

Attachment 1

Metric	Merger Related Benchmark	Monthly Payment for Non-Compliance with standard	2001 Average Performance / Annual Credit	2002 Average Performance / Annual Credit	2003 Average Performance / Annual Credit
Orders completed < 5 Business Days	90% in each exchange for each month	\$4,902 per exchange	97.79%	97.70%	98.99%
			\$190,470	\$152,384	\$49,020
Order Completed < 90 Calendar Days	99% in each exchange for each month	\$4,902 per exchange	99.89%	99.97%	99.99%
			\$233,833	\$76,192	\$44,118
Trouble Reports	No more than 4 per 100 lines for 3 consecutive months or 4 of 12 months in each exchange	\$4,902 per exchange	98.80%	99.06%	98.99%
			\$0	\$0	\$0
Dial Tone Speed	Dial tone w/in 3 sec. on 90% of calls placed in each central office switch for each month	\$2,976 per switch	99.90%	99.95%	99.97%
			\$0	\$0	\$0
Out-of Service - Repair Interval	All reported interruptions shall be restored within two business days less exceptions – for each month	\$83,333 per month	99.38%	98.87%	99.26%
			\$1,000,000	\$1,000,000	\$1,000,000
Repair Center Access	Except during periods of emergency operation - 80% within 30 seconds for each month	\$83,333 per month	90.01%	85.80%	86.50%
			\$0	\$0	\$0
Business Office Access	Except during periods of emergency operation - 80% within 30 seconds for each month	\$83,333 per month	59.98%	82.60%	75.60%
			\$750,000	\$250,000	\$666,667
Complaint Response	Complete and detailed response within two business days for each month	\$83,333 per month	794 misses	20 misses	2 misses
			\$1,000,000	\$416,667	\$166,667
TOTAL ANNUAL CREDIT			\$3,173,800	\$1,895,243	\$1,926,471