnostic | September 2011 | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | August 2011    | 1  | 41 | 2%    | 0.1543 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | July 2011      | 1  | 45 | 2%    | 0.1474 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | June 2011      | 2  | 41 | 5%    | 0.2154 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | May 2011       | 3  | 26 | 12%   | 0.3195 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | April 2011     | 1  | 16 | 6%    | 0.2421 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | March 2011     | 1  | 27 | 4%    | 0.1889 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | February 2011  | 4  | 27 | 15%   | 0.3552 | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | January 2011   | 0  | 19 | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | December 2010  | 0  | 24 | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
| November 2010  | 0              | 16 | 0% | 0     | 0      | 0 | 0% | 0.00 | 0.00 |      |
| October 2010   | 1              | 25 | 4% | 0.196 | 0      | 0 | 0% | 0.00 | 0.00 |      |
| OP-5R New Service Quality Multiple Report<br>Rate UNE - P (POTS) Diagnostic        | September 2011 | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | August 2011    | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | July 2011      | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | June 2011      | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | May 2011       | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | April 2011     | 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  | 1  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | January 2011   | 1  | 4  | 25%   | 0.433  | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | December 2010  | 0  | 1  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
| November 2010  | 0              | 3  | 0% | 0     | 0      | 0 | 0% | 0.00 | 0.00 |      |
| October 2010   | 0              | 1  | 0% | 0     | 0      | 0 | 0% | 0.00 | 0.00 |      |
| OP-5T New Service Installation Quality<br>Total Basic Rate ISDN Diagnostic         | September 2011 | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | August 2011    | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | July 2011      | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | June 2011      | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | May 2011       | 1  | 1  | 100%  | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | April 2011     | 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  | 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 |      |
| OP-5T New Service Installation Quality<br>Total Business Diagnostic                | September 2011 | 0  | 0  | 0%    | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | August 2011    | 4  | 4  | 100%  | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |
|  | July 2011      | 6  | 6  | 100%  | 0      | 0 | 0  | 0%   | 0.00 | 0.00 |

|  |                |     |     |      |        |   |   |    |      |      |
|--|----------------|-----|-----|------|--------|---|---|----|------|------|
|  | June 2011      | 2   | 2   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 8   | 8   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 15  | 15  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | March 2011     | 10  | 10  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 6   | 6   | 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  | 4   | 4   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 8   | 9   | 89%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total DS1 Diagnostic                   | August 2011    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | 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 |
| OP-5T New Service Installation Quality | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS0    | August 2011    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Capable Diagnostic                     | July 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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  | 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 |
| OP-5T New Service Installation Quality | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS1    | August 2011    | 132 | 145 | 91%  | 0.2857 | 0 | 0 | 0% | 0.00 | 0.00 |
| Capable Diagnostic                     | July 2011      | 107 | 109 | 98%  | 0.1342 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 143 | 147 | 97%  | 0.1627 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 135 | 143 | 94%  | 0.2298 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 106 | 114 | 93%  | 0.2554 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | March 2011     | 115 | 121 | 95%  | 0.2171 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 110 | 111 | 99%  | 0.0945 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 96  | 105 | 91%  | 0.2799 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 105 | 113 | 93%  | 0.2565 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 101 | 111 | 91%  | 0.2863 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 115 | 120 | 96%  | 0.1998 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Enhanced Extended Loops - DS3    | August 2011    | 8   | 8   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Capable Diagnostic                     | July 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 1   | 1   | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |



|  |                |    |    |      |        |   |   |    |      |      |
|--|----------------|----|----|------|--------|---|---|----|------|------|
|  | May 2011       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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  | 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 |
| OP-5T New Service Installation Quality | September 2011 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Frame Relay Diagnostic           | August 2011    | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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   | 2  | 2  | 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 |
| OP-5T New Service Installation Quality | September 2011 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Line Splitting Diagnostic        | August 2011    | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 1  | 2  | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 1  | 2  | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | March 2011     | 4  | 4  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | 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  | 7  | 7  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality | September 2011 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total PBX Diagnostic                   | August 2011    | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 1  | 1  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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 |
| OP-5T New Service Installation Quality | September 2011 | 0  | 0  | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Residence Diagnostic             | August 2011    | 37 | 39 | 95%  | 0.2206 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 16 | 17 | 94%  | 0.2353 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 12 | 14 | 86%  | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 19 | 20 | 95%  | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |

|   |                |     |     |      |        |   |   |    |      |      |
|---|----------------|-----|-----|------|--------|---|---|----|------|------|
|   | April 2011     | 90  | 92  | 98%  | 0.1458 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 19  | 20  | 95%  | 0.2179 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 14  | 15  | 93%  | 0.2494 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 12  | 14  | 86%  | 0.3499 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 8   | 10  | 80%  | 0.4    | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 11  | 11  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 10  | 11  | 91%  | 0.2875 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality              | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop - 2 Wire Non-Loaded Diagnostic | August 2011    | 124 | 128 | 97%  | 0.174  | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 153 | 156 | 98%  | 0.1373 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 267 | 276 | 97%  | 0.1776 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 345 | 352 | 98%  | 0.1396 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 285 | 292 | 98%  | 0.153  | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 268 | 278 | 96%  | 0.1862 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 215 | 221 | 97%  | 0.1625 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 235 | 244 | 96%  | 0.1885 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 250 | 261 | 96%  | 0.2009 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 209 | 211 | 99%  | 0.0969 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 233 | 244 | 95%  | 0.2075 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality              | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop - ADSL Qualified Diagnostic    | August 2011    | 34  | 34  | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 24  | 27  | 89%  | 0.3143 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 131 | 143 | 92%  | 0.2773 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 220 | 229 | 96%  | 0.1943 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 191 | 205 | 93%  | 0.2522 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 187 | 201 | 93%  | 0.2546 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 214 | 229 | 93%  | 0.2474 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 186 | 195 | 95%  | 0.2098 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 212 | 231 | 92%  | 0.2747 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 249 | 264 | 94%  | 0.2315 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 247 | 266 | 93%  | 0.2575 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality              | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop - DS1 Capable Diagnostic       | August 2011    | 139 | 148 | 94%  | 0.239  | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 177 | 184 | 96%  | 0.1913 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 151 | 158 | 96%  | 0.2058 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 151 | 165 | 92%  | 0.2787 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 119 | 127 | 94%  | 0.2429 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | March 2011     | 135 | 148 | 91%  | 0.2831 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | February 2011  | 174 | 180 | 97%  | 0.1795 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | January 2011   | 112 | 116 | 97%  | 0.1825 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | December 2010  | 157 | 166 | 95%  | 0.2264 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | November 2010  | 152 | 158 | 96%  | 0.1911 | 0 | 0 | 0% | 0.00 | 0.00 |
|   | October 2010   | 147 | 163 | 90%  | 0.2975 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality              | September 2011 | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop - DS3 Capable Diagnostic       | August 2011    | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | July 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | June 2011      | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | May 2011       | 0   | 0   | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|   | April 2011     | 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 |
|  | 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 |
| OP-5T New Service Installation Quality       | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop - XDSLi Diagnostic      | August 2011    | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 1    | 2    | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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  | 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  | 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   | 3    | 3    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality       | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop Analog Diagnostic       | August 2011    | 1213 | 1253 | 97%  | 0.1758 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 1151 | 1195 | 96%  | 0.1883 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 911  | 950  | 96%  | 0.1984 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 732  | 755  | 97%  | 0.1719 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 545  | 562  | 97%  | 0.1713 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | March 2011     | 732  | 758  | 97%  | 0.182  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | February 2011  | 809  | 832  | 97%  | 0.164  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | January 2011   | 921  | 941  | 98%  | 0.1442 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | December 2010  | 1362 | 1387 | 98%  | 0.133  | 0 | 0 | 0% | 0.00 | 0.00 |
|  | November 2010  | 964  | 980  | 98%  | 0.1267 | 0 | 0 | 0% | 0.00 | 0.00 |
|  | October 2010   | 1097 | 1121 | 98%  | 0.1447 | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality       | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total Unbundled Loop ISDN Capable Diagnostic | August 2011    | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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  | 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   | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| OP-5T New Service Installation Quality       | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
| Total UNE - P (POTS) Diagnostic              | August 2011    | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | May 2011       | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00 |
|  | April 2011     | 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  | 32  | 33  | 97%  | 0.1714 | 0   | 0  | 0% | 0.00  | 0.00   |
|   | January 2011   | 16  | 19  | 84%  | 0.3646 | 0   | 0  | 0% | 0.00  | 0.00   |
|   | December 2010  | 31  | 33  | 94%  | 0.2386 | 0   | 0  | 0% | 0.00  | 0.00   |
|   | November 2010  | 122 | 125 | 98%  | 0.153  | 0   | 0  | 0% | 0.00  | 0.00   |
|   | October 2010   | 23  | 24  | 96%  | 0.1998 | 0   | 0  | 0% | 0.00  | 0.00   |
| OP-5T New Service Installation Quality                              | September 2011 | 0   | 0   | 0%   | 0      | 0   | 0  | 0% | 0.00  | 0.00   |
| Total UNE P (Centrex 21) Diagnostic                                 | August 2011    | 0   | 0   | 0%   | 0      | 0   | 0  | 0% | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0%   | 0      | 0   | 0  | 0% | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0%   | 0      | 0   | 0  | 0% | 0.00  | 0.00   |
|   | May 2011       | 0   | 0   | 0%   | 0      | 0   | 0  | 0% | 0.00  | 0.00   |
|   | April 2011     | 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   | 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   |
| OP-6A-1 Delayed Days for Non-Facility Reasons Business Parity       | September 2011 | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2011     | 1   | 1   | 1    | 0      | 132 | 20 | 7  | -0.30 | (1.18) |
|   | March 2011     | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | February 2011  | 1   | 1   | 1    | 0      | 66  | 19 | 3  | -0.42 | (1.26) |
|   | 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   |
| OP-6A-1 Delayed Days for Non-Facility Reasons Residence Parity      | September 2011 | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2011       | 1   | 1   | 1    | 0      | 74  | 32 | 2  | -0.41 | (1.25) |
|   | April 2011     | 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  | 1   | 1   | 1    | 0      | 69  | 31 | 2  | -0.46 | (1.28) |
|   | 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   |
| OP-6A-1 Delayed Days for Non-Facility Reasons UNE - P (POTS) Parity | September 2011 | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | August 2011    | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | July 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | June 2011      | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | May 2011       | 0   | 0   | 0    | 0      | 0   | 0  | 0  | 0.00  | 0.00   |
|   | April 2011     | 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  | 2              | 1 | 2 | 0    | 149 | 49 | 3 | -0.15 | (1.09) |
|  | November 2010  | 2              | 2 | 1 | 0    | 314 | 80 | 4 | -0.28 | (1.17) |
|  | October 2010   | 1              | 1 | 1 | 0    | 286 | 71 | 4 | -0.38 | (1.23) |
| OP-6A-2 Delayed Days for Non-Facility Reasons Business Parity                                  | September 2011   | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | August 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | July 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | June 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | May 2011   | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | April 2011   | 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   | 1              | 1 | 1 | 0    | 19  | 3  | 6 | -0.50 | (1.30) |
|  | OP-6A-3 Delayed Days for Non-Facility Reasons UNE - P (POTS) Parity                        | September 2011 | 0 | 0 | 0    | 0   | 0  | 0 | 0     | 0.00   |
| August 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| April 2011   |  | 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   |  | 8              | 2 | 4 | 1.41 | 48  | 11 | 4 | -0.09 | (1.06) |
| OP-6A-4 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS0 Capable Diagnostic |  | September 2011 | 4 | 2 | 2    | 0   | 0  | 0 | 0     | 0.00   |
|  | August 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | July 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | June 2011  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | May 2011   | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
|  | April 2011   | 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   |
|  | OP-6A-4 Delayed Days for Non-Facility Reasons Enhanced Extended Loops - DS1 Capable Parity | September 2011 | 2 | 1 | 2    | 0   | 0  | 0 | 0     | 0.00   |
| August 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| July 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| June 2011  |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| May 2011   |  | 0              | 0 | 0 | 0    | 0   | 0  | 0 | 0.00  | 0.00   |
| April 2011   |  | 1              | 1 | 1 | 0    | 8   | 1  | 8 | 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 | 1 | 0    | 1   | 1  | 1 | 0.00  | 0.00   |

|   |  |                |    |    |       |    |   |    |       |        |      |
|---|--|----------------|----|----|-------|----|---|----|-------|--------|------|
|   | December 2010  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0     | 0.00   | 0.00 |
|   | November 2010  | 9              | 4  | 2  | 2.5   | 3  | 1 | 3  | 0.00  | 0.00   | 0.00 |
|   | October 2010   | 2              | 1  | 2  | 0     | 75 | 4 | 19 | -0.87 | (1.53) |      |
| OP-6A-4 Delayed Days for Non-Facility Reasons LIS Trunk Parity                          | September 2011   | 13             | 1  | 13 | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | August 2011  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | July 2011  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | June 2011  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | May 2011   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | April 2011   | 4              | 1  | 4  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | March 2011   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | February 2011  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | January 2011   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | December 2010  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | November 2010  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | October 2010   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | OP-6A-4 Delayed Days for Non-Facility Reasons UDIT DS1 Parity                        | September 2011 | 0  | 0  | 0     | 0  | 0 | 0  | 0     | 0.00   | 0.00 |
| August 2011   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| July 2011   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| June 2011   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| May 2011  |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| April 2011  |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| March 2011  |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| February 2011   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| January 2011  |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| December 2010   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| November 2010   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| October 2010  |  | 6              | 1  | 6  | 0     | 75 | 4 | 19 | -0.66 | (1.40) |      |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - 2 Wire Non-Loaded Parity |  | September 2011 | 0  | 0  | 0     | 0  | 0 | 0  | 0     | 0.00   | 0.00 |
|   | August 2011  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | July 2011  | 12             | 4  | 3  | 2.31  | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | June 2011  | 1              | 1  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | May 2011   | 1              | 1  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | April 2011   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | March 2011   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | February 2011  | 2              | 2  | 1  | 0     | 4  | 2 | 2  | 0.00  | 0.00   | 0.00 |
|   | January 2011   | 13             | 5  | 3  | 1.14  | 22 | 1 | 22 | 0.00  | 0.00   | 0.00 |
|   | December 2010  | 7              | 6  | 1  | 0.41  | 18 | 3 | 6  | -0.79 | (1.48) |      |
|   | November 2010  | 4              | 4  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | October 2010   | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
|   | OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - ADSL Qualified Parity | September 2011 | 0  | 0  | 0     | 0  | 0 | 0  | 0     | 0.00   | 0.00 |
| August 2011   |  | 43             | 5  | 9  | 11.67 | 2  | 1 | 2  | 0.00  | 0.00   | 0.00 |
| July 2011   |  | 0              | 0  | 0  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| June 2011   |  | 8              | 8  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| May 2011  |  | 11             | 11 | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| April 2011  |  | 2              | 2  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| March 2011  |  | 7              | 7  | 1  | 0     | 0  | 0 | 0  | 0.00  | 0.00   | 0.00 |
| February 2011   |  | 11             | 8  | 1  | 0.52  | 4  | 2 | 2  | 0.00  | 0.00   | 0.00 |
| January 2011  |  | 20             | 17 | 1  | 0.73  | 22 | 1 | 22 | 0.00  | 0.00   | 0.00 |
| December 2010   |  | 31             | 17 | 2  | 2.16  | 18 | 3 | 6  | -0.77 | (1.47) |      |

|   |   |                |    |    |      |      |     |    |       |        |
|---|---|----------------|----|----|------|------|-----|----|-------|--------|
|   | November 2010   | 13             | 13 | 1  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
|   | October 2010  | 23             | 12 | 2  | 3.18 | 16   | 3   | 5  | -0.71 | (1.43) |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity | September 2011  | 6              | 5  | 1  | 0.45 | 0    | 0   | 0  | 0.00  | 0.00   |
|   | August 2011   | 2              | 2  | 1  | 0    | 24   | 2   | 12 | -2.59 | (2.58) |
|   | July 2011   | 2              | 2  | 1  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
|   | June 2011   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
|   | May 2011  | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
|   | April 2011  | 9              | 5  | 2  | 1.1  | 8    | 1   | 8  | 0.00  | 0.00   |
|   | March 2011  | 4              | 3  | 1  | 0.58 | 15   | 4   | 4  | -1.43 | (1.87) |
|   | February 2011   | 2              | 2  | 1  | 0    | 10   | 2   | 5  | -0.94 | (1.57) |
|   | January 2011  | 30             | 1  | 30 | 0    | 1    | 1   | 1  | 0.00  | 0.00   |
|   | December 2010   | 21             | 12 | 2  | 2.6  | 16   | 3   | 5  | -1.82 | (2.10) |
|   | November 2010   | 23             | 7  | 3  | 3.25 | 3    | 1   | 3  | 0.00  | 0.00   |
|   | October 2010  | 7              | 2  | 4  | 2.12 | 75   | 4   | 19 | -1.02 | (1.62) |
|   | OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop - XDSLi Parity | September 2011 | 0  | 0  | 0    | 0    | 0   | 0  | 0     | 0.00   |
| August 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| July 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| June 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| May 2011  |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| April 2011  |   | 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   |   | 3              | 1  | 3  | 0    | 4    | 2   | 2  | 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   |
| OP-6A-4 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity        |   | September 2011 | 40 | 22 | 2    | 2.65 | 101 | 46 | 2     | -0.38  |
|   | August 2011   | 60             | 27 | 2  | 3.52 | 181  | 60  | 3  | -0.70 | (1.43) |
|   | July 2011   | 32             | 11 | 3  | 3.27 | 153  | 42  | 4  | -0.52 | (1.32) |
|   | June 2011   | 32             | 22 | 1  | 1.92 | 109  | 41  | 3  | -1.02 | (1.62) |
|   | May 2011  | 11             | 7  | 2  | 1.13 | 129  | 46  | 3  | -0.87 | (1.53) |
|   | April 2011  | 28             | 9  | 3  | 6.33 | 265  | 60  | 4  | -0.31 | (1.19) |
|   | March 2011  | 39             | 27 | 1  | 0.64 | 119  | 64  | 2  | -0.81 | (1.49) |
|   | February 2011   | 70             | 48 | 1  | 3.03 | 218  | 64  | 3  | -1.35 | (1.82) |
|   | January 2011  | 49             | 36 | 1  | 0.49 | 158  | 54  | 3  | -1.16 | (1.71) |
|   | December 2010   | 99             | 49 | 2  | 2.84 | 149  | 49  | 3  | -0.73 | (1.44) |
|   | November 2010   | 45             | 40 | 1  | 0.65 | 314  | 80  | 4  | -0.99 | (1.60) |
|   | October 2010  | 82             | 42 | 2  | 1.32 | 286  | 71  | 4  | -1.36 | (1.83) |
|   | OP-6A-5 Delayed Days for Non-Facility Reasons Dark Fiber - IOF Diagnostic   | September 2011 | 0  | 0  | 0    | 0    | 0   | 0  | 0     | 0.00   |
| August 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| July 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| June 2011   |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| May 2011  |   | 0              | 0  | 0  | 0    | 0    | 0   | 0  | 0.00  | 0.00   |
| April 2011  |   | 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   |   | 5              | 1  | 5  | 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 | 0.00  | 0.00   |
| OP-6A-5 Delayed Days for Non-Facility   | September 2011 | 0  | 0 | 0  | 0    | 0   | 0  | 0  | 0 | 0.00  | 0.00   |
| Reasons Enhanced Extended Loops - DS1   | August 2011    | 2  | 2 | 1  | 0    | 53  | 3  | 18 |   | -1.42 | (1.86) |
| Capable Parity                          | July 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | June 2011      | 3  | 2 | 2  | 0.71 | 58  | 8  | 7  |   | -1.05 | (1.64) |
|   | May 2011       | 2  | 2 | 1  | 0    | 120 | 11 | 11 |   | -1.51 | (1.92) |
|   | April 2011     | 1  | 1 | 1  | 0    | 191 | 7  | 27 |   | -1.71 | (2.04) |
|   | March 2011     | 1  | 1 | 1  | 0    | 86  | 11 | 8  |   | -0.68 | (1.41) |
|   | February 2011  | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | January 2011   | 1  | 1 | 1  | 0    | 87  | 8  | 11 |   | -0.75 | (1.46) |
|   | December 2010  | 5  | 2 | 3  | 0.71 | 110 | 8  | 14 |   | -1.00 | (1.61) |
|   | November 2010  | 15 | 3 | 5  | 4.58 | 91  | 20 | 5  |   | 0.24  | (0.77) |
|   | October 2010   | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| OP-6A-5 Delayed Days for Non-Facility   | September 2011 | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| Reasons LIS Trunk Parity                | August 2011    | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | June 2011      | 4  | 2 | 2  | 1.41 | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | April 2011     | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | March 2011     | 32 | 1 | 32 | 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  | 1 | 2  | 0    | 39  | 1  | 39 |   | 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   |
| OP-6A-5 Delayed Days for Non-Facility   | September 2011 | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| Reasons PBX Parity                      | August 2011    | 1  | 1 | 1  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | July 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | April 2011     | 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   |
| OP-6A-5 Delayed Days for Non-Facility   | September 2011 | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| Reasons Unbundled Loop - ADSL Qualified | August 2011    | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
| Parity                                  | July 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | June 2011      | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | May 2011       | 0  | 0 | 0  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | April 2011     | 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  | 2  | 2 | 1  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |
|   | October 2010   | 1  | 1 | 1  | 0    | 0   | 0  | 0  |   | 0.00  | 0.00   |



|   |                |    |    |    |      |     |    |       |        |        |
|---|----------------|----|----|----|------|-----|----|-------|--------|--------|
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop - DS1 Capable Parity | September 2011 | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | August 2011    | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | July 2011      | 2  | 2  | 1  | 0    | 87  | 9  | 10    | -1.70  | (2.03) |
|   | June 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | May 2011       | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | April 2011     | 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   |        |
| OP-6A-5 Delayed Days for Non-Facility Reasons Unbundled Loop Analog Parity        | September 2011 | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | August 2011    | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | July 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | June 2011      | 12 | 2  | 6  | 0    | 88  | 11 | 8     | -0.22  | (1.14) |
|   | May 2011       | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | April 2011     | 3  | 1  | 3  | 0    | 11  | 5  | 2     | 0.34   | (0.69) |
|   | March 2011     | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | February 2011  | 6  | 6  | 1  | 0    | 30  | 16 | 2     | -0.80  | (1.49) |
|   | January 2011   | 12 | 12 | 1  | 0    | 143 | 24 | 6     | -1.08  | (1.66) |
|   | December 2010  | 5  | 3  | 2  | 1.15 | 44  | 20 | 2     | -0.36  | (1.22) |
|   | November 2010  | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
| October 2010  | 1              | 1  | 1  | 0  | 30   | 10  | 3  | -0.38 | (1.23) |        |
| OP-6B-1 Delayed Days for Facility Reasons Business Parity                         | September 2011 | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | August 2011    | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | July 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | June 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | May 2011       | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | April 2011     | 14 | 1  | 14 | 0    | 162 | 17 | 10    | 0.49   | (0.71) |
|   | March 2011     | 4  | 1  | 4  | 0    | 181 | 22 | 8     | -0.53  | (1.32) |
|   | 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   |        |
| OP-6B-1 Delayed Days for Facility Reasons Residence Parity                        | September 2011 | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | August 2011    | 3  | 1  | 3  | 0    | 228 | 31 | 7     | -0.52  | (1.32) |
|   | July 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | June 2011      | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | May 2011       | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |
|   | April 2011     | 1  | 1  | 1  | 0    | 411 | 24 | 17    | -0.55  | (1.33) |
|   | 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   |        |
| OP-6B-4 Delayed Days for Facility Reasons   | September 2011 | 0  | 0  | 0  | 0    | 0   | 0  | 0     | 0.00   | 0.00   |

|   |                |     |    |    |       |     |    |      |       |        |      |
|---|----------------|-----|----|----|-------|-----|----|------|-------|--------|------|
| UDIT DS1 Parity                           | August 2011    | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0     | 0.00   | 0.00 |
|   | July 2011      | 8   | 2  | 4  | 0     | 8   | 1  | 8    | 0.00  | 0.00   |      |
|   | June 2011      | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | May 2011       | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | April 2011     | 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  |        |      |
| OP-6B-4 Delayed Days for Facility Reasons | September 2011 | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
| Unbundled Loop - 2 Wire Non-Loaded Parity | August 2011    | 1   | 1  | 1  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | July 2011      | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | June 2011      | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | May 2011       | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | April 2011     | 50  | 9  | 6  | 1.33  | 70  | 13 | 5    | 0.21  | (0.79) |      |
|   | March 2011     | 2   | 1  | 2  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | February 2011  | 5   | 2  | 3  | 2.12  | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | January 2011   | 12  | 1  | 12 | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | December 2010  | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | November 2010  | 15  | 2  | 8  | 6.36  | 0   | 0  | 0    | 0.00  | 0.00   |      |
| October 2010                              | 0              | 0   | 0  | 0  | 0     | 0   | 0  | 0.00 | 0.00  |        |      |
| OP-6B-4 Delayed Days for Facility Reasons | September 2011 | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
| Unbundled Loop - ADSL Qualified Parity    | August 2011    | 5   | 2  | 3  | 2.12  | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | July 2011      | 32  | 2  | 16 | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | June 2011      | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | May 2011       | 21  | 5  | 4  | 0.84  | 6   | 1  | 6    | 0.00  | 0.00   |      |
|   | April 2011     | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | March 2011     | 88  | 4  | 22 | 21.94 | 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  | 114 | 4  | 29 | 22.53 | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | November 2010  | 14  | 3  | 5  | 2.52  | 0   | 0  | 0    | 0.00  | 0.00   |      |
| October 2010                              | 8              | 2   | 4  | 0  | 0     | 0   | 0  | 0.00 | 0.00  |        |      |
| OP-6B-4 Delayed Days for Facility Reasons | September 2011 | 9   | 4  | 2  | 1.26  | 22  | 3  | 7    | -1.48 | (1.90) |      |
| Unbundled Loop - DS1 Capable Parity       | August 2011    | 4   | 2  | 2  | 0     | 54  | 1  | 54   | 0.00  | 0.00   |      |
|   | July 2011      | 74  | 4  | 19 | 28.38 | 8   | 1  | 8    | 0.00  | 0.00   |      |
|   | June 2011      | 2   | 2  | 1  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | May 2011       | 16  | 1  | 16 | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | April 2011     | 35  | 7  | 5  | 6.35  | 5   | 1  | 5    | 0.00  | 0.00   |      |
|   | March 2011     | 11  | 3  | 4  | 2.89  | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | February 2011  | 3   | 2  | 2  | 0.71  | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | January 2011   | 0   | 0  | 0  | 0     | 0   | 0  | 0    | 0.00  | 0.00   |      |
|   | December 2010  | 6   | 5  | 1  | 0.45  | 20  | 1  | 20   | 0.00  | 0.00   |      |
|   | November 2010  | 84  | 3  | 28 | 45.03 | 38  | 2  | 19   | 0.70  | (0.88) |      |
| October 2010                              | 10             | 5   | 2  | 0  | 0     | 0   | 0  | 0.00 | 0.00  |        |      |
| OP-6B-4 Delayed Days for Facility Reasons | September 2011 | 69  | 16 | 4  | 2.98  | 306 | 36 | 9    | -1.33 | (1.81) |      |
| Unbundled Loop Analog Parity              | August 2011    | 99  | 12 | 8  | 4.2   | 298 | 37 | 8    | 0.07  | (0.89) |      |

|  |                |    |    |    |       |     |    |    |       |        |
|--|----------------|----|----|----|-------|-----|----|----|-------|--------|
|  | July 2011      | 14 | 4  | 4  | 0.58  | 355 | 32 | 11 | -0.64 | (1.39) |
|  | June 2011      | 20 | 4  | 5  | 0     | 480 | 37 | 13 | -0.90 | (1.55) |
|  | May 2011       | 16 | 4  | 4  | 0     | 194 | 36 | 5  | -0.43 | (1.26) |
|  | April 2011     | 85 | 3  | 28 | 47.34 | 573 | 41 | 14 | 1.05  | (0.42) |
|  | March 2011     | 76 | 13 | 6  | 4.02  | 491 | 53 | 9  | -1.08 | (1.66) |
|  | February 2011  | 18 | 6  | 3  | 0     | 348 | 47 | 7  | -1.13 | (1.69) |
|  | January 2011   | 81 | 16 | 5  | 8.01  | 329 | 30 | 11 | -1.00 | (1.61) |
|  | December 2010  | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 42 | 12 | 4  | 1.17  | 211 | 33 | 6  | -1.08 | (1.66) |
|  | October 2010   | 64 | 17 | 4  | 3.6   | 420 | 33 | 13 | -2.68 | (2.63) |
| OP-6B-5 Delayed Days for Facility Reasons        | September 2011 | 2  | 1  | 2  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| Enhanced Extended Loops - DS1 Capable Diagnostic | August 2011    | 7  | 2  | 4  | 3.54  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2011      | 9  | 2  | 5  | 3.54  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2011       | 5  | 2  | 3  | 2.12  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2011     | 12 | 2  | 6  | 1.41  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | March 2011     | 10 | 3  | 3  | 0.58  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | February 2011  | 2  | 1  | 2  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | January 2011   | 14 | 4  | 4  | 1     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | December 2010  | 12 | 3  | 4  | 2.65  | 0   | 0  | 0  | 0.00  | 0.00   |
|  | November 2010  | 4  | 1  | 4  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | October 2010   | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| OP-6B-5 Delayed Days for Facility Reasons        | September 2011 | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| Unbundled Loop - 2 Wire Non-Loaded Parity        | August 2011    | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2011       | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2011     | 29 | 1  | 29 | 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   |
| OP-6B-5 Delayed Days for Facility Reasons        | September 2011 | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| Unbundled Loop - ADSL Qualified Parity           | August 2011    | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | June 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | May 2011       | 62 | 1  | 62 | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | April 2011     | 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  | 4  | 2  | 2  | 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   |
| OP-6B-5 Delayed Days for Facility Reasons        | September 2011 | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
| Unbundled Loop - DS1 Capable Parity              | August 2011    | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |
|  | July 2011      | 0  | 0  | 0  | 0     | 0   | 0  | 0  | 0.00  | 0.00   |

|   |                |            |     |       |             |    |   |       |       |        |
|---|----------------|------------|-----|-------|-------------|----|---|-------|-------|--------|
|   | June 2011      | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | May 2011       | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | April 2011     | 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   | 91         | 1   | 91    | 0           | 21 | 1 | 21    | 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   |
| OP-6B-5 Delayed Days for Facility Reasons<br>Unbundled Loop Analog Parity                             | September 2011 | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | August 2011    | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | July 2011      | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | June 2011      | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | May 2011       | 2          | 1   | 2     | 0           | 40 | 8 | 5     | -0.49 | (1.29) |
|   | April 2011     | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
|   | March 2011     | 15         | 5   | 3     | 0           | 39 | 8 | 5     | -0.57 | (1.35) |
|   | 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  | 4          | 2   | 2     | 0           | 65 | 6 | 11    | -1.17 | (1.71) |
|   | October 2010   | 0          | 0   | 0     | 0           | 0  | 0 | 0     | 0.00  | 0.00   |
| OP-7 OP-7 - Coordinated Hot Cut" Interval -<br>Unbundled Loops" Unbundled Loop - Analog<br>Diagnostic | September 2011 | 0.18263889 | 118 | 00:02 | 0.000694444 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 1.13333333 | 377 | 00:04 | 0.004166667 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 0.4875     | 305 | 00:02 | 0.002777778 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0.59375    | 329 | 00:03 | 0.002083333 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0.69652778 | 347 | 00:03 | 0.002777778 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0.62708333 | 226 | 00:04 | 0.004861111 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | March 2011     | 0.75069444 | 275 | 00:04 | 0.005555556 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0.74097222 | 324 | 00:03 | 0.005555556 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 1.68680556 | 472 | 00:05 | 0.025       | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 3.06180556 | 819 | 00:05 | 0.005555556 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 1.42152778 | 471 | 00:04 | 0.004861111 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 1.21180556 | 590 | 00:03 | 0.004166667 | 0  | 0 | 00:00 | 0.00  | 0.00   |
| OP-7 OP-7 - Coordinated Hot Cut" Interval -<br>Unbundled Loops" Unbundled Loop Other<br>Diagnostic    | September 2011 | 0          | 0   | 00:00 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | August 2011    | 0.12638889 | 4   | 00:45 | 0.009027778 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | July 2011      | 1.0875     | 31  | 00:51 | 0.009027778 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | June 2011      | 0          | 20  | 00:00 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | May 2011       | 0.00763889 | 1   | 00:11 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | April 2011     | 0          | 0   | 00:00 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | March 2011     | 0.07361111 | 2   | 00:53 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | February 2011  | 0.81944444 | 22  | 00:54 | 0           | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | January 2011   | 0.68055556 | 18  | 00:54 | 0.000694444 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | December 2010  | 0.3125     | 10  | 00:45 | 0.009722222 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | November 2010  | 0.07152778 | 4   | 00:26 | 0.008333333 | 0  | 0 | 00:00 | 0.00  | 0.00   |
|   | October 2010   | 0.15902778 | 10  | 00:23 | 0.002083333 | 0  | 0 | 00:00 | 0.00  | 0.00   |
| OP-8B Number Portability Timeliness LNP<br>Benchmark 0.95   | September 2011 | 91         | 91  | 100%  | 0           | 0  | 0 | 0%    | 0.00  | (0.16) |
|   | August 2011    | 329        | 330 | 100%  | 0.055       | 0  | 0 | 0%    | 0.00  | (0.15) |
|   | July 2011      | 257        | 257 | 100%  | 0           | 0  | 0 | 0%    | 0.00  | (0.16) |
|   | June 2011      | 276        | 276 | 100%  | 0           | 0  | 0 | 0%    | 0.00  | (0.16) |

|   |                |      |      |      |        |      |       |     |       |        |
|---|----------------|------|------|------|--------|------|-------|-----|-------|--------|
|   | May 2011       | 291  | 294  | 99%  | 0.1005 | 0    | 0     | 0%  | 0.00  | (0.13) |
|   | April 2011     | 209  | 209  | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | March 2011     | 239  | 239  | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | February 2011  | 288  | 288  | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | January 2011   | 396  | 396  | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | December 2010  | 782  | 786  | 99%  | 0.0712 | 0    | 0     | 0%  | 0.00  | (0.14) |
|   | November 2010  | 471  | 471  | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | October 2010   | 527  | 528  | 100% | 0.0435 | 0    | 0     | 0%  | 0.00  | (0.15) |
| OP-8C Percentage of LNP Triggers Set<br>Prior to the Frame Due Time LNP<br>Benchmark 0.95 | September 2011 | 6647 | 6647 | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | August 2011    | 7012 | 7012 | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | July 2011      | 5007 | 5008 | 100% | 0.0141 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | June 2011      | 4817 | 4819 | 100% | 0.0204 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | May 2011       | 5796 | 5799 | 100% | 0.0227 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | April 2011     | 5432 | 5432 | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | March 2011     | 5239 | 5243 | 100% | 0.0276 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | February 2011  | 6214 | 6215 | 100% | 0.0127 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | January 2011   | 6915 | 6916 | 100% | 0.012  | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | December 2010  | 7139 | 7140 | 100% | 0.0118 | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | November 2010  | 6988 | 6988 | 100% | 0      | 0    | 0     | 0%  | 0.00  | (0.16) |
|   | October 2010   | 8028 | 8031 | 100% | 0.0193 | 0    | 0     | 0%  | 0.00  | (0.16) |
| OS-1 Speed of Answer - Operator Services<br>Parity by Design                              | September 2011 | 0    | 0    | :00  | 0      | 7.61 | 1     | :24 | 0.00  | 0.00   |
|   | August 2011    | 0    | 0    | :00  | 0      | 7.27 | 1     | :48 | 0.00  | 0.00   |
|   | July 2011      | 0    | 0    | :00  | 0      | 7.07 | 1     | :48 | 0.00  | 0.00   |
|   | June 2011      | 0    | 0    | :00  | 0      | 7.19 | 1     | :36 | 0.00  | 0.00   |
|   | May 2011       | 0    | 0    | :00  | 0      | 7.47 | 1     | :48 | 0.00  | 0.00   |
|   | April 2011     | 0    | 0    | :00  | 0      | 7.2  | 1     | :00 | 0.00  | 0.00   |
|   | March 2011     | 0    | 0    | :00  | 0      | 6.86 | 1     | :24 | 0.00  | 0.00   |
|   | February 2011  | 0    | 0    | :00  | 0      | 7.01 | 1     | :24 | 0.00  | 0.00   |
|   | January 2011   | 0    | 0    | :00  | 0      | 7    | 1     | :00 | 0.00  | 0.00   |
|   | December 2010  | 0    | 0    | :00  | 0      | 7.08 | 1     | :12 | 0.00  | 0.00   |
|   | November 2010  | 0    | 0    | :00  | 0      | 6.7  | 1     | :00 | 0.00  | 0.00   |
|   | October 2010   | 0    | 0    | :00  | 0      | 7.03 | 1     | :12 | 0.00  | 0.00   |
| PO-15 Number of Due Date Changes per<br>Order All Parity                                  | September 2011 | 92   | 1557 | 0    | 0.25   | 237  | 20547 | 0   | 16.07 | 8.77   |
|   | August 2011    | 130  | 1964 | 0    | 0.26   | 263  | 23029 | 0   | 20.55 | 11.49  |
|   | July 2011      | 91   | 1801 | 0    | 0.24   | 205  | 19747 | 0   | 14.77 | 7.98   |
|   | June 2011      | 117  | 1808 | 0    | 0.25   | 275  | 20329 | 0   | 16.85 | 9.25   |
|   | May 2011       | 99   | 2099 | 0    | 0.22   | 324  | 24344 | 0   | 11.73 | 6.13   |
|   | April 2011     | 91   | 1536 | 0    | 0.25   | 254  | 20025 | 0   | 14.03 | 7.53   |
|   | March 2011     | 110  | 1594 | 0    | 0.26   | 324  | 21184 | 0   | 15.26 | 8.28   |
|   | February 2011  | 67   | 1713 | 0    | 0.2    | 275  | 20862 | 0   | 7.65  | 3.65   |
|   | January 2011   | 139  | 1858 | 0    | 0.27   | 296  | 21353 | 0   | 18.65 | 10.34  |
|   | December 2010  | 133  | 2200 | 0    | 0.25   | 286  | 21914 | 0   | 16.48 | 9.02   |
|   | November 2010  | 100  | 2041 | 0    | 0.23   | 349  | 23792 | 0   | 11.34 | 5.89   |
|   | October 2010   | 135  | 2075 | 0    | 0.26   | 239  | 22622 | 0   | 21.57 | 12.11  |
| PO-16 Timely Release Notifications<br>Benchmark 0.925                                     | September 2011 | 2    | 2    | 100% | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|   | August 2011    | 2    | 2    | 100% | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|   | July 2011      | 2    | 2    | 100% | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|   | June 2011      | 0    | 0    | 100% | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |
|   | May 2011       | 5    | 5    | 100% | 0      | 0    | 0     | 0%  | 0.00  | 0.00   |

|                                     |                |     |     |      |   |   |   |    |      |      |
|-------------------------------------|----------------|-----|-----|------|---|---|---|----|------|------|
|                                     | April 2011     | 6   | 6   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | March 2011     | 4   | 4   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | February 2011  | 3   | 3   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | January 2011   | 0   | 0   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | December 2010  | 2   | 2   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | November 2010  | 3   | 3   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | October 2010   | 1   | 1   | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19B Stand-Alone Test Environment | September 2011 | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| (SATE) Accuracy IMA_SATE_XML        | August 2011    | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Benchmark 0.95                      | July 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | June 2011      | 160 | 168 | 95%  | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | May 2011       | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | April 2011     | 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 |
| PO-19X Stand-Alone Test Environment | September 2011 | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| (SATE) Accuracy XML IMA_SATE_XML    | August 2011    | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Diagnostic                          | July 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | June 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | May 2011       | 936 | 941 | 99%  | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | April 2011     | 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  | 919 | 933 | 99%  | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | October 2010   | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment | September 2011 | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| (SATE) Accuracy XML Rel. 27.0       | August 2011    | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Diagnostic                          | July 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | June 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | May 2011       | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | April 2011     | 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  | 294 | 294 | 100% | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | October 2010   | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| PO-19X Stand-Alone Test Environment | September 2011 | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| (SATE) Accuracy XML Rel. 28.0       | August 2011    | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
| Diagnostic                          | July 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | June 2011      | 0   | 0   | 0%   | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | May 2011       | 289 | 294 | 98%  | 0 | 0 | 0 | 0% | 0.00 | 0.00 |
|                                     | April 2011     | 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  | 291     | 292  | 100% | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | October 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           | September 2011 | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | July 2011      | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | June 2011      | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | May 2011       | 293     | 293  | 100% | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | April 2011     | 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  | 292     | 292  | 100% | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | October 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       | September 2011 | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | July 2011      | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | June 2011      | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | May 2011       | 61      | 61   | 100% | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | April 2011     | 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  | 61      | 61   | 100% | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
|   | October 2010   | 0       | 0    | 0%   | 0    | 0 | 0   | 0%   | 0.00 | 0.00 |
| PO-1A-1 Total Pre-Order Response Times<br>(Appt. Scheduler) IMA Aggregate<br>Benchmark 10 | September 2011 | 6223.14 | 3143 | :12  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | July 2011      | 5697.18 | 3063 | :24  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | June 2011      | 5565.75 | 2715 | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | May 2011       | 5865.15 | 3205 | :12  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | April 2011     | 5650.64 | 3071 | :36  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | March 2011     | 5922.4  | 3365 | :24  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | February 2011  | 5783.4  | 3213 | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | January 2011   | 5862.65 | 3169 | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | December 2010  | 5794.98 | 3274 | :48  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | November 2010  | 5821.45 | 3365 | :12  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | October 2010   | 5782.59 | 3267 | :48  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
| PO-1A-1(a) Pre-Order Response Times<br>(Appt. Scheduler) IMA Request Diagnostic           | September 2011 | 314.3   | 3143 | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | July 2011      | 336.93  | 3063 | :24  | 0.01 | 0 | 0   | :00  | 0.00 | 0.00 |
|   | June 2011      | 271.5   | 2715 | :00  | 0.01 | 0 | 0   | :00  | 0.00 | 0.00 |
|   | May 2011       | 352.55  | 3205 | :24  | 0.07 | 0 | 0   | :00  | 0.00 | 0.00 |
|   | April 2011     | 337.81  | 3071 | :24  | 0.06 | 0 | 0   | :00  | 0.00 | 0.00 |
| March 2011  | 336.5          | 3365    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |      |

|   |                |         |      |     |      |   |   |     |      |      |
|---|----------------|---------|------|-----|------|---|---|-----|------|------|
|   | February 2011  | 353.43  | 3213 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 316.9   | 3169 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 327.4   | 3274 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 302.85  | 3365 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 359.37  | 3267 | :24 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-1(b,c) Pre-Order Response Times (Appt. Scheduler) IMA Response/Accept Diagnostic  | September 2011 | 5908.84 | 3143 | :12 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2011      | 5360.25 | 3063 | :00 | 0.5  | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2011      | 5294.25 | 2715 | :00 | 0.27 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2011       | 5512.6  | 3205 | :48 | 0.45 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2011     | 5312.83 | 3071 | :12 | 0.46 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | March 2011     | 5585.9  | 3365 | :24 | 0.41 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 5429.97 | 3213 | :36 | 0.55 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 5545.75 | 3169 | :00 | 0.56 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 5467.58 | 3274 | :48 | 0.71 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 5518.6  | 3365 | :36 | 0.61 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 5423.22 | 3267 | :24 | 0.5  | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10 Total Pre-Order Response Times (Meet Point Inquiry) IMA Aggregate Benchmark 30 | September 2011 | 2753.73 | 719  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2011      | 2382.07 | 641  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2011      | 1817.78 | 586  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2011       | 2171.57 | 735  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2011     | 1973.88 | 671  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | March 2011     | 2301.52 | 770  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 2075.43 | 699  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 2263.34 | 737  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 2186.69 | 759  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 2552.43 | 749  | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 1970.44 | 723  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(a) Pre-Order Response Times (Meet Point Inquiry) IMA Request Diagnostic        | September 2011 | 72.25   | 719  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2011      | 65.16   | 641  | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2011      | 59.69   | 586  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2011       | 76.63   | 735  | :00 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2011     | 67.49   | 671  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | March 2011     | 77.41   | 770  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 70.4    | 699  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | January 2011   | 74.11   | 737  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | December 2010  | 76.25   | 759  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | November 2010  | 67.2    | 749  | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | October 2010   | 72.72   | 723  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-10(b) Pre-Order Response Times (Meet Point Inquiry) IMA Response Diagnostic       | September 2011 | 2681.48 | 719  | :12 | 1.62 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|   | July 2011      | 2316.91 | 641  | :24 | 0.79 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | June 2011      | 1758.09 | 586  | :00 | 0.57 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | May 2011       | 2094.94 | 735  | :00 | 0.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | April 2011     | 1906.39 | 671  | :36 | 0.65 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | March 2011     | 2224.11 | 770  | :36 | 0.69 | 0 | 0 | :00 | 0.00 | 0.00 |
|   | February 2011  | 2005.03 | 699  | :48 | 0.67 | 0 | 0 | :00 | 0.00 | 0.00 |



|  |  |                |          |      |      |      |   |     |      |      |
|--|--|----------------|----------|------|------|------|---|-----|------|------|
|  | January 2011   | 2189.23        | 737      | :48  | 0.78 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 2110.44        | 759      | :12  | 1.74 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 2485.23        | 749      | :48  | 0.77 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 1897.72        | 723      | :48  | 0.82 | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2 Total Pre-Order Response Times (Service Availability) IMA Aggregate Benchmark 25 | September 2011   | 26105.25       | 5532     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011  | 35958.52       | 5414     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011  | 28973.95       | 5104     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011   | 38574.15       | 5882     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011   | 40444.81       | 5391     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011   | 47332.32       | 6041     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 36031.27       | 5737     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 52130.06       | 5854     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 51985.73       | 6205     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 43316.87       | 6126     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 30719.69       | 6148     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-2(a) Pre-Order Response Times (Service Availability) IMA Request Diagnostic  | September 2011 | 844.09   | 5532 | :00  | 0    | 0 | 0   | :00  | 0.00 |
| August 2011  |  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |  | 878.77         | 5414     | :24  | 0.03 | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |  | 518.64         | 5104     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |  | 943.54         | 5882     | :24  | 0.03 | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |  | 861.95         | 5391     | :24  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |  | 963.4          | 6041     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |  | 803.88         | 5737     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |  | 823.27         | 5854     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010  |  | 882.14         | 6205     | :36  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010  |  | 842.87         | 6126     | :36  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| October 2010   |  | 869.15         | 6148     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-2(b) Pre-Order Response Times (Service Availability) IMA Response Diagnostic       |  | September 2011 | 25261.16 | 5532 | :48  | 3.48 | 0 | 0   | :00  | 0.00 |
|  | August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011  | 35079.75       | 5414     | :12  | 3.54 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011  | 28455.31       | 5104     | :12  | 5.95 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011   | 37630.61       | 5882     | :00  | 3.7  | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011   | 39582.86       | 5391     | :36  | 4.24 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011   | 46368.92       | 6041     | :12  | 4.31 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 35227.39       | 5737     | :36  | 4.7  | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 51306.79       | 5854     | :24  | 7.17 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 51103.59       | 6205     | :36  | 6.93 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 42474          | 6126     | :12  | 4.07 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 29850.54       | 6148     | :24  | 4.59 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-3 Total Pre-Order Response Times (Facility Check) IMA Aggregate Benchmark 25 | September 2011 | 5705.84  | 1288 | :12  | 0    | 0 | 0   | :00  | 0.00 |
| August 2011  |  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |  | 5493.18        | 1218     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |  | 5233.92        | 1128     | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |  | 5910.45        | 1299     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |  | 5731.94        | 1238     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |  | 6233.08        | 1379     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |  | 6349.84        | 1334     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |  | 6232.2         | 1326     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |

|  |   |                |          |      |      |      |   |     |      |      |
|--|---|----------------|----------|------|------|------|---|-----|------|------|
|  | December 2010   | 6584.58        | 1413     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010   | 5361.8         | 1411     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010  | 5974.32        | 1364     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-3(a) Pre-Order Response Times<br>(Facility Check) IMA Request Diagnostic               | September 2011  | 128.8          | 1288     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | August 2011   | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011   | 121.8          | 1218     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011   | 112.8          | 1128     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011  | 129.9          | 1299     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011  | 123.8          | 1238     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011  | 137.9          | 1379     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011   | 133.4          | 1334     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011  | 132.6          | 1326     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010   | 141.3          | 1413     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010   | 126.99         | 1411     | :36  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010  | 136.4          | 1364     | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-3(b) Pre-Order Response Times<br>(Facility Check) IMA Response Diagnostic       | September 2011 | 5577.04  | 1288 | :12  | 2.58 | 0 | 0   | :00  | 0.00 |
| August 2011  |   | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |   | 5371.38        | 1218     | :24  | 2.17 | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |   | 5121.12        | 1128     | :36  | 1.37 | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |   | 5780.55        | 1299     | :00  | 1.75 | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |   | 5608.14        | 1238     | :12  | 1.7  | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |   | 6095.18        | 1379     | :48  | 1.67 | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |   | 6216.44        | 1334     | :24  | 2.07 | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |   | 6099.6         | 1326     | :00  | 1.75 | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010  |   | 6443.28        | 1413     | :24  | 1.98 | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010  |   | 5234.81        | 1411     | :24  | 1.57 | 0    | 0 | :00 | 0.00 | 0.00 |
| October 2010   |   | 5837.92        | 1364     | :12  | 1.58 | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4 Total Pre-Order Response Times<br>(Address Validation) IMA Aggregate<br>Benchmark 10 |   | September 2011 | 23615.31 | 8132 | :00  | 0    | 0 | 0   | :00  | 0.00 |
|  | August 2011   | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011   | 27023.79       | 8308     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011   | 28197.62       | 8047     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011  | 28706.99       | 9034     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011  | 26765.85       | 8346     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011  | 29703.34       | 9268     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011   | 29872.95       | 8899     | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011  | 32008.77       | 9077     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010   | 33319.22       | 9583     | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010   | 28006.38       | 9283     | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010  | 32326.29       | 9361     | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-4(a) Pre-Order Response Times<br>(Address Validation) IMA Request<br>Diagnostic | September 2011 | 1564.91  | 8132 | :36  | 0.02 | 0 | 0   | :00  | 0.00 |
| August 2011  |   | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |   | 1842.25        | 8308     | :48  | 0.11 | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |   | 1769.39        | 8047     | :48  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |   | 1946.48        | 9034     | :48  | 0.06 | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |   | 1778.38        | 8346     | :24  | 0.06 | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |   | 1979.54        | 9268     | :24  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |   | 1955.07        | 8899     | :48  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |   | 2001.47        | 9077     | :48  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010  |   | 2143.43        | 9583     | :48  | 0.03 | 0    | 0 | :00 | 0.00 | 0.00 |

|  |  |                |         |      |      |      |   |     |      |      |
|--|--|----------------|---------|------|------|------|---|-----|------|------|
|  | November 2010  | 1865.14        | 9283    | :00  | 0.04 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 2072.65        | 9361    | :48  | 0.02 | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-4(b) Pre-Order Response Times<br>(Address Validation) IMA Response<br>Diagnostic | September 2011   | 22050.4        | 8132    | :24  | 1.32 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | August 2011  | 0              | 0       | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011  | 25181.54       | 8308    | :12  | 0.87 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011  | 26428.23       | 8047    | :12  | 0.9  | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011   | 26760.51       | 9034    | :24  | 0.98 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011   | 24987.47       | 8346    | :36  | 1.04 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011   | 27723.8        | 9268    | :36  | 1.05 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 27917.88       | 8899    | :36  | 1.17 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 30007.3        | 9077    | :24  | 1.23 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 31175.79       | 9583    | :00  | 1.12 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 26141.24       | 9283    | :48  | 0.95 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 30253.64       | 9361    | :12  | 0.85 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-5 Total Pre-Order Response Times<br>(Get CSR) IMA Aggregate Benchmark 12.5 | September 2011 | 3772.22 | 1150 | :12  | 0    | 0 | 0   | :00  | 0.00 |
| August 2011  |  | 0              | 0       | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |  | 3398.8         | 1135    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |  | 4405.2         | 1164    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |  | 3550.27        | 1312    | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |  | 3420.27        | 1243    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |  | 3730.1         | 1361    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |  | 4252.14        | 1303    | :24  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |  | 4042.59        | 1330    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010  |  | 3772.22        | 1442    | :48  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010  |  | 3746.78        | 1441    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| October 2010   |  | 3971.82        | 1368    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| PO-1A-5(a) Pre-Order Response Times<br>(Get CSR) IMA Request Diagnostic                |  | September 2011 | 105.92  | 1150 | :36  | 0    | 0 | 0   | :00  | 0.00 |
|  | August 2011  | 0              | 0       | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | July 2011  | 109.45         | 1135    | :00  | 0.05 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | June 2011  | 119.31         | 1164    | :00  | 0.01 | 0    | 0 | :00 | 0.00 | 0.00 |
|  | May 2011   | 121.7          | 1312    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | April 2011   | 115.22         | 1243    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | March 2011   | 125.68         | 1361    | :36  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 133.15         | 1303    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 135.88         | 1330    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 147.34         | 1442    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 118.46         | 1441    | :12  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 139.99         | 1368    | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
|  | PO-1A-5(b) Pre-Order Response Times<br>(Get CSR) IMA Response Diagnostic         | September 2011 | 3666.3  | 1150 | :36  | 7.04 | 0 | 0   | :00  | 0.00 |
| August 2011  |  | 0              | 0       | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |
| July 2011  |  | 3289.35        | 1135    | :00  | 5.59 | 0    | 0 | :00 | 0.00 | 0.00 |
| June 2011  |  | 4285.89        | 1164    | :12  | 6.11 | 0    | 0 | :00 | 0.00 | 0.00 |
| May 2011   |  | 3428.57        | 1312    | :24  | 5.52 | 0    | 0 | :00 | 0.00 | 0.00 |
| April 2011   |  | 3305.05        | 1243    | :24  | 6.65 | 0    | 0 | :00 | 0.00 | 0.00 |
| March 2011   |  | 3604.42        | 1361    | :00  | 6.78 | 0    | 0 | :00 | 0.00 | 0.00 |
| February 2011  |  | 4118.99        | 1303    | :24  | 6.38 | 0    | 0 | :00 | 0.00 | 0.00 |
| January 2011   |  | 3906.71        | 1330    | :36  | 6.44 | 0    | 0 | :00 | 0.00 | 0.00 |
| December 2010  |  | 3624.88        | 1442    | :24  | 5.36 | 0    | 0 | :00 | 0.00 | 0.00 |
| November 2010  |  | 3628.32        | 1441    | :48  | 5.79 | 0    | 0 | :00 | 0.00 | 0.00 |

|  |                |         |      |     |      |   |   |     |      |      |
|--|----------------|---------|------|-----|------|---|---|-----|------|------|
|  | October 2010   | 3831.83 | 1368 | :00 | 6.54 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6 Total Pre-Order Response Times (TN Reservation) IMA Aggregate Benchmark 10 | September 2011 | 7220.45 | 2043 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 5979.42 | 1869 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 5229.76 | 1775 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 5977.04 | 2143 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 5510.08 | 1932 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 6248.82 | 2208 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 6109.3  | 2107 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 6050.54 | 2102 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 5958.48 | 2209 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 6252.66 | 2223 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 5592.64 | 2149 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(a) Pre-Order Response Times (TN Reservation) IMA Request Diagnostic        | September 2011 | 207.68  | 2043 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 193.66  | 1869 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 178.67  | 1775 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 217.55  | 2143 | :00 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 195.55  | 1932 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 224.01  | 2208 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 212.62  | 2107 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 212.65  | 2102 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 223.61  | 2209 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 201.02  | 2223 | :36 | 0.01 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 217.89  | 2149 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(b) Pre-Order Response Times (TN Reservation) IMA Response Diagnostic       | September 2011 | 6007.17 | 2043 | :36 | 0.88 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 4959.36 | 1869 | :00 | 0.74 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 3997.27 | 1775 | :00 | 0.61 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 4927.74 | 2143 | :00 | 0.68 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 4562.47 | 1932 | :24 | 0.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 5168.52 | 2208 | :36 | 0.77 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 5078.97 | 2107 | :24 | 1.11 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 4998.37 | 2102 | :12 | 0.9  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 4883.07 | 2209 | :24 | 0.72 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 5144.2  | 2223 | :24 | 0.92 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 4493.47 | 2149 | :36 | 0.65 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-6(c) Pre-Order Response Times (TN Reservation) IMA Accept Diagnostic         | September 2011 | 1005.6  | 2043 | :36 | 0.3  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0       | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 826.4   | 1869 | :36 | 0.22 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 1053.82 | 1775 | :36 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 831.75  | 2143 | :36 | 0.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 752.06  | 1932 | :36 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 856.29  | 2208 | :36 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 817.71  | 2107 | :36 | 0.09 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 839.52  | 2102 | :00 | 0.14 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 851.8   | 2209 | :36 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 907.44  | 2223 | :24 | 0.33 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 881.28  | 2149 | :24 | 0.15 | 0 | 0 | :00 | 0.00 | 0.00 |

|  |                |          |      |     |      |   |   |     |      |      |
|--|----------------|----------|------|-----|------|---|---|-----|------|------|
| PO-1A-7 Total Pre-Order Response Times<br>(Loop Qualification Tools) IMA Aggregate<br>Benchmark 20       | September 2011 | 13390.93 | 1512 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 12301.03 | 1548 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 54642.4  | 6893 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 13331.05 | 1677 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 12244.8  | 1518 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 13572.41 | 1723 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 14658.57 | 1702 | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 14896.31 | 1864 | :36 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 17098.51 | 2059 | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 14136.58 | 1832 | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 16186.25 | 2004 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(a) Pre-Order Response Times<br>(Loop Qualification Tools) IMA Request<br>Diagnostic              | September 2011 | 188.95   | 1512 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 228.7    | 1548 | :00 | 0.1  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 1092.65  | 6893 | :24 | 0.05 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 243.86   | 1677 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 220.19   | 1518 | :00 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 251.72   | 1723 | :00 | 0.07 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 265.92   | 1702 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 292.32   | 1864 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 326.33   | 2059 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 210.94   | 1832 | :48 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 315.73   | 2004 | :24 | 0.06 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-7(b) Pre-Order Response Times<br>(Loop Qualification Tools) IMA Response<br>Diagnostic             | September 2011 | 13201.98 | 1512 | :12 | 6    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 12072.33 | 1548 | :00 | 6.21 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 53549.75 | 6893 | :48 | 4.81 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 13087.19 | 1677 | :00 | 6.54 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 12024.61 | 1518 | :48 | 5.88 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 13320.69 | 1723 | :12 | 6.72 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 14392.65 | 1702 | :24 | 8.08 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 14603.99 | 1864 | :12 | 7.57 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 16772.18 | 2059 | :00 | 8.4  | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 13925.64 | 1832 | :00 | 6.73 | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 15870.52 | 2004 | :48 | 8.09 | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9 Total Pre-Order Response Times<br>(Connecting Facility Assignment) IMA<br>Aggregate Benchmark 25 | September 2011 | 6478.18  | 948  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | August 2011    | 0        | 0    | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | July 2011      | 5592.08  | 867  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | June 2011      | 4642.72  | 826  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | May 2011       | 5885.93  | 960  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | April 2011     | 5616.26  | 921  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | March 2011     | 6509.58  | 1021 | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | February 2011  | 6441.51  | 957  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | January 2011   | 5876.09  | 917  | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | December 2010  | 4645.03  | 961  | :12 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | November 2010  | 6146.34  | 967  | :24 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
|  | October 2010   | 4997.37  | 948  | :48 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |
| PO-1A-9(a) Pre-Order Response Times  | September 2011 | 95.58    | 948  | :00 | 0    | 0 | 0 | :00 | 0.00 | 0.00 |

|  |                |          |      |      |      |   |     |      |      |      |
|--|----------------|----------|------|------|------|---|-----|------|------|------|
| (Connecting Facility Assignment) IMA Request Diagnostic                                      | August 2011    | 0        | 0    | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | July 2011      | 88.82    | 867  | :00  | 0.01 | 0 | 0   | :00  | 0.00 | 0.00 |
|  | June 2011      | 83.16    | 826  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | May 2011       | 97.13    | 960  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | April 2011     | 94.59    | 921  | :00  | 0.03 | 0 | 0   | :00  | 0.00 | 0.00 |
|  | March 2011     | 103.53   | 1021 | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | February 2011  | 96.95    | 957  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | January 2011   | 92.75    | 917  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | December 2010  | 97.44    | 961  | :00  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|  | November 2010  | 87.41    | 967  | :36  | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
| October 2010   | 96.41          | 948      | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1A-9(b) Pre-Order Response Times (Connecting Facility Assignment) IMA Response Diagnostic | September 2011 | 6382.6   | 948  | :12  | 5.29 | 0 | 0   | :00  | 0.00 | 0.00 |
| August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| July 2011  | 5503.26        | 867      | :00  | 3.89 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| June 2011  | 4559.56        | 826      | :48  | 5.9  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2011   | 5788.8         | 960      | :12  | 2.43 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2011   | 5521.67        | 921      | :00  | 1.37 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| March 2011   | 6406.05        | 1021     | :48  | 3.18 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| February 2011  | 6344.56        | 957      | :12  | 5.58 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| January 2011   | 5783.34        | 917      | :24  | 5.05 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010  | 4547.59        | 961      | :12  | 1.11 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010  | 6058.93        | 967      | :48  | 4.34 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010   | 4900.96        | 948      | :48  | 4.71 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1X-1 Pre-Order Response Times (Appt. Scheduler XML) XML Request/Response Benchmark 10     | September 2011 | 16388.35 | 4565 | :36  | 1.21 | 0 | 0   | :00  | 0.00 | 0.00 |
| August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| July 2011  | 15316.2        | 4572     | :00  | 3.86 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| June 2011  | 17772.73       | 3889     | :48  | 3.08 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2011   | 15320.02       | 4546     | :48  | 2.98 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2011   | 14465.24       | 4357     | :48  | 2.15 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| March 2011   | 14701.48       | 4682     | :36  | 1.49 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| February 2011  | 12938.24       | 4256     | :36  | 1.29 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| January 2011   | 12202.19       | 4081     | :36  | 2.61 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010  | 18091.15       | 4699     | :00  | 7.9  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010  | 14250.89       | 4553     | :12  | 0.89 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010   | 14631.15       | 4735     | :36  | 3.81 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1X-10 Pre-Order Response Times (Meet Point Inquiry XML) XML Request/Response Benchmark 30 | September 2011 | 3833.95  | 874  | :36  | 4.88 | 0 | 0   | :00  | 0.00 | 0.00 |
| August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |
| July 2011  | 3570.92        | 894      | :36  | 4.12 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| June 2011  | 2653.24        | 739      | :36  | 2.22 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2011   | 2722.54        | 856      | :12  | 3.79 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2011   | 2546.78        | 826      | :12  | 4.07 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| March 2011   | 2632.74        | 883      | :12  | 3.75 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| February 2011  | 2538.89        | 831      | :24  | 4.49 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| January 2011   | 2281.15        | 700      | :24  | 4.44 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010  | 2581.39        | 877      | :36  | 4.44 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010  | 3320.11        | 846      | :48  | 4.03 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010   | 2526.61        | 895      | :48  | 2.89 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1X-2 Pre-Order Response Times (Service Availability XML) XML                              | September 2011 | 32281.68 | 5419 | :24  | 3.5  | 0 | 0   | :00  | 0.00 | 0.00 |
| August 2011  | 0              | 0        | :00  | 0    | 0    | 0 | :00 | 0.00 | 0.00 |      |

|   |  |             |         |      |       |      |   |     |      |      |      |
|---|--|-------------|---------|------|-------|------|---|-----|------|------|------|
| Request/Response Benchmark 25   | July 2011  | 43989.27    | 5443    | :12  | 6.58  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | June 2011  | 35513.92    | 4915    | :12  | 7.18  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | May 2011   | 42828.25    | 5349    | :24  | 4.4   | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | April 2011   | 48116.74    | 5139    | :24  | 5.44  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | March 2011   | 52614.21    | 5531    | :24  | 4.97  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | February 2011  | 38199.07    | 5083    | :48  | 5.16  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | January 2011   | 42356.9     | 4703    | :24  | 7.37  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | December 2010  | 49876.03    | 5514    | :00  | 7.79  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | November 2010  | 46985.05    | 5338    | :00  | 3.95  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | October 2010   | 31859.14    | 5601    | :36  | 5.65  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | September 2011   | 8569.3      | 1279    | :00  | 8.64  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | PO-1X-3 Pre-Order Response Times (Facility Check XML) XML                          | August 2011 | 0       | 0    | :00   | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | Request/Response Benchmark 25  | July 2011   | 7535.42 | 1258 | :36   | 8.25 | 0 | 0   | :00  | 0.00 | 0.00 |
| June 2011   |  | 3238.5      | 635     | :00  | 5.24  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2011  |  | 8088.48     | 1233    | :24  | 9.83  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2011  |  | 6673.59     | 1177    | :48  | 7.89  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| March 2011  |  | 8306.76     | 1276    | :24  | 8.08  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| February 2011   |  | 9236.44     | 1156    | :36  | 9.64  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| January 2011  |  | 11113.63    | 1423    | :24  | 9.3   | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010   |  | 12895.76    | 1324    | :36  | 14.32 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010   |  | 7469.53     | 1247    | :36  | 7.64  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010  |  | 9103.86     | 1242    | :12  | 9.63  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| September 2011  |  | 19657.64    | 7789    | :48  | 1.62  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1X-4 Pre-Order Response Times (Address Validation XML) XML                           |  | August 2011 | 0       | 0    | :00   | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
| Request/Response Benchmark 10   |  | July 2011   | 17936.2 | 7825 | :36   | 3.39 | 0 | 0   | :00  | 0.00 | 0.00 |
|   | June 2011  | 21608.29    | 6209    | :12  | 6.62  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | May 2011   | 18365.75    | 7752    | :48  | 3.11  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | April 2011   | 16057.8     | 7406    | :48  | 1.31  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | March 2011   | 17071.36    | 7967    | :36  | 0.92  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | February 2011  | 16966.74    | 7303    | :48  | 1.24  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | January 2011   | 17223.78    | 6669    | :12  | 3.63  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | December 2010  | 22139.38    | 7962    | :12  | 4.95  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | November 2010  | 16812.25    | 7708    | :12  | 1.77  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | October 2010   | 21008.46    | 8048    | :24  | 4.34  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | September 2011   | 5755.94     | 1843    | :48  | 7.13  | 0    | 0 | :00 | 0.00 | 0.00 |      |
|   | PO-1X-5 Pre-Order Response Times (Get CSR XML) XML Request/Response Benchmark 12.5 | August 2011 | 0       | 0    | :00   | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
|   | Request/Response Benchmark 10  | July 2011   | 4805.56 | 1780 | :00   | 4.93 | 0 | 0   | :00  | 0.00 | 0.00 |
| June 2011   |  | 5420.92     | 1291    | :00  | 5.41  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| May 2011  |  | 6620.45     | 1897    | :36  | 7.3   | 0    | 0 | :00 | 0.00 | 0.00 |      |
| April 2011  |  | 4869.55     | 1854    | :12  | 5.6   | 0    | 0 | :00 | 0.00 | 0.00 |      |
| March 2011  |  | 5434.54     | 2000    | :48  | 6.27  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| February 2011   |  | 15411.83    | 1890    | :00  | 15.11 | 0    | 0 | :00 | 0.00 | 0.00 |      |
| January 2011  |  | 8112.69     | 1991    | :48  | 7.65  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| December 2010   |  | 5833.95     | 1894    | :12  | 6.56  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| November 2010   |  | 4485.19     | 1845    | :12  | 6.61  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| October 2010  |  | 6549.31     | 1816    | :24  | 6.43  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| September 2011  |  | 11437.53    | 3763    | :36  | 1.19  | 0    | 0 | :00 | 0.00 | 0.00 |      |
| PO-1X-6 Pre-Order Response Times (TN Reservation XML) XML Request/Response Benchmark 10 |  | August 2011 | 0       | 0    | :00   | 0    | 0 | 0   | :00  | 0.00 | 0.00 |
| July 2011   |  | 10552.19    | 3742    | :48  | 3.08  | 0    | 0 | :00 | 0.00 | 0.00 |      |

|   |                |          |      |      |        |   |   |     |      |        |
|---|----------------|----------|------|------|--------|---|---|-----|------|--------|
|   | June 2011      | 7956.96  | 3108 | :24  | 5.33   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | May 2011       | 8631.48  | 3779 | :12  | 0.91   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | April 2011     | 8140.11  | 3576 | :12  | 0.84   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | March 2011     | 8640.33  | 3857 | :36  | 0.95   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | February 2011  | 8278.5   | 3541 | :36  | 1.17   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | January 2011   | 9668.48  | 3958 | :36  | 1.54   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | December 2010  | 8219.89  | 3851 | :12  | 1.68   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | November 2010  | 9472.8   | 3742 | :12  | 2.48   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | October 2010   | 8463     | 3841 | :00  | 3.89   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | September 2011 | 52527.5  | 3777 | :24  | 6.22   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | August 2011    | 0        | 0    | :00  | 0      | 0 | 0 | :00 | 0.00 | 0.00   |
| PO-1X-7 Pre-Order Response Times (Loop Qualification Tools XML) XML Request/Response Benchmark 20       | July 2011      | 41328.29 | 3825 | :00  | 6.61   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | June 2011      | 19115    | 1876 | :36  | 8.52   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | May 2011       | 40253.43 | 3759 | :24  | 6.17   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | April 2011     | 39134.71 | 3606 | :00  | 6.41   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | March 2011     | 43035.23 | 3886 | :48  | 6.81   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | February 2011  | 41191.46 | 3614 | :00  | 7.99   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | January 2011   | 31112.77 | 3055 | :12  | 6.33   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | December 2010  | 37497.78 | 3834 | :12  | 7.28   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | November 2010  | 45339.04 | 3779 | :00  | 6.43   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | October 2010   | 35738.74 | 3924 | :24  | 5.62   | 0 | 0 | :00 | 0.00 | 0.00   |
| PO-1X-9 Pre-Order Response Times (Connecting Facility Assignment XML) XML Request/Response Benchmark 25 | September 2011 | 5959.91  | 1068 | :12  | 1.96   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | August 2011    | 0        | 0    | :00  | 0      | 0 | 0 | :00 | 0.00 | 0.00   |
|   | July 2011      | 4619.14  | 1092 | :12  | 2.59   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | June 2011      | 3544.78  | 885  | :24  | 4.84   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | May 2011       | 4336.23  | 1049 | :12  | 1.52   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | April 2011     | 4256.03  | 1031 | :12  | 1.15   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | March 2011     | 4708.82  | 1094 | :00  | 2.21   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | February 2011  | 4186.58  | 1006 | :24  | 1.22   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | January 2011   | 3308     | 842  | :12  | 3.1    | 0 | 0 | :00 | 0.00 | 0.00   |
|   | December 2010  | 4164.84  | 1088 | :12  | 4.58   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | November 2010  | 5129.05  | 1061 | :12  | 2.41   | 0 | 0 | :00 | 0.00 | 0.00   |
|   | October 2010   | 3930.25  | 1113 | :12  | 3.2    | 0 | 0 | :00 | 0.00 | 0.00   |
| PO-20 Manual Service Order Accuracy Resale & UNE-P (POTS) Benchmark 0.95                                | September 2011 | 0        | 0    | 0%   | 0      | 0 | 0 | 0%  | 0.00 | 0.00   |
|   | August 2011    | 47       | 47   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | July 2011      | 26       | 26   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | June 2011      | 24       | 25   | 96%  | 0.196  | 0 | 0 | 0%  | 0.00 | (0.03) |
|   | May 2011       | 50       | 50   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | April 2011     | 112      | 112  | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | March 2011     | 21       | 21   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | February 2011  | 36       | 36   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
|   | January 2011   | 41       | 42   | 98%  | 0.1525 | 0 | 0 | 0%  | 0.00 | (0.08) |
|   | December 2010  | 42       | 43   | 98%  | 0.1507 | 0 | 0 | 0%  | 0.00 | (0.08) |
|   | November 2010  | 60       | 61   | 98%  | 0.127  | 0 | 0 | 0%  | 0.00 | (0.11) |
|   | October 2010   | 15       | 15   | 100% | 0      | 0 | 0 | 0%  | 0.00 | (0.16) |
| PO-20 Manual Service Order Accuracy Unbundled Loops Benchmark 0.95                                      | September 2011 | 0        | 0    | 0%   | 0      | 0 | 0 | 0%  | 0.00 | 0.00   |
|   | August 2011    | 602      | 603  | 100% | 0.0407 | 0 | 0 | 0%  | 0.00 | (0.15) |
|   | July 2011      | 526      | 527  | 100% | 0.0435 | 0 | 0 | 0%  | 0.00 | (0.15) |
|   | June 2011      | 373      | 377  | 99%  | 0.1025 | 0 | 0 | 0%  | 0.00 | (0.12) |



|  |                |      |      |      |        |   |   |    |      |        |
|--|----------------|------|------|------|--------|---|---|----|------|--------|
|  | May 2011       | 487  | 488  | 100% | 0.0452 | 0 | 0 | 0% | 0.00 | (0.15) |
|  | April 2011     | 328  | 334  | 98%  | 0.1328 | 0 | 0 | 0% | 0.00 | (0.10) |
|  | March 2011     | 420  | 427  | 98%  | 0.127  | 0 | 0 | 0% | 0.00 | (0.11) |
|  | February 2011  | 504  | 507  | 99%  | 0.0767 | 0 | 0 | 0% | 0.00 | (0.14) |
|  | January 2011   | 421  | 424  | 99%  | 0.0838 | 0 | 0 | 0% | 0.00 | (0.14) |
|  | December 2010  | 422  | 428  | 99%  | 0.1176 | 0 | 0 | 0% | 0.00 | (0.11) |
|  | November 2010  | 504  | 521  | 97%  | 0.1777 | 0 | 0 | 0% | 0.00 | (0.05) |
|  | October 2010   | 441  | 444  | 99%  | 0.0819 | 0 | 0 | 0% | 0.00 | (0.14) |
| PO-2A Electronic Flow-through for LSRs received via IMA LNP Diagnostic                             | September 2011 | 6607 | 7437 | 89%  | 0.3149 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 7264 | 8179 | 89%  | 0.3152 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 6090 | 6981 | 87%  | 0.3337 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 5935 | 6877 | 86%  | 0.3438 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 6237 | 7168 | 87%  | 0.3362 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 5505 | 6357 | 87%  | 0.3407 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | March 2011     | 6902 | 7895 | 87%  | 0.3316 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 6849 | 7692 | 89%  | 0.3124 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 7232 | 8109 | 89%  | 0.3106 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 7885 | 8983 | 88%  | 0.3276 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 8686 | 9707 | 89%  | 0.3068 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 8726 | 9807 | 89%  | 0.3132 | 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 | September 2011 | 139  | 254  | 55%  | 0.4978 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 143  | 253  | 57%  | 0.4957 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 105  | 162  | 65%  | 0.4775 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 86   | 139  | 62%  | 0.4857 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 85   | 169  | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 110  | 240  | 46%  | 0.4983 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | March 2011     | 115  | 191  | 60%  | 0.4895 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 59   | 103  | 57%  | 0.4947 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 134  | 211  | 64%  | 0.4814 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 71   | 109  | 65%  | 0.4765 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 92   | 131  | 70%  | 0.4573 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 86   | 137  | 63%  | 0.4834 | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2A Electronic Flow-through for LSRs received via IMA Unbundled Loop Aggregate Diagnostic        | September 2011 | 1061 | 1505 | 71%  | 0.4561 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 1310 | 1841 | 71%  | 0.453  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 1249 | 1789 | 70%  | 0.4591 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 1261 | 1880 | 67%  | 0.4699 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 1491 | 2039 | 73%  | 0.4433 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | April 2011     | 1210 | 1619 | 75%  | 0.4345 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | March 2011     | 1449 | 1911 | 76%  | 0.4281 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | February 2011  | 1258 | 1837 | 68%  | 0.4646 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | January 2011   | 1318 | 1901 | 69%  | 0.4611 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | December 2010  | 1439 | 2182 | 66%  | 0.4739 | 0 | 0 | 0% | 0.00 | 0.00   |
|  | November 2010  | 1698 | 2326 | 73%  | 0.444  | 0 | 0 | 0% | 0.00 | 0.00   |
|  | October 2010   | 1481 | 2073 | 71%  | 0.4517 | 0 | 0 | 0% | 0.00 | 0.00   |
| PO-2A Electronic Flow-through for LSRs received via IMA UNE P (POTS AGG) Diagnostic                | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | June 2011      | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | May 2011       | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | 0.00   |

|  |   |                |      |      |        |        |    |      |        |        |
|--|---|----------------|------|------|--------|--------|----|------|--------|--------|
|  | April 2011  | 18             | 23   | 78%  | 0.4125 | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | March 2011  | 0              | 0    | 0%   | 0      | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | February 2011   | 107            | 148  | 72%  | 0.4475 | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | January 2011  | 113            | 145  | 78%  | 0.4147 | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | December 2010   | 140            | 187  | 75%  | 0.4338 | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | November 2010   | 250            | 314  | 80%  | 0.4028 | 0      | 0  | 0%   | 0.00   | 0.00   |
|  | October 2010  | 133            | 160  | 83%  | 0.3745 | 0      | 0  | 0%   | 0.00   | 0.00   |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA LNP Benchmark 0.95                      | September 2011  | 6607           | 6683 | 99%  | 0.106  | 0      | 0  | 0%   | 0.00   | (0.12) |
|  | August 2011   | 7264           | 7348 | 99%  | 0.1063 | 0      | 0  | 0%   | 0.00   | (0.12) |
|  | July 2011   | 6090           | 6151 | 99%  | 0.0991 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | June 2011   | 5935           | 5991 | 99%  | 0.0962 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | May 2011  | 6237           | 6292 | 99%  | 0.0931 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | April 2011  | 5505           | 5573 | 99%  | 0.1098 | 0      | 0  | 0%   | 0.00   | (0.12) |
|  | March 2011  | 6902           | 6964 | 99%  | 0.0939 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | February 2011   | 6849           | 6893 | 99%  | 0.0796 | 0      | 0  | 0%   | 0.00   | (0.14) |
|  | January 2011  | 7232           | 7290 | 99%  | 0.0888 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | December 2010   | 7885           | 7966 | 99%  | 0.1003 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | November 2010   | 8686           | 8769 | 99%  | 0.0968 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | October 2010  | 8726           | 8795 | 99%  | 0.0882 | 0      | 0  | 0%   | 0.00   | (0.13) |
|  | PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS Benchmark 0.95 | September 2011 | 139  | 148  | 94%    | 0.239  | 0  | 0    | 0%     | 0.00   |
| August 2011  |   | 143            | 158  | 91%  | 0.2931 | 0      | 0  | 0%   | 0.00   | 0.14   |
| July 2011  |   | 105            | 110  | 95%  | 0.2083 | 0      | 0  | 0%   | 0.00   | (0.01) |
| June 2011  |   | 86             | 90   | 96%  | 0.2061 | 0      | 0  | 0%   | 0.00   | (0.02) |
| May 2011   |   | 85             | 100  | 85%  | 0.3571 | 0      | 0  | 0%   | 0.00   | 0.32   |
| April 2011   |   | 110            | 119  | 92%  | 0.2644 | 0      | 0  | 0%   | 0.00   | 0.08   |
| March 2011   |   | 115            | 118  | 97%  | 0.1574 | 0      | 0  | 0%   | 0.00   | (0.08) |
| February 2011  |   | 59             | 60   | 98%  | 0.128  | 0      | 0  | 0%   | 0.00   | (0.11) |
| January 2011   |   | 134            | 137  | 98%  | 0.1463 | 0      | 0  | 0%   | 0.00   | (0.09) |
| December 2010  |   | 71             | 72   | 99%  | 0.117  | 0      | 0  | 0%   | 0.00   | (0.11) |
| November 2010  |   | 92             | 97   | 95%  | 0.2211 | 0      | 0  | 0%   | 0.00   | 0.00   |
| October 2010   |   | 86             | 91   | 95%  | 0.2279 | 0      | 0  | 0%   | 0.00   | 0.02   |
| PO-2B Electronic Flow-through for all eligible LSRs Received via IMA Unbundled Loop Aggregate Benchmark 0.85 |   | September 2011 | 1061 | 1160 | 91%    | 0.2794 | 0  | 0    | 0%     | 0.00   |
|  | August 2011   | 1310           | 1436 | 91%  | 0.2829 | 0      | 0  | 0%   | 0.00   | (0.22) |
|  | July 2011   | 1249           | 1340 | 93%  | 0.2516 | 0      | 0  | 0%   | 0.00   | (0.29) |
|  | June 2011   | 1261           | 1359 | 93%  | 0.2587 | 0      | 0  | 0%   | 0.00   | (0.27) |
|  | May 2011  | 1491           | 1595 | 93%  | 0.2469 | 0      | 0  | 0%   | 0.00   | (0.30) |
|  | April 2011  | 1210           | 1304 | 93%  | 0.2586 | 0      | 0  | 0%   | 0.00   | (0.27) |
|  | March 2011  | 1449           | 1531 | 95%  | 0.2251 | 0      | 0  | 0%   | 0.00   | (0.34) |
|  | February 2011   | 1258           | 1355 | 93%  | 0.2578 | 0      | 0  | 0%   | 0.00   | (0.28) |
|  | January 2011  | 1318           | 1413 | 93%  | 0.2504 | 0      | 0  | 0%   | 0.00   | (0.29) |
|  | December 2010   | 1439           | 1531 | 94%  | 0.2377 | 0      | 0  | 0%   | 0.00   | (0.32) |
|  | November 2010   | 1698           | 1805 | 94%  | 0.2361 | 0      | 0  | 0%   | 0.00   | (0.32) |
|  | October 2010  | 1481           | 1591 | 93%  | 0.2537 | 0      | 0  | 0%   | 0.00   | (0.29) |
|  | PO-2B Electronic Flow-through for all eligible LSRs Received via IMA UNE P (POTS AGG) Benchmark 0.95                | September 2011 | 0    | 0    | 0%     | 0      | 0  | 0    | 0%     | 0.00   |
| August 2011  |   | 0              | 0    | 0%   | 0      | 0      | 0  | 0%   | 0.00   | 0.00   |
| July 2011  |   | 0              | 0    | 0%   | 0      | 0      | 0  | 0%   | 0.00   | 0.00   |
| June 2011  |   | 0              | 0    | 0%   | 0      | 0      | 0  | 0%   | 0.00   | 0.00   |
| May 2011   |   | 1              | 1    | 100% | 0      | 0      | 0  | 0%   | 0.00   | (0.16) |
| April 2011   | 18  | 18             | 100% | 0    | 0      | 0      | 0% | 0.00 | (0.16) |        |

|  |   |                |            |       |              |             |   |       |       |        |
|--|---|----------------|------------|-------|--------------|-------------|---|-------|-------|--------|
|  | March 2011  | 0              | 0          | 0%    | 0            | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | February 2011   | 107            | 108        | 99%   | 0.0958       | 0           | 0 | 0%    | 0.00  | (0.13) |
|  | January 2011  | 113            | 114        | 99%   | 0.0932       | 0           | 0 | 0%    | 0.00  | (0.13) |
|  | December 2010   | 140            | 142        | 99%   | 0.1178       | 0           | 0 | 0%    | 0.00  | (0.11) |
|  | November 2010   | 250            | 257        | 97%   | 0.1628       | 0           | 0 | 0%    | 0.00  | (0.07) |
|  | October 2010  | 133            | 134        | 99%   | 0.0861       | 0           | 0 | 0%    | 0.00  | (0.13) |
| PO-3C LSR Rejection Notice Interval for Manual and IIS Product Aggregate Benchmark 1 | September 2011  | 0.88819444     | 2          | 10:39 | 0.4111111111 | 0           | 0 | 00:00 | 0.00  | (1.67) |
|  | August 2011   | 1.536111111    | 3          | 12:17 | 0.371527778  | 0           | 0 | 00:00 | 0.00  | (1.46) |
|  | July 2011   | 3.99791667     | 7          | 13:42 | 0.317361111  | 0           | 0 | 00:00 | 0.00  | (1.29) |
|  | June 2011   | 1.40208333     | 4          | 08:25 | 0.336805556  | 0           | 0 | 00:00 | 0.00  | (1.95) |
|  | May 2011  | 3.18125        | 9          | 08:29 | 0.434027778  | 0           | 0 | 00:00 | 0.00  | (1.94) |
|  | April 2011  | 0.84097222     | 3          | 06:44 | 0.406944444  | 0           | 0 | 00:00 | 0.00  | (2.16) |
|  | March 2011  | 0.21875        | 3          | 01:45 | 0.077777778  | 0           | 0 | 00:00 | 0.00  | (2.78) |
|  | February 2011   | 2.37777778     | 4          | 14:16 | 0.397222222  | 0           | 0 | 00:00 | 0.00  | (1.22) |
|  | January 2011  | 0              | 0          | 00:00 | 0            | 0           | 0 | 00:00 | 0.00  | 0.00   |
|  | December 2010   | 0.0875         | 2          | 01:03 | 0.0125       | 0           | 0 | 00:00 | 0.00  | (2.87) |
|  | November 2010   | 2.38263889     | 4          | 14:18 | 0.349305556  | 0           | 0 | 00:00 | 0.00  | (1.21) |
|  | October 2010  | 2.77708333     | 2          | 09:20 | 1.925694444  | 0           | 0 | 00:00 | 0.00  | 1.17   |
|  | PO-3X LSR Rejection Notice Interval for IMA - Rejected Manually Product Aggregate Benchmark 0.5 | September 2011 | 9.71388889 | 260   | 00:54        | 0.058333333 | 0 | 0     | 00:00 | 0.00   |
| August 2011  |   | 19.8548611     | 309        | 01:33 | 0.245138889  | 0           | 0 | 00:00 | 0.00  | (2.61) |
| July 2011  |   | 14.8972222     | 358        | 01:00 | 0.057638889  | 0           | 0 | 00:00 | 0.00  | (2.75) |
| June 2011  |   | 19.0326389     | 338        | 01:21 | 0.082638889  | 0           | 0 | 00:00 | 0.00  | (2.66) |
| May 2011   |   | 18.8354167     | 309        | 01:28 | 0.130555556  | 0           | 0 | 00:00 | 0.00  | (2.63) |
| April 2011   |   | 13.2840278     | 248        | 01:17 | 0.078472222  | 0           | 0 | 00:00 | 0.00  | (2.68) |
| March 2011   |   | 12.3270833     | 313        | 00:57 | 0.059722222  | 0           | 0 | 00:00 | 0.00  | (2.76) |
| February 2011  |   | 14.9833333     | 279        | 01:17 | 0.096527778  | 0           | 0 | 00:00 | 0.00  | (2.68) |
| January 2011   |   | 13.6576389     | 279        | 01:10 | 0.071527778  | 0           | 0 | 00:00 | 0.00  | (2.71) |
| December 2010  |   | 17.8243056     | 323        | 01:19 | 0.104861111  | 0           | 0 | 00:00 | 0.00  | (2.67) |
| November 2010  |   | 18.3666667     | 338        | 01:18 | 0.076388889  | 0           | 0 | 00:00 | 0.00  | (2.67) |
| October 2010   |   | 16.9743056     | 332        | 01:14 | 0.063888889  | 0           | 0 | 00:00 | 0.00  | (2.69) |
| PO-4A-1 LSRs Rejected for IMA - Rejected Manually Product Aggregate Diagnostic       |   | September 2011 | 853        | 31109 | 3%           | 0.1633      | 0 | 0     | 0%    | 0.00   |
|  | August 2011   | 994            | 33139      | 3%    | 0.1706       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | July 2011   | 904            | 30655      | 3%    | 0.1692       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | June 2011   | 921            | 33362      | 3%    | 0.1638       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | May 2011  | 1091           | 37789      | 3%    | 0.1674       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | April 2011  | 906            | 31526      | 3%    | 0.1671       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | March 2011  | 1172           | 36001      | 3%    | 0.1775       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | February 2011   | 1151           | 36296      | 3%    | 0.1752       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | January 2011  | 884            | 34513      | 3%    | 0.158        | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | December 2010   | 1064           | 39623      | 3%    | 0.1617       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | November 2010   | 962            | 38164      | 3%    | 0.1568       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | October 2010  | 992            | 39912      | 2%    | 0.1557       | 0           | 0 | 0%    | 0.00  | 0.00   |
|  | PO-4A-2 LSRs Rejected for IMA - Auto-Rejected Product Aggregate Diagnostic                      | September 2011 | 13623      | 31109 | 44%          | 0.4961      | 0 | 0     | 0%    | 0.00   |
| August 2011  |   | 14481          | 33139      | 44%   | 0.496        | 0           | 0 | 0%    | 0.00  | 0.00   |
| July 2011  |   | 13034          | 30655      | 43%   | 0.4944       | 0           | 0 | 0%    | 0.00  | 0.00   |
| June 2011  |   | 15139          | 33362      | 45%   | 0.4979       | 0           | 0 | 0%    | 0.00  | 0.00   |
| May 2011   |   | 17144          | 37789      | 45%   | 0.4978       | 0           | 0 | 0%    | 0.00  | 0.00   |
| April 2011   |   | 13762          | 31526      | 44%   | 0.496        | 0           | 0 | 0%    | 0.00  | 0.00   |
| March 2011   |   | 15764          | 36001      | 44%   | 0.4961       | 0           | 0 | 0%    | 0.00  | 0.00   |

|  |   |                |       |      |        |   |   |    |      |        |        |
|--|---|----------------|-------|------|--------|---|---|----|------|--------|--------|
|  | February 2011   | 15790          | 36296 | 44%  | 0.4958 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | January 2011  | 14161          | 34513 | 41%  | 0.4919 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | December 2010   | 18289          | 39623 | 46%  | 0.4985 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | November 2010   | 16769          | 38164 | 44%  | 0.4963 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | October 2010  | 17971          | 39912 | 45%  | 0.4975 | 0 | 0 | 0% | 0.00 | 0.00   |        |
| PO-4C LSRs Received via Facsimile<br>Product Aggregate Diagnostic  | September 2011  | 2              | 4     | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | August 2011   | 3              | 9     | 33%  | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | July 2011   | 7              | 15    | 47%  | 0.4989 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | June 2011   | 4              | 8     | 50%  | 0.5    | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | May 2011  | 9              | 20    | 45%  | 0.4975 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | April 2011  | 3              | 11    | 27%  | 0.4454 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | March 2011  | 3              | 7     | 43%  | 0.4949 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | February 2011   | 4              | 14    | 29%  | 0.4518 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | January 2011  | 0              | 4     | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | December 2010   | 2              | 6     | 33%  | 0.4714 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | November 2010   | 4              | 7     | 57%  | 0.4949 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | October 2010  | 2              | 11    | 18%  | 0.3857 | 0 | 0 | 0% | 0.00 | 0.00   |        |
|  | PO-5A-(a) FOCs On Time for Fully<br>Electronic LSRs Received Via IMA Resale<br>Aggregate Benchmark 0.95 | September 2011 | 122   | 122  | 100%   | 0 | 0 | 0  | 0%   | 0.00   | (0.16) |
|  |   | August 2011    | 132   | 132  | 100%   | 0 | 0 | 0  | 0%   | 0.00   | (0.16) |
| July 2011  |   | 84             | 84    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| June 2011  |   | 67             | 67    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| May 2011   |   | 75             | 75    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| April 2011   |   | 109            | 109   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| March 2011   |   | 101            | 101   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| February 2011  |   | 152            | 152   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| January 2011   |   | 195            | 195   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| December 2010  |   | 195            | 195   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| November 2010  |   | 315            | 315   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| October 2010   |   | 196            | 196   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| PO-5A-(b) FOCs On Time for Fully<br>Electronic LSRs Received Via IMA<br>Unbundled Loop Aggregate Benchmark<br>0.95 | September 2011  | 811            | 811   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | August 2011   | 957            | 958   | 100% | 0.0323 | 0 | 0 | 0% | 0.00 | (0.15) |        |
|  | July 2011   | 949            | 949   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | June 2011   | 914            | 914   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | May 2011  | 1071           | 1072  | 100% | 0.0305 | 0 | 0 | 0% | 0.00 | (0.15) |        |
|  | April 2011  | 913            | 914   | 100% | 0.0331 | 0 | 0 | 0% | 0.00 | (0.15) |        |
|  | March 2011  | 1072           | 1072  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | February 2011   | 928            | 928   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | January 2011  | 1003           | 1003  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | December 2010   | 1105           | 1105  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | November 2010   | 1314           | 1314  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
|  | October 2010  | 1106           | 1108  | 100% | 0.0424 | 0 | 0 | 0% | 0.00 | (0.15) |        |
|  | PO-5A-(c) FOCs On Time for Fully<br>Electronic LSRs Received Via IMA LNP<br>Benchmark 0.95              | September 2011 | 5858  | 5858 | 100%   | 0 | 0 | 0  | 0%   | 0.00   | (0.16) |
| August 2011  |   | 6470           | 6481  | 100% | 0.0412 | 0 | 0 | 0% | 0.00 | (0.15) |        |
| July 2011  |   | 5438           | 5438  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| June 2011  |   | 5338           | 5339  | 100% | 0.0137 | 0 | 0 | 0% | 0.00 | (0.16) |        |
| May 2011   |   | 5569           | 5569  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |        |
| April 2011   |   | 4852           | 4853  | 100% | 0.0144 | 0 | 0 | 0% | 0.00 | (0.16) |        |
| March 2011   |   | 6104           | 6105  | 100% | 0.0128 | 0 | 0 | 0% | 0.00 | (0.16) |        |
| February 2011  |   | 6066           | 6070  | 100% | 0.0257 | 0 | 0 | 0% | 0.00 | (0.16) |        |

|  |                |      |      |      |        |   |   |    |      |        |
|--|----------------|------|------|------|--------|---|---|----|------|--------|
|  | January 2011   | 6293 | 6294 | 100% | 0.0126 | 0 | 0 | 0% | 0.00 | (0.16) |
|  | December 2010  | 6867 | 6867 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.16) |
|  | November 2010  | 7639 | 7646 | 100% | 0.0302 | 0 | 0 | 0% | 0.00 | (0.16) |
|  | October 2010   | 7679 | 7679 | 100% | 0      | 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        | September 2011 | 75   | 75   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | August 2011    | 59   | 59   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | July 2011      | 30   | 30   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | June 2011      | 28   | 28   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | May 2011       | 56   | 56   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2011     | 104  | 104  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | March 2011     | 50   | 50   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | February 2011  | 68   | 68   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | January 2011   | 66   | 66   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | December 2010  | 66   | 66   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | November 2010  | 85   | 85   | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | October 2010   | 53   | 53   | 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 | September 2011 | 779  | 799  | 98%  | 0.1562 | 0 | 0 | 0% | 0.00 | (0.25) |
|  | August 2011    | 931  | 957  | 97%  | 0.1626 | 0 | 0 | 0% | 0.00 | (0.24) |
|  | July 2011      | 919  | 945  | 97%  | 0.1636 | 0 | 0 | 0% | 0.00 | (0.24) |
|  | June 2011      | 1062 | 1071 | 99%  | 0.0913 | 0 | 0 | 0% | 0.00 | (0.31) |
|  | May 2011       | 1025 | 1039 | 99%  | 0.1153 | 0 | 0 | 0% | 0.00 | (0.29) |
|  | April 2011     | 815  | 823  | 99%  | 0.0981 | 0 | 0 | 0% | 0.00 | (0.30) |
|  | March 2011     | 882  | 894  | 99%  | 0.1151 | 0 | 0 | 0% | 0.00 | (0.29) |
|  | February 2011  | 1010 | 1031 | 98%  | 0.1413 | 0 | 0 | 0% | 0.00 | (0.27) |
|  | January 2011   | 961  | 973  | 99%  | 0.1104 | 0 | 0 | 0% | 0.00 | (0.29) |
|  | December 2010  | 1129 | 1139 | 99%  | 0.0933 | 0 | 0 | 0% | 0.00 | (0.30) |
|  | November 2010  | 1034 | 1055 | 98%  | 0.1397 | 0 | 0 | 0% | 0.00 | (0.27) |
|  | October 2010   | 1049 | 1061 | 99%  | 0.1057 | 0 | 0 | 0% | 0.00 | (0.30) |
| PO-5B-(c) FOCs On Time For Electronic/Manual LSRs Received Via IMA LNP Benchmark 0.9                     | September 2011 | 771  | 771  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | August 2011    | 822  | 822  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | July 2011      | 801  | 801  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | June 2011      | 862  | 862  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | May 2011       | 865  | 865  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2011     | 803  | 803  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | March 2011     | 930  | 930  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | February 2011  | 803  | 806  | 100% | 0.0609 | 0 | 0 | 0% | 0.00 | (0.32) |
|  | January 2011   | 837  | 838  | 100% | 0.0345 | 0 | 0 | 0% | 0.00 | (0.33) |
|  | December 2010  | 1038 | 1038 | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | November 2010  | 960  | 960  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | October 2010   | 990  | 990  | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
| PO-5C-(a) FOCs on Time for Manual Resale Aggregate Benchmark 0.9   | September 2011 | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | August 2011    | 0    | 0    | 0%   | 0      | 0 | 0 | 0% | 0.00 | 0.00   |
|  | July 2011      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | June 2011      | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | May 2011       | 3    | 3    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | April 2011     | 1    | 1    | 100% | 0      | 0 | 0 | 0% | 0.00 | (0.33) |
|  | 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    | 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   |
| PO-5C-(b) FOCs on Time for Manual Unbundled Loop AGG-EELs Benchmark 0.9 | September 2011 | 1          | 1    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | August 2011    | 0          | 0    | 0%    | 0           | 0 | 0 | 0%    | 0.00 | 0.00   |
|   | July 2011      | 0          | 0    | 0%    | 0           | 0 | 0 | 0%    | 0.00 | 0.00   |
|   | June 2011      | 0          | 0    | 0%    | 0           | 0 | 0 | 0%    | 0.00 | 0.00   |
|   | May 2011       | 0          | 0    | 0%    | 0           | 0 | 0 | 0%    | 0.00 | 0.00   |
|   | April 2011     | 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  | 1          | 1    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | October 2010   | 0          | 0    | 0%    | 0           | 0 | 0 | 0%    | 0.00 | 0.00   |
| PO-5C-(c) FOCs on Time for Manual LNP Benchmark 0.9                     | September 2011 | 1          | 1    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | August 2011    | 5          | 5    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | July 2011      | 6          | 6    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | June 2011      | 3          | 3    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | May 2011       | 8          | 8    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | April 2011     | 7          | 7    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | March 2011     | 4          | 4    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | February 2011  | 10         | 10   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | January 2011   | 2          | 2    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | December 2010  | 4          | 4    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | November 2010  | 2          | 2    | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.33) |
|   | October 2010   | 8          | 9    | 89%   | 0.3143      | 0 | 0 | 0%    | 0.00 | 0.04   |
| PO-5D Firm Order Confirmations (FOCs) On Time LIS Trunk Benchmark 0.85  | September 2011 | 59         | 59   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | August 2011    | 125        | 125  | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | July 2011      | 93         | 93   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | June 2011      | 34         | 34   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | May 2011       | 34         | 34   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | April 2011     | 95         | 95   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | March 2011     | 45         | 45   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | February 2011  | 90         | 90   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | January 2011   | 110        | 110  | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | December 2010  | 121        | 121  | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | November 2010  | 131        | 131  | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
|   | October 2010   | 72         | 72   | 100%  | 0           | 0 | 0 | 0%    | 0.00 | (0.53) |
| PO-6 Work Completion Notification Timeliness All Benchmark 0.25         | September 2011 | 98.3340278 | 6468 | 00:22 | 0.065277778 | 0 | 0 | 00:00 | 0.00 | (2.82) |
|   | August 2011    | 46.2159722 | 6838 | 00:10 | 0.11875     | 0 | 0 | 00:00 | 0.00 | (2.92) |
|   | July 2011      | 31.9597222 | 5995 | 00:08 | 0.038888889 | 0 | 0 | 00:00 | 0.00 | (2.94) |
|   | June 2011      | 26.9104167 | 5899 | 00:07 | 0.049305556 | 0 | 0 | 00:00 | 0.00 | (2.95) |
|   | May 2011       | 31.8805556 | 6954 | 00:07 | 0.022222222 | 0 | 0 | 00:00 | 0.00 | (2.94) |
|   | April 2011     | 49.0395833 | 6006 | 00:12 | 0.091666667 | 0 | 0 | 00:00 | 0.00 | (2.90) |
|   | March 2011     | 20.1506944 | 4341 | 00:07 | 0.027083333 | 0 | 0 | 00:00 | 0.00 | (2.94) |
|   | February 2011  | 16.1118056 | 2141 | 00:11 | 0.1125      | 0 | 0 | 00:00 | 0.00 | (2.91) |
|   | January 2011   | 21.0388889 | 2339 | 00:13 | 0.190972222 | 0 | 0 | 00:00 | 0.00 | (2.89) |
|   | December 2010  | 9.52430556 | 2634 | 00:05 | 0.027083333 | 0 | 0 | 00:00 | 0.00 | (2.96) |

|  |   |                |      |         |             |        |        |         |        |         |
|--|---|----------------|------|---------|-------------|--------|--------|---------|--------|---------|
|  | November 2010   | 40.5583333     | 2734 | 00:21   | 0.467361111 | 0      | 0      | 00:00   | 0.00   | (2.82)  |
|  | October 2010  | 38.8291667     | 5975 | 00:09   | 0.024305556 | 0      | 0      | 00:00   | 0.00   | (2.92)  |
| PO-7X,C Notices Made Available via IMA - GUI and XML / Billing System Posting Completions All Parity | September 2011  | 3022           | 3022 | 100.00% | 0           | 177421 | 177421 | 100.00% | 0.00   | 0.00    |
|  | August 2011   | 3603           | 3603 | 100.00% | 0           | 222217 | 222217 | 100.00% | 0.00   | 0.00    |
|  | July 2011   | 3361           | 3361 | 100.00% | 0           | 226217 | 226217 | 100.00% | 0.00   | 0.00    |
|  | June 2011   | 3343           | 3343 | 100.00% | 0           | 216173 | 216173 | 100.00% | 0.00   | 0.00    |
|  | May 2011  | 3670           | 3670 | 100.00% | 0           | 206731 | 206731 | 100.00% | 0.00   | 0.00    |
|  | April 2011  | 3175           | 3175 | 100.00% | 0           | 209854 | 209854 | 100.00% | 0.00   | 0.00    |
|  | March 2011  | 3228           | 3228 | 100.00% | 0           | 214586 | 214586 | 100.00% | 0.00   | 0.00    |
|  | February 2011   | 3212           | 3212 | 100.00% | 0           | 176674 | 176674 | 100.00% | 0.00   | 0.00    |
|  | January 2011  | 3821           | 3821 | 100.00% | 0           | 167829 | 167829 | 100.00% | 0.00   | 0.00    |
|  | December 2010   | 4225           | 4225 | 100.00% | 0           | 182855 | 182855 | 100.00% | 0.00   | 0.00    |
|  | November 2010   | 4008           | 4008 | 100.00% | 0           | 190482 | 190482 | 100.00% | 0.00   | 0.00    |
|  | October 2010  | 3943           | 3943 | 100.00% | 0           | 193556 | 193556 | 100.00% | 0.00   | 0.00    |
|  | PO-8A Jeopardy Notice Interval Non-Designed Services Parity | September 2011 | 0    | 0       | 0           | 0      | 0      | 0       | 0      | 0.00    |
| August 2011  |   | 0              | 1    | 0       | 0           | 59     | 30     | 2       | 0.54   | (0.63)  |
| July 2011  |   | 0              | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| June 2011  |   | 3              | 1    | 3       | 0           | 37     | 28     | 1       | -0.98  | (1.60)  |
| May 2011   |   | 4              | 1    | 4       | 0           | 34     | 25     | 1       | -1.31  | (1.80)  |
| April 2011   |   | 11             | 3    | 4       | 3.21        | 21     | 22     | 1       | -2.36  | (2.44)  |
| March 2011   |   | 2              | 1    | 2       | 0           | 31     | 30     | 1       | -1.32  | (1.80)  |
| 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    |
| PO-8B Jeopardy Notice Interval Unbundled Loops and Number Portability Parity                         |   | September 2011 | 376  | 96      | 4           | 1.81   | 36     | 34      | 1      | -23.86  |
|  | August 2011   | 609            | 95   | 6       | 13          | 59     | 30     | 2       | -5.87  | (4.57)  |
|  | July 2011   | 313            | 84   | 4       | 2.21        | 36     | 23     | 2       | -2.70  | (2.64)  |
|  | June 2011   | 235            | 62   | 4       | 2.57        | 37     | 28     | 1       | -6.46  | (4.93)  |
|  | May 2011  | 251            | 77   | 3       | 2.54        | 34     | 25     | 1       | -4.18  | (3.54)  |
|  | April 2011  | 201            | 54   | 4       | 2.62        | 21     | 22     | 1       | -5.87  | (4.57)  |
|  | March 2011  | 254            | 75   | 3       | 2.7         | 31     | 30     | 1       | -15.16 | (10.22) |
|  | February 2011   | 178            | 56   | 3       | 1.85        | 17     | 23     | 1       | -21.94 | (14.34) |
|  | January 2011  | 356            | 96   | 4       | 2.26        | 17     | 25     | 1       | -14.99 | (10.11) |
|  | December 2010   | 228            | 60   | 4       | 2.84        | 27     | 31     | 1       | -19.75 | (13.01) |
|  | November 2010   | 476            | 114  | 4       | 4.51        | 21     | 20     | 1       | -12.28 | (8.46)  |
|  | October 2010  | 196            | 66   | 3       | 2.58        | 28     | 35     | 1       | -21.95 | (14.34) |
|  | PO-8D Jeopardy Notice Interval UNE - P (POTS) Parity        | September 2011 | 0    | 0       | 0           | 0      | 0      | 0       | 0      | 0.00    |
| August 2011  |   | 0              | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| July 2011  |   | 0              | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| June 2011  |   | 0              | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| May 2011   |   | 0              | 0    | 0       | 0           | 0      | 0      | 0       | 0.00   | 0.00    |
| April 2011   |   | 31             | 3    | 10      | 10.97       | 21     | 22     | 1       | -8.18  | (5.97)  |
| 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   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
| PO-9A Timely Jeopardy Notices Non-Designed Services Parity | September 2011  | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | August 2011   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | July 2011   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | June 2011   | 1              | 1   | 100.00% | 0      | 12     | 86  | 13.95% | -2.47  | (2.50) |
|  | May 2011  | 0              | 1   | 0.00%   | 0      | 5      | 94  | 5.32%  | 0.24   | (1.98) |
|  | April 2011  | 2              | 3   | 66.67%  | 0.4714 | 8      | 104 | 7.69%  | -3.78  | (3.30) |
|  | March 2011  | 1              | 2   | 50.00%  | 0.5    | 15     | 132 | 11.36% | -1.71  | (2.04) |
|  | February 2011   | 0              | 2   | 0.00%   | 0      | 10     | 121 | 8.26%  | 0.42   | (1.61) |
|  | January 2011  | 0              | 2   | 0.00%   | 0      | 9      | 103 | 8.74%  | 0.43   | (1.59) |
|  | December 2010   | 0              | 1   | 0.00%   | 0      | 7      | 103 | 6.80%  | 0.27   | (1.91) |
|  | November 2010   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | October 2010  | 0              | 2   | 0.00%   | 0      | 11     | 112 | 9.82%  | 0.46   | (1.55) |
|  | PO-9B Timely Jeopardy Notices Unbundled Loops and Number Portability Parity | September 2011 | 30  | 59      | 50.85% | 0.4999 | 11  | 92     | 11.96% | -7.19  |
| August 2011  |   | 25             | 67  | 37.31%  | 0.4836 | 6      | 99  | 6.06%  | -8.28  | (6.03) |
| July 2011  |   | 17             | 45  | 37.78%  | 0.4848 | 9      | 90  | 10.00% | -5.07  | (4.08) |
| June 2011  |   | 8              | 45  | 17.78%  | 0.3823 | 12     | 86  | 13.95% | -0.60  | (1.36) |
| May 2011   |   | 10             | 42  | 23.81%  | 0.4259 | 5      | 94  | 5.32%  | -4.44  | (3.70) |
| April 2011   |   | 18             | 58  | 31.03%  | 0.4626 | 8      | 104 | 7.69%  | -5.35  | (4.25) |
| March 2011   |   | 26             | 77  | 33.77%  | 0.4729 | 15     | 132 | 11.36% | -4.92  | (3.99) |
| February 2011  |   | 19             | 95  | 20.00%  | 0.4    | 10     | 121 | 8.26%  | -3.11  | (2.89) |
| January 2011   |   | 26             | 118 | 22.03%  | 0.4145 | 9      | 103 | 8.74%  | -3.49  | (3.12) |
| December 2010  |   | 13             | 94  | 13.83%  | 0.3452 | 7      | 103 | 6.80%  | -1.96  | (2.19) |
| November 2010  |   | 17             | 111 | 15.32%  | 0.3601 | 9      | 132 | 6.82%  | -2.62  | (2.59) |
| October 2010   |   | 21             | 100 | 21.00%  | 0.4073 | 11     | 112 | 9.82%  | -2.73  | (2.66) |
| PO-9C Timely Jeopardy Notices LIS Trunk Parity             |   | September 2011 | 0   | 0       | 0.00%  | 0      | 0   | 0      | 0.00%  | 0.00   |
|  | August 2011   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | July 2011   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | June 2011   | 0              | 1   | 0.00%   | 0      | 0      | 6   | 0.00%  | 0.00   | 0.00   |
|  | May 2011  | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | April 2011  | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
|  | March 2011  | 0              | 1   | 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              | 1   | 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   |
|  | PO-9D Timely Jeopardy Notices UNE - P (POTS) Parity                         | September 2011 | 0   | 0       | 0.00%  | 0      | 0   | 0      | 0.00%  | 0.00   |
| August 2011  |   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
| July 2011  |   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
| June 2011  |   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
| May 2011   |   | 0              | 0   | 0.00%   | 0      | 0      | 0   | 0.00%  | 0.00   | 0.00   |
| April 2011   |   | 1              | 3   | 33.33%  | 0.4714 | 8      | 104 | 7.69%  | -1.64  | (2.00) |
| 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              | 1   | 0.00%   | 0      | 7      | 103 | 6.80%  | 0.27   | (1.91) |
| November 2010  |   | 0              | 2   | 0.00%   | 0      | 9      | 132 | 6.82%  | 0.38   | (1.68) |
| October 2010   |   | 0              | 3   | 0.00%   | 0      | 11     | 112 | 9.82%  | 0.56   | (1.39) |



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

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



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