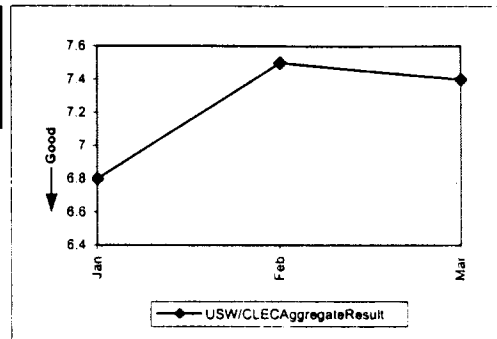
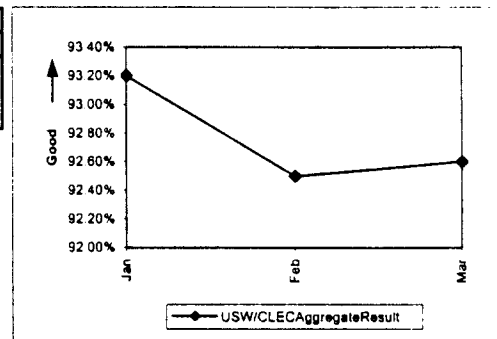


Checklist#7-OperatorServices-DirectoryAssistance

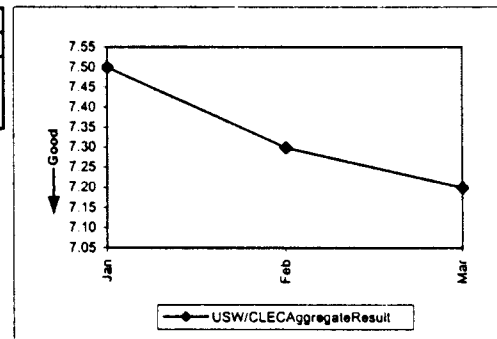
SpeedofAnswer-DirectoryAssistance(AverageDays)(DA-1)	
Date	USW/CLECAggregateResult
Jan-00	6.8
Feb-00	7.5
Mar-00	7.4



CallsAnsweredWithinTenSeconds-DirectoryAssistance(Percent)(DA-2)	
Date	USW/CLECAggregateResult
Jan-00	93.20%
Feb-00	92.50%
Mar-00	92.60%



SpeedofAnswer-OperatorServices(AvgSec)(OS-1)	
Date	USW/CLECAggregateResult
Jan-00	7.50
Feb-00	7.30
Mar-00	7.20



CallsAnsweredWithinTenSeconds-OperatorServices(Percent)(OS-2)	
Date	USW/CLECAggregateResult
Jan-00	92.50%
Feb-00	92.70%
Mar-00	92.80%

