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97-C-0139
Reports

November 23, 2005

Honorable Jaclyn A. Brillling
Secretary
New York State Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 97-C-0139 – Proceeding on Motion of the Commission to Review Service
Quality Standards of Telephone Companies

Dear Secretary Brillling:

Enclosed for filing please find the Total Service Resale Report and the Carrier to Carrier UNE Metric Report for October. These reports include the metrics as outlined in the Commission's April 29, 2002 Order Establishing Additional Inter-Carrier Service Quality Guidelines.

The Pre-Ordering metric for Average Speed of Answer (PO-3) reflects N/A because the call volume is well below the threshold of 200 calls per day.

If you have any questions please call me at 585-777-5054.

Sincerely,



Juliana C. Janson
Director – Eastern / Rochester Region – Government and External Affairs
Frontier Telephone Group

CC: Craig Biegen
Tim Canty
Linda Dorsey
Rick Schuler

**Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 2005**

Frontier of Rochester

Includes data for all CLEC'S except FCR

UNE

Metric #	Standard	Actual Performance	CLEC Aggregate	Number of Observations	All CLECs except FCR	Standard Deviation	Sampling Error	Z-Score	Run Macro
PRE-ORDERING									
except FCR									
PO-1	Ordering OSS Response Time Response Time - All Transactions	4 Sec.	0.36		6139				
OSS Availability									
PO-2-01	OSS Interface Availability- Total	95%	99%		466				
PO-2-02	% Ports All Busy	95%	100%		744				
Call Center Response Time									
PO-3	Average Speed of Answer - Ordering	NA	NA						
Engineering Response Time									
PO-5-01	xDSL Engineering Response - partial look up	95%	NA						
PO-5-02	xDSL Engineering Response - full look up	95%	NA						
ORDERING									
Order Confirmation Timeliness									
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	99%		2069				
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%	100%		62				
Reject Timeliness									
OR-2	LSR/WOF Reject Time within 48 Hrs.	95%	99%		146				
% Rejects									
OR-3	% Rejects	N/A	6%		2367				
Timeliness of Completion Notification									
OR-4	Completion Notice - % on time	95% by noon of next business day	100%		2135				
% Order Accuracy									
OR-6	% Accuracy - Orders	95%	100%		400				
PROVISIONING									
% Installed within the Interval (Specials)									
PR-1-01	New Trnk grps	95% installed within 60 days	NA						
PR-1-02	Adds to Trnk grps	95% w/in 7 days	NA						
PR-1-03	2 wire Analog	95%-10days	100%		39				
PR-1-04	2 Wire Digital	95%-15days	100%		32				
PR-1-05	Link-Hot Cuts	95%-10days	100%		26				
PR-1-06	Link-High Cap	95%-7days	100%		17				
% Missed Appointments (Specials)									
PR-3-02	2 wire Analog	≤10%	0%		48				
PR-3-03	2 Wire Digital	≤10%	0%		34				
PR-3-04	Interconnection Trunks (TGNN & TGNA)	≤10%	NA						
PR-3-05	Link-Hot Cuts	≤10%	0%		26				
PR-3-06	Link-High Cap	≤10%	3%		73				
% Installation Quality									
PR-5-01 (prev. 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	2%		53				
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	0%		26				
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD	5%		22				
MAINTENANCE									
Response Time									
MR-1	Repair Calls answered w/ 20 seconds	90 % Parity	91%		22522				
% Missed Repair Appt. (Une)									
MR-3	Analog	≤10%	2%		201		#DIV/0!	#DIV/0!	
	Digital	≤10%	0%		12				
Trouble Duration Intervals									
MR-4-02	% Met Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA						
MR-4-03	% Met Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA						
MR-4-05	Mean Time to Repair - UNE Links	Parity = 12 Hrs.	24		213				
% Repeat Trouble Reports									
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	0%		213				
NETWORK PERFORMANCE									
NP-1	% Final Trunk Groups Exceeding Blocking (adj.)	< 5% for 3 consecutive mths.	0%		20				
COLLOCATION									
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days	NA						
NP-2-02	% Missed Installations (All Collocations)	95% <10%	NA				#DIV/0!	#VALUE!	

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

Carrier to Carrier Performance Results
Less FCR - UNE

Ref Order

Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	0.41	7599	3116	0.37	4525	1674	0.36	5429	1954	0.36	6139	2210
PO-2-01	System Availability (OSS)	95%	99.17%	466	462	99.95%	472	471	100.00%	456	456	99.22%	466	462
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	99.83%	744	743	99.86%	744	743	99.95%	720	720	99.74%	744	742
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.30%	2467	2425	97.08%	2087	2026	98.63%	2042	2014	98.84%	2069	2045
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3	95%	100.00%	62	62	100.00%	68	68	100.00%	69	69	100.00%	62	62
Reject Timeliness														
OR-2	LSR/VDF Reject Time within 48 hours	95%	98.39%	311	306	94.20%	276	260	100.00%	212	212	99.32%	146	145
% Rejects														
OR-3	% Rejects	N/A	10.62%	2928	311	10.93%	2525	276	8.57%	2473	212	6.17%	2367	146
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	99.96%	2539	2538	99.95%	2157	2156	100.00%	2119	2119	100.00%	2135	2135
% Order Accuracy														
OR-5	% Accuracy - Orders	95%	99.00%	400	399	99.75%	400	399	99.50%	400	398	99.75%	400	399
Provisioning														
% Installed within the Interval (Specials)														
PR-1	New Trnk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	97.37%	38	37	93.18%	55	54	100.00%	45	45	100.00%	39	39
PR-1-04	2 Wire Digital	95%-15days	100.00%	11	11	100.00%	16	16	100.00%	20	20	100.00%	32	32
PR-1-05	Link-Hot Cuts	95%-10days	100.00%	27	27	100.00%	20	20	100.00%	29	29	100.00%	26	26
PR-1-06	Link-High Cap	95%-7days	100.00%	9	9	60.00%	5	3	100.00%	4	4	100.00%	11	11
% Missed Appointments (Specials)														
PR-3-02	2 wire Analog	<10%	0.00%	63	0	1.59%	63	1	0.00%	48	0	0.00%	48	0
PR-3-03	2 Wire Digital	<10%	0.00%	14	0	0.00%	25	0	0.00%	22	0	0.00%	34	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	0.00%	30	0	0.00%	25	0	0.00%	31	0	0.00%	26	0
PR-3-06	Link-High Cap	<10%	3.70%	27	1	3.57%	56	2	12.73%	55	7	2.38%	42	1
% Installation Quality														
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	15.71%	70	11	8.89%	45	4	14.00%	50	7	1.89%	53	1
PR-5-01	% Repeat Trouble Reports w/in 7 days of install	TBD	0.00%	31	0	16.00%	25	4	0.00%	31	0	0.00%	26	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install	TBD	23.53%	34	8	28.57%	14	4	12.00%	25	3	4.55%	22	1
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	85.68%	26152	22406	91.03%	22289	20298	90.04%	23667	21310	90.81%	22522	20453
MR-3-04	% Missed Repair Appt. (Una)													
	Analog	<10%	5.84%	137	8	0.00%	116	0	5.06%	158	8	2.49%	201	5
	Digital	<10%	6.67%	15	1	0.00%	17	0	0.00%	4	0	0.00%	12	0
Trouble Duration Intervals														
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	0.00%	4	0	0.00%	1	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	32.56	152	4950	27.73	133	3688	31.78	162	5148	24.28	213	5171
% Repeat Trouble Reports														
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	0.00%	152	0	0.75%	133	1	0.62%	162	1	0.47%	213	1
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths	0.00%	20	0	0.00%	20	0	0.00%	20	0	0.00%	20	0
Collocation														
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

ACC NATIONAL TELCOM CORP - ACC

Ref Order

Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSR/WOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning														
% Installed within the Interval (Specials)														
PR-1-01	New Trnk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)														
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality														
PR-6-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)													
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals														
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports														
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0
Collocation														
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

AT & T COMMUNICATIONS - ATT

Ref Order		Metric		Objective		July			August			September			October		
Metric #						Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time																	
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-5-01	±DSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	±DSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness																	
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%		100.00%	1	1	100.00%	2	2	NA	0	0	100.00%	1	1	100.00%	1
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%		100.00%	3	3	100.00%	2	2	100.00%	3	3	100.00%	1	1	100.00%	1
Reject Timeliness																	
OR-2	LSR/WOF Reject Time within 48 hours	95%		100.00%	1	1	NA	0	0	NA	0	0	100.00%	1	1	100.00%	1
% Rejects																	
OR-3	% Rejects	N/A		20.00%	5	1	0.00%	4	0	0.00%	4	0	33.33%	3	1	100.00%	1
Timeliness of Completion Notification																	
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	4	4	100.00%	4	4	100.00%	3	3	100.00%	2	2	100.00%	2
% Order Accuracy																	
OR-6	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning																	
% Installed within the Interval (Specials)																	
PR-1-01	New Trnk grps	95% installed within 80 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-02	Add to Trnk grps	95% w/ 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-06	Link-High Cap	95%-7days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
% Missed Appointments (Specials)																	
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-06	Link-High Cap	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
% Installation Quality																	
PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Maintenance																	
MR-1	Repair Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)																
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Trouble Duration Intervals																	
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
% Repeat Trouble Reports																	
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Network Performance																	
Final Trunk Blockage																	
NP-1	% Final Trunk Groups Exceeding Blocking (edi)	< 5% for 3 consecutive mnths		0.00%	3	0	0.00%	3	0	0.00%	3	0	0.00%	3	0	0.00%	3
Collocation																	
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

CAC - CAT Communications

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%		100.00%	1	1	100.00%	5	5	100.00%	3	3	100.00%	5	5
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS, DS1, DS3)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness															
OR-2	LSR/WOF Reject Time within 48 hours	95%		NA	0	0	100.00%	1	1	NA	0	0	100.00%	2	2
% Rejects															
OR-3	% Rejects	N/A		0.00%	1	0	16.67%	6	1	0.00%	3	0	28.57%	7	2
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	1	1	100.00%	5	5	100.00%	3	3	100.00%	5	5
% Order Accuracy															
OR-6	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1-01	New Trnk grps	95% installed within 60 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% W/ 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (w/ 6-02)	% Repeat Trouble Reports w/ 30 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/ 7 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports w/ 30 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)														
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/ 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

CHOICE ONE COMMUNICATIONS (NET) - CHN

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	96.35%	192	185	96.68%	271	262	98.82%	255	252	96.41%	223	215
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS, DS1, DS3)	95%	100.00%	1	1	100.00%	9	9	NA	0	0	100.00%	2	2
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	97.30%	37	36	89.71%	68	61	100.00%	44	44	100.00%	33	33
% Rejects														
OR-3	% Rejects	N/A	15.42%	240	37	18.58%	366	68	14.15%	311	44	11.96%	276	33
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	99.48%	194	193	99.65%	282	281	100.00%	255	255	100.00%	225	225
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning														
% Installed within the Interval (Specials)														
PR-1	New Trunk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% W/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	97.37%	38	37	98.18%	55	54	100.00%	45	45	100.00%	39	39
PR-1-04	2 Wire Digital	95%-15days	100.00%	11	11	100.00%	16	16	100.00%	20	20	100.00%	32	32
PR-1-05	Link-Hot Cuts	95%-10days	100.00%	27	27	100.00%	20	20	100.00%	29	29	100.00%	26	26
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	100.00%	1	1
% Missed Appointments (Specials)														
PR-3-02	2 wire Analog	<10%	0.00%	63	0	1.59%	63	1	0.00%	48	0	0.00%	48	0
PR-3-03	2 Wire Digital	<10%	0.00%	14	0	0.00%	25	0	0.00%	22	0	0.00%	34	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	0.00%	30	0	0.00%	25	0	0.00%	31	0	0.00%	26	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	0.00%	1	0
% Installation Quality														
PR-5-01 (w/ 6-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	15.71%	70	11	8.89%	45	4	14.00%	50	7	1.89%	53	1
PR-6-01	% Repeat Trouble Reports w/in 7 days of install	TBD	0.00%	31	0	16.00%	25	4	0.00%	31	0	0.00%	26	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of install	TBD	23.53%	34	8	28.57%	14	4	12.00%	25	3	4.55%	22	1
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)													
	Analog	<10%	5.88%	136	8	0.00%	116	0	5.06%	158	8	2.50%	200	5
	Digital	<10%	6.67%	15	1	0.00%	17	0	0.00%	4	0	0.00%	12	0
Trouble Duration Intervals														
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	32.32	151	4880	27.73	133	3688	31.78	162	5148	24.31	212	5154
% Repeat Trouble Reports														
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	0.00%	151	0	0.75%	133	1	0.62%	162	1	0.47%	212	1
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0
Collocation														
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

METRO TELECONNECT - CRC

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	rDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	rDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 45 Hrs UNEs & Resale	95%	50.00%	2	1	100.00%	2	2	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 45 Hrs Specialists (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSR/WOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	0.00%	2	0	0.00%	2	0	NA	0	0	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	2	2	100.00%	2	2	NA	0	0	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning														
% Installed within the Interval (Specials)														
PR-1	New Trnk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)														
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality														
PR-5-01 (w/5-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (Une)													
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals														
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports														
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation														
NP-2-01	% Installed within the Interval (Physical)	Interval = 75 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
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Confidential

Corporatepage - CPC

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resals	95%		100.00%	38	38	100.00%	35	35	100.00%	37	37	100.00%	23	23
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness															
OR-2	LSRAWOF Reject Time within 48 hours	95%		100.00%	17	17	100.00%	6	6	100.00%	15	15	100.00%	2	2
% Rejects															
OR-3	% Rejects	N/A		30.91%	55	17	14.63%	41	6	28.30%	53	15	7.69%	26	2
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	38	38	100.00%	35	35	100.00%	37	37	100.00%	23	23
% Order Accuracy															
OR-6	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps	95% installed within 60 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% W/it 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (was 5-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (Une)														
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 75 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
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Confidential

Intermedia Communications - EMI

Ref Order		Metric #	Metric	Objective	July			August			September			October		
					Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time																
	PO-1	Response Time - All Transactions		4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-01	System Availability (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-02	Port Availability - % All Ports Busy (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-3	Average Speed of Answer - Ordering		NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-5-01	xDSL Engineering Response - partial look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	PO-5-02	xDSL Engineering Response - full look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness																
	OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale		95%	100.00%	44	44	100.00%	56	56	100.00%	38	38	100.00%	1	
	OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)		95%	100.00%	22	22	100.00%	10	10	100.00%	9	9	100.00%	1	1
Reject Timeliness																
	OR-2	LSR/WOF Reject Time within 48 hours		95%	100.00%	2	2	NA	0	0	100.00%	2	2	NA	0	0
% Rejects																
	OR-3	% Rejects		N/A	2.90%	69	2	0.00%	66	0	4.08%	49	2	0.00%	2	0
Timeliness of Completion Notification																
	OR-4	Completion Notice - % on time		95% by noon of next business day	100.00%	66	66	100.00%	66	66	100.00%	47	47	100.00%	2	2
% Order Accuracy																
	OR-6	% Accuracy - Orders		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning																
% Installed within the Interval (Specials)																
	PR-1	New Trnk grps		95% installed within 80 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-02	Adds to Trnk grps		95% W/in 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-03	2 wire Analog		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-04	2 Wire Digital		95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-05	Link-Hot Cuts		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-06	Link-High Cap		95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)																
	PR-3-02	2 wire Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-03	2 Wire Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-04	Interconnection Trunks (TGNN & TGNA)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-05	Link-Hot Cuts		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-06	Link-High Cap		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality																
	PR-5-01 (was 5-02)	% Repeat Trouble Reports w/in 30 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-01	% Repeat Trouble Reports w/in 7 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-02	% Repeat Trouble Reports w/in 30 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance																
	MR-1	Repair Calls answered w/ 20 seconds		90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MR-3-04	% Missed Repair Appt. (UNE)														
		Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
		Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals																
	MR-4-02	Mean Time to Repair - Trunks No Cable Cut		95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-03	Mean Time to Repair - Trunks Cable Cut		95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-05	Mean Time to Repair - UNE Links		Parity + 12 Hrs	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports																
	MR-5-02	% Repeat Reports w/in 30 Days (UNE)		Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance																
Final Trunk Blockage																
	NP-1	% Final Trunk Groups Exceeding Blocking (adj)		< 5% for 3 consecutive mnths	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation																
	NP-2-01	% Installed within the Interval (Physical)		Interval = 75 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	NP-2-02	% Missed Installations (All Collocations)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

FRONTIER COMMUNICATION OF ROCHESTER - FCR

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Reject Timeliness															
OR-2	LSR/WOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Rejects															
OR-3	% Rejects	N/A	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Order Accuracy															
OR-6	% Accuracy - Orders	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-02	Adds to Trnk grps	95% w/in 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-06	Link-High Cap	95%-7days	100.00%	2	2	90.91%	22	20	100.00%	2	2	100.00%	6	6	6
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-06	Link-High Cap	<10%	0.00%	22	0	0.00%	37	0	0.00%	34	0	3.23%	31	1	1
% Installation Quality															
PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Maintenance															
MR-1	Repeat Calls answered w/ 20 seconds	90% Parity	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-3	% Missed Repair Appt. (UNE)														
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

Level 3 - LVC

Ref Order				July			August			September			October		
Metric #		Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions		4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering		NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale		95%	100.00%	11	11	100.00%	11	11	100.00%	14	14	100.00%	10	10
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)		95%	NA	0	0	NA	0	0	NA	0	0	100.00%	11	11
Reject Timeliness															
OR-2	LSR/WQF Reject Time within 48 hours		95%	100.00%	7	7	100.00%	9	9	100.00%	2	2	100.00%	1	1
% Rejects															
OR-3	% Rejects		N/A	28.00%	25	7	39.13%	23	9	12.50%	16	2	3.85%	26	1
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time		95% by noon of next business day	100.00%	14	14	100.00%	11	11	100.00%	14	14	100.00%	21	21
% Order Accuracy															
OR-6	% Accuracy - Orders		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps		95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps		95% w/in 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital		95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap		95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/in 30 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds		90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repair Appt. (UNE)														
	Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut		95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut		95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links		Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)		Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)		< 5% for 3 consecutive mnths.	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)		Interval = 76 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

MFS TELECOM, INC. - MFS

Ref Order		Metric	Objective	July			August			September			October		
				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	7	7	100.00%	4	4	0.00%	2	0	NA	0	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS1, DS3)	95%	100.00%	1	1	NA	0	0	NA	0	0	NA	0	0	0
Reject Timeliness															
OR-2	LSR/WOF Reject Time within 48 hours	95%	100.00%	34	34	100.00%	4	4	100.00%	4	4	NA	0	0	0
% Rejects															
OR-3	% Rejects	N/A	77.27%	44	34	30.77%	13	4	66.67%	6	4	NA	0	0	0
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	8	8	100.00%	4	4	100.00%	3	3	NA	0	0	0
% Order Accuracy															
OR-5	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk gprs	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-02	Adds to Trnk gprs	95% W/in 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Installation Quality															
PR-5-01 (was 5-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (Une)														
	Analog	<10%	0.00%	1	0	NA	0	0	NA	0	0	0.00%	1	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	69.47	1	69	0.00	0	0	0.00	0	0	17.08	1	17	17
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	1	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	0.00%	1	0	0.00%	1	0	0.00%	1	0	0.00%	1	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

NEXTEL PARTNERS OPERATING CORP. (NET) - NEX

Ref Order		Metric #	Metric	Objective	July			August			September			October		
					Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time																
	PO-1	Response Time - All Transactions		4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-01	System Availability (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-02	Port Availability - % All Ports Busy (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-3	Average Speed of Answer - Ordering		NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-5-01	vDSL Engineering Response - partial look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	PO-5-02	vDSL Engineering Response - full look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness																
	OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)		95%	100.00%	1	1	NA	0	0	100.00%	1	1	100.00%	1	1
Reject Timeliness																
	OR-2	LSR/WOF Reject Time within 48 hours		95%	NA	0	0	NA	0	0	100.00%	1	1	NA	0	0
% Rejects																
	OR-3	% Rejects		N/A	0.00%	1	0	NA	0	0	25.00%	4	1	0.00%	1	0
Timeliness of Completion Notification																
	OR-4	Completion Notice - % on time		95% by noon of next business day	100.00%	1	1	NA	0	0	100.00%	1	1	100.00%	1	1
% Order Accuracy																
	OR-5	% Accuracy - Orders		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning																
% Installed within the Interval (Specials)																
	PR-1	New Trnk grps		95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-02	Adds to Trnk grps		95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-03	2 wire Analog		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-04	2 Wire Digital		95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-05	Link-Hot Cure		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-06	Link-High Cap		95%-7days	NA	0	0	NA	0	0	100.00%	1	1	NA	0	0
% Missed Appointments (Specials)																
	PR-3-02	2 wire Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-03	2 Wire Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-04	Interconnection Trunks (TGNN & TGNA)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-05	Link-Hot Cure		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-06	Link-High Cap		<10%	NA	0	0	NA	0	0	0.00%	1	0	0.00%	1	0
% Installation Quality																
	PR-5-01 (wss 5-02)	% Repeat Trouble Reports w/in 30 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-01	% Repeat Trouble Reports w/in 7 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-02	% Repeat Trouble Reports w/in 30 days of Install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance																
	MR-1	Repair Calls answered w/ 20 seconds		90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MR-3-04	% Missed Repair Appt. (UNE)														
		Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
		Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals																
	MR-4-02	Mean Time to Repair - Trunks No Cable Cut		95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-03	Mean Time to Repair - Trunks Cable Cut		95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-05	Mean Time to Repair - UNE Links		Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports																
	MR-5-02	% Repeat Reports w/in 30 Days (UNE)		Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance																
Final Trunk Blockage																
	NP-1	% Final Trunk Groups Exceeding Blocking (adj)		< 5% for 3 consecutive mnths	0.00%	1	0	0.00%	1	0	0.00%	1	0	0.00%	1	0
Collocation																
	NP-2-01	% Installed within the Interval (Physical)		Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	NP-2-02	% Missed Installations (All Collocations)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

PAETEC COM - PAE

Ref Order		Metric		Objective		July			August			September			October		
Metric #						Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time																	
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PO-5-01	DSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	DSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness																	
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%		99.18%	122	121	98.08%	156	153	98.77%	81	80	97.75%	89	87		
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%		100.00%	12	12	100.00%	15	15	100.00%	18	18	100.00%	29	29		
Reject Timeliness																	
OR-2	LSR/WOF Reject Time within 48 hours	95%		100.00%	41	41	89.19%	37	33	100.00%	8	8	100.00%	7	7		
% Rejects																	
OR-3	% Rejects	N/A		22.53%	182	41	16.89%	219	37	7.27%	110	8	5.26%	133	7		
Timeliness of Completion Notification																	
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	134	134	100.00%	171	171	100.00%	99	99	100.00%	118	118		
% Order Accuracy																	
OR-6	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning																	
% Installed within the Interval (Specials)																	
PR-1	New Trunk grps	95% installed within 60 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-02	Adds to Trunk grps	95% w/ 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-1-06	Link-High Cap	95%-7days		100.00%	6	6	50.00%	4	2	100.00%	2	2	100.00%	8	8		
% Missed Appointments (Specials)																	
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-3-06	Link-High Cap	<10%		0.00%	10	0	14.29%	14	2	0.00%	13	0	4.17%	24	1		
% Installation Quality																	
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/ 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-6-01	% Repeat Trouble Reports w/ 7 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
PR-6-02	% Repeat Trouble Reports w/ 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Maintenance																	
MR-1	Repeat Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repeat Appt. (UNE)																
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Trouble Duration Intervals																	
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	0.00%	4	0	0.00%	1	0	NA	0	0	NA	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
% Repeat Trouble Reports																	
MR-5-02	% Repeat Reports w/ 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
Network Performance																	
Final Trunk Blockage																	
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths		0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2
Collocation																	
NP-2-01	% Installed within the Interval (Physical)	Interval = 75 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0	NA	0

Frontier Telephone of Rochester
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Confidential

QTEL, INC. (COM) - QTC

Ref Order		Objective		July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNE's & Resale	95%	100.00%	12	12		100.00%	4	4	100.00%	10	10	100.00%	6	6
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
Reject Timeliness															
OR-2	LBRAWOF Reject Time within 48 hours	95%	100.00%	3	3		100.00%	1	1	100.00%	3	3	100.00%	3	3
% Rejects															
OR-3	% Rejects	N/A	20.00%	15	3		20.00%	5	1	23.08%	13	3	33.33%	9	3
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	12	12		100.00%	4	4	100.00%	10	10	100.00%	6	6
% Order Accuracy															
OR-6	% Accuracy - Orders	95%	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trunk grps	95% installed within 80 days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trunk grps	95% w/in 7 days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0		NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of install	TSD	NA	0	0		NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0		NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA		NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repair Appt. (Une)														
	Analog	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
	Digital	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0		NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0		NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0		NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0		NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	NA	0	0		NA	0	0	NA	0	0	NA	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 75 Days 95%	NA	0	0		NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0		NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

RTI Telecom - ROB

Ref Order	Metric #	Metric	Objective	July			August			September			October		
				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%		100.00%	1	1	100.00%	9	9	100.00%	5	5	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness															
OR-2	LER/WOF Reject Time within 48 hours	95%		NA	0	0	NA	0	0	100.00%	2	2	NA	0	0
% Rejects															
OR-3	% Rejects	N/A		0.00%	1	0	0.00%	9	0	28.57%	7	2	NA	0	0
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	1	1	100.00%	9	9	100.00%	5	5	NA	0	0
% Order Accuracy															
OR-6	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps	95% installed within 60 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% W/ 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/in 30 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repair Appt. (UNE)														
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mths		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 75 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

CINGULAR - SBM

Ref Order			July			August			September			October		
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-Q1	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-Q2	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-Q1	DSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-Q2	DSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-Q1	Order Confirmation w/ 45 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-Q2	Order Confirmation w/ 45 Hrs Specials (DS), DS1, DS3)	95%	100.00%	9	9	100.00%	14	14	100.00%	14	14	100.00%	2	2
Reject Timeliness														
OR-2	LSRAWOF Reject Time within 48 hours	95%	100.00%	2	2	100.00%	1	1	100.00%	2	2	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	16.67%	12	2	6.25%	16	1	11.76%	17	2	0.00%	3	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	9	9	100.00%	14	14	100.00%	14	14	100.00%	2	2
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning														
% Installed within the Interval (Specials)														
PR-1	New Trnk grps	95% installed within 80 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-Q2	Adds to Trnk grps	95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-Q3	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-Q4	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-Q5	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-Q6	Link-High Cap	95%-7days	100.00%	3	3	NA	0	0	100.00%	1	1	NA	0	0
% Missed Appointments (Specials)														
PR-3-Q2	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-Q3	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-Q4	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-Q5	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-Q6	Link-High Cap	<10%	0.00%	8	0	0.00%	9	0	0.00%	23	0	0.00%	2	0
% Installation Quality														
PR-5-Q1 (w/ 5-Q2)	% Repeat Trouble Reports w/ 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-Q1	% Repeat Trouble Reports w/ 7 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-Q2	% Repeat Trouble Reports w/ 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-Q4	% Missed Repair Appt. (UNE)													
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals														
MR-4-Q2	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-Q3	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-Q5	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports														
MR-5-Q2	% Repeat Reports w/ 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths.	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0
Collocation														
NP-2-Q1	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-Q2	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
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Confidential

SPRINT SPECTRUM PCS - SPS

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.60%	1856	1830	97.56%	1353	1320	98.51%	1480	1458	99.18%	1590	1577	1577
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS, DS1, DS3)	95%	100.00%	6	6	NA	0	0	100.00%	1	1	100.00%	5	5	5
Reject Timeliness															
OR-2	LSRWOF Reject Time within 48 hours	95%	99.18%	122	121	97.37%	76	74	100.00%	95	95	100.00%	70	70	70
% Rejects															
OR-3	% Rejects	N/A	5.99%	2036	122	5.13%	1482	76	5.59%	1700	95	4.08%	1715	70	70
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	1866	1866	100.00%	1353	1353	100.00%	1486	1486	100.00%	1599	1599	1599
% Order Accuracy															
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specialts)															
PR-1	New Trmk grps	95% Installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-02	Adds to Trmk grps	95% W/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Missed Appointments (Specialts)															
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	0.00%	8	0	0
% Installation Quality															
PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repair Appt. (UNE)														
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths	0.00%	1	0	0.00%	1	0	0.00%	1	0	0.00%	1	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0

Frontier Telephone of Rochester
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Confidential

VOICESTREAM WIRELESS - VON

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	+DSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	+DSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%	NA	0	0	100.00%	1	1	NA	0	0	100.00%	1	1
Reject Timeliness														
OR-2	LSRAWOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	NA	0	0	0.00%	1	0	NA	0	0	0.00%	1	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	NA	0	0	100.00%	1	1	NA	0	0	100.00%	1	1
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning														
% Installed within the Interval (Specials)														
PR-1	New Trnk grps	95% installed within 80 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% W/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Mixed Appointments (Specials)														
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality														
PR-5-01 (res 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports with 30 days of Install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance														
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3	% Missed Repair Appt. (UNE)													
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals														
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports														
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance														
Final Trunk Blockage														
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	0.00%	1	0	0.00%	1	0	0.00%	1	0	0.00%	1	0
Collocation														
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
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Confidential

TC SYSTEMS (NET) - TCN

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Cell Center Response Time															
PO-1	Response Time - All Transactions	4 Sec.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%		50.00%	2	1	NA	0	0	NA	0	0	50.00%	2	1
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness															
OR-2	LSR/WOF Reject Time within 48 hours	95%		100.00%	2	2	NA	0	0	NA	0	0	80.00%	5	4
% Rejects															
OR-3	% Rejects	N/A		50.00%	4	2	NA	0	0	NA	0	0	71.43%	7	5
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day		100.00%	2	2	NA	0	0	NA	0	0	100.00%	2	2
% Order Accuracy															
OR-5	% Accuracy - Orders	95%		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps	95% installed within 80 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps	95% w/ 7 days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital	95%-15days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts	95%-10days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap	95%-7days		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Installation Quality															
PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-01	% Repeat Trouble Reports w/in 7 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-6-02	% Repeat Trouble Reports w/in 30 days of Install	TBD		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity		NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)														
	Analog	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.		NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths		NA	0	0	NA	0	0	NA	0	0	NA	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%		NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%		NA	0	0	NA	0	0	NA	0	0	NA	0	0

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Confidential

TIME WARNER COMMUNICATION - TWC & TWX

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions		4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)		95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering		NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	eOSL Engineering Response - partial look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	eOSL Engineering Response - full look up		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale		95%	94.52%	73	69	83.33%	84	70	100.00%	10	10	100.00%	19	19
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)		95%	100.00%	6	6	100.00%	13	13	100.00%	17	17	100.00%	8	8
Reject Timeliness															
OR-2	LSR/VOLF Reject Time within 48 hours		95%	87.50%	24	21	93.88%	49	46	100.00%	13	13	100.00%	7	7
% Rejects															
OR-3	% Rejects		N/A	22.22%	108	24	32.89%	149	49	30.95%	42	13	17.07%	41	7
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time		95% by noon of next business day	100.00%	79	79	100.00%	97	97	100.00%	27	27	100.00%	27	27
% Order Accuracy															
OR-6	% Accuracy - Orders		95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps		95% installed within 80 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-02	Adds to Trnk grps		95% w/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-03	2 wire Analog		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-04	2 Wire Digital		95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-05	Link-Hot Cuts		95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-1-06	Link-High Cap		95%-7days	NA	0	0	100.00%	1	1	NA	0	0	100.00%	2	2
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-03	2 Wire Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-05	Link-Hot Cuts		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-06	Link-High Cap		<10%	33.33%	3	1	0.00%	9	0	0.00%	11	0	0.00%	5	0
% Installation Quality															
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/in 30 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install		TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds		90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (UNE)														
	Analog		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	Digital		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut		95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut		95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-05	Mean Time to Repair - UNE Links		Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)		Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (ed)		< 5% for 3 consecutive mnths	0.00%	2	0	0.00%	2	0	0.00%	2	0	0.00%	2	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)		Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
NP-2-02	% Missed Installations (All Collocations)		<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

VERIZON WIRELESS - UCN

Ref Order		Metric	Objective	July			August			September			October		
	Metric #			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Cell Center Response Time															
	PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PO-5-01	iDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	PO-5-02	iDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
	OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	2	2	100.00%	2	2	NA	0	0	NA	0	0
	OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	100.00%	1	1	100.00%	4	4	100.00%	6	6	100.00%	1	1
Reject Timeliness															
	OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	3	3	100.00%	3	3	100.00%	1	1	NA	0	0
% Rejects															
	OR-3	% Rejects	N/A	37.50%	8	3	33.33%	9	3	11.11%	9	1	0.00%	1	0
Timeliness of Completion Notification															
	OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	4	4	100.00%	6	6	100.00%	6	6	100.00%	1	1
% Order Accuracy															
	OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
	PR-1	New Trnk grps	95% installed within 60 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-02	Adds to Trnk grps	95% W/in 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Missed Appointments (Specials)															
	PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-3-06	Link-High Cap	<10%	0.00%	6	0	0.00%	24	0	100.00%	7	7	0.00%	1	0
% Installation Quality															
	PR-5-01 (was 6-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-01	% Repeat Trouble Reports w/in 7 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	PR-5-02	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance															
	MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	MR-3-04	% Missed Repair Appt. (Line)													
		Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
		Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Trouble Duration Intervals															
	MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	MR-4-05	Mean Time to Repair - UNE Links	Parity = 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Repeat Trouble Reports															
	MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Network Performance															
Final Trunk Blockage															
	NP-1	% Final Trunk Groups Exceeding Blocking (ed)	< 5% for 3 consecutive mnths.	0.00%	1	0	0.00%	1	0	0.00%	1	0	0.00%	1	0
Collocation															
	NP-2-01	% Installed within the Interval (Physical)	Interval = 76 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
	NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0

Frontier Telephone of Rochester
Carrier to Carrier Performance Results - UNE
October 2005

Confidential

UTILITY SOLUTIONS (COM) - USC

Ref Order		Metric	Objective	July			August			September			October		
Metric #				Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time															
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness															
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.06%	103	101	97.85%	93	91	100.00%	107	107	100.00%	100	100	100
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS), DS1, DS3	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Reject Timeliness															
OR-2	LSR/WOF Reject Time within 48 hours	95%	100.00%	16	16	100.00%	21	21	100.00%	20	20	100.00%	15	15	15
% Rejects															
OR-3	% Rejects	N/A	13.33%	120	16	18.42%	114	21	15.50%	129	20	12.93%	116	15	15
Timeliness of Completion Notification															
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	104	104	100.00%	93	93	100.00%	109	109	100.00%	100	100	100
% Order Accuracy															
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Provisioning															
% Installed within the Interval (Specials)															
PR-1	New Trnk grps	95% installed within 80 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-02	Adds to Trnk grps	95% W/ 7 days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-03	2 wire Analog	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-04	2 Wire Digital	95%-15days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-05	Link-Hot Cuts	95%-10days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-1-06	Link-High Cap	95%-7days	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Missed Appointments (Specials)															
PR-3-02	2 wire Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-03	2 Wire Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-04	Interconnection Trunks (TGNN & TGNA)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-05	Link-Hot Cuts	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-3-06	Link-High Cap	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Installation Quality															
PR-5-01 (w/ 5-02)	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-5-01	% Repeat Trouble Reports w/in 7 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
PR-5-02	% Repeat Trouble Reports w/in 30 days of install	TBD	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Maintenance															
MR-1	Repair Calls answered w/ 20 seconds	90% Parity	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
MR-3-04	% Missed Repair Appt. (Une)														
	Analog	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
	Digital	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Trouble Duration Intervals															
MR-4-02	Mean Time to Repair - Trunks No Cable Cut	95% w/ 2 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-03	Mean Time to Repair - Trunks Cable Cut	95% w/ 24 Hours	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
MR-4-05	Mean Time to Repair - UNE Links	Parity + 12 Hrs.	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
% Repeat Trouble Reports															
MR-5-02	% Repeat Reports w/in 30 Days (UNE)	Parity w/ Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Network Performance															
Final Trunk Blockage															
NP-1	% Final Trunk Groups Exceeding Blocking (adj)	< 5% for 3 consecutive mnths	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
Collocation															
NP-2-01	% Installed within the Interval (Physical)	Interval = 78 Days 95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0
NP-2-02	% Missed Installations (All Collocations)	<10%	NA	0	0	NA	0	0	NA	0	0	NA	0	0	0

Carrier to Carrier
Performance Standards and Reports
Interim Guidelines October 2005
Frontier of Rochester

CLEC Aggregate Performance vs. FTR + FCR
RESALE

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	Run Macro
		FTR + FCR	CLEC Aggregate	FTR + FCR	All CLECs				
Preorder									
PO-1	Response Time - All Transactions	TBD		0.36		6139			
PO-2-01	System Availability (OSS)	95%		99%		466			
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%		100%		744			
PO-3	Average Speed of Answer - Ordering	NA		NA		0			
PO-5	xDSL Engineering Response	95%		NA		0			
Ordering									
OR-1-01	Order Confirmation with facilities w/ 48 Hrs UNEs & Resale	95%		99%		2069			
OR-1-02	Order Confirmation with facilities w/ 48 Hrs Specials (DS), DS1, DS3)	95%		100%		62			
OR-2	LSR/WOF Reject Time within 48 hours	95%		99%		146			
OR-3	% Rejects	N/A		6%		2367			
OR-4	Completion Notice - % on time	95% by noon of next business day		100%		2135			
OR-6	% Accuracy - Orders	95%		100%		400			
Retail / Resale									
Provisioning									
PR-2	% Completed within 5 Days	Parity w/ Retail	95.48	94.12	5624	51	2.92	0.48	HIB
PR-3-01	% Missed Appointments	Parity w/ Retail	0.93	0.00	6746	58	1.27	>5.00	LIB
Maintenance & Repair									
MR-2-01	Cust. Trouble Report Rate	Parity w/ Retail	1.89	1.31	413956	1146	0.40	0.98	LIB
MR-2-02	Subsequent Reports	Parity w/ Retail	12.40	0.00	7840	15	8.52	>5.00	LIB
MR-3-01	% Missed Repair Appts - Loop	Parity w/ Retail	4.55	7.14	6685	14	5.57	>5.00	LIB
MR-3-02	% Missed Repair Appts -Central Office		1.42	#VALUE!	352		>5.00	LIB	
MR-3-03	Total (includes all tickets)		4.22	6.67	7840	15	5.20	>5.00	LIB
MR-4-01	Mean Time to Repair (in Hours)	Parity with Retail	23	30	7840	15	tbd***		
MR-4-04	% Out of Service > 24 Hours	Parity w/ Retail	16.72	11.11	6213	9	12.45	0.98	LIB
MR-5-01	% Repeat Rpts w/in 30 days	Parity w/ Retail	11.41	#VALUE!	6891				LIB

**Frontier Telephone of Rochester
Total Service Resale Performance Results
October 2005**

Confidential

		Standard	September Retail Results			September Resale Results			October Retail Results			October Resale Results		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Preorder														
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.				0.36	5429	1954				0.36	6139	2210
PO-2-01	System Availability (OSS)	0.95				100.00%	456	456				99.22%	466	462
PO-2-02	Port availability - % All Ports Busy (OSS)	0.95				99.95%	720	720				99.74%	744	742
PO-3	Average Speed of Answer - Ordering	NA				NA	0	0				NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	0.95				NA	NA	NA				NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	0.95				NA	NA	NA				NA	NA	NA
Ordering														
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	0.95				98.63%	2042	2014				98.84%	2069	2045
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3	0.95				100.00%	69	69				100.00%	62	62
Reject Timeliness														
OR-2	LSR/WOF Reject Time within 48 hours	0.95				100.00%	212	212				99.32%	146	145
% Rejects														
OR-3	% Rejects	N/A				8.57%	2473	212				6.17%	2367	146
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day				100.00%	2119	2119				100.00%	2135	2135
OR-6	% Accuracy - Orders	0.95				99.50%	400	398				99.75%	400	399
Retail / Resale Provisioning														
PR-2	% Completed within 5 Days	Parity w/ Retail	95.69%	6572	6289	96.49%	57	55	95.48%	5624	5370	94.12%	51	48
PR-3-01	% Missed Appointments	Parity w/ Retail	0.93%	7844	73	0.00%	61	0	0.93%	6746	63	0.00%	58	0
Maintenance														
MR-2-01	Cust. Trouble Report Rate	Parity w/ Retail	2.14%	417868	8959	0.96%	1148	11	1.89%	413956	7840	1.31%	1146	15
MR-2-02	Subsequent Reports	Parity w/ Retail	13.14%	8959	1177	9.09%	11	1	12.40%	7840	972	0.00%	15	0
MR-3-01	% Missed Repair Appts - Loop		5.07%	7519	381	11.11%	9	1	4.55%	6685	304	7.14%	14	1
MR-3-02	% Missed Repair Appts - Central Office		2.26%	399	9	0.00%	2	0	1.42%	352	5	NA	0	0
MR-3-03	Total (includes all tickets)	Parity w/ Retail	4.67%	8959	418	9.09%	11	1	4.22%	7840	331	6.67%	15	1
MR-4-01	Mean Time to Repair (in Hours)		25.90	8959	232038	39.15	11	431	22.90	7840	179536	30.21	15	453
MR-4-04	% Out of Service > 24 Hours	Parity w/ Retail	27.50%	7105	1954	28.57%	7	2	16.72%	6213	1039	11.11%	9	1
MR-5-01	% Repeat Rpts w/in 30 days	Parity w/ Retail	12.03%	7989	961	NA	0	0	11.41%	6891	786	NA	0	0

NA= No Activity

Frontier Telephone of Rochester
Total Service Resale Performance Results
October 2005

Carrier to Carrier Performance Results - Resale less
FCR less RCM

Retail/Resale		Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PQ-1	Response Time - All Transactions	4 Sec	0.41	7599	3116	0.37	4525	1674	0.36	5429	1954	0.36	6139	2210
PO-2-01	System Availability (OSS)	95%	99.04%	468	482	99.89%	472	471	100.00%	456	456	99.22%	486	482
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	99.83%	744	743	99.86%	744	743	99.95%	720	720	99.74%	744	742
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.30%	2467	2425	97.08%	2087	2026	98.63%	2042	2014	98.84%	2069	2045
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, (DS3)	95%	100.00%	62	62	100.00%	68	68	100.00%	69	69	100.00%	62	62
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	98.39%	311	306	94.20%	276	260	100.00%	212	212	99.32%	146	145
% Rejects														
OR-3	% Rejects	NA	10.62%	2928	311	10.93%	2525	276	8.57%	2473	212	6.17%	2367	146
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	99.96%	2539	2538	99.95%	2157	2156	100.00%	2119	2119	100.00%	2135	2135
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	99.00%	400	399	99.75%	400	399	99.50%	400	398	99.75%	400	399
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	85.71%	35	30	87.76%	49	43	96.48%	57	55	94.12%	51	48
PR-3-01	% Missed Appointments	Party with Retail	2.38%	42	1	1.72%	58	1	0.00%	61	0	0.00%	58	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	1.27%	1261	16	1.23%	1218	15	0.96%	1148	11	1.31%	1146	15
MR2-02	% Subsequent Reports	Party with Retail	0.00%	16	0	0.00%	15	0	9.09%	11	1	0.00%	15	0
MR-3-01	Percent Missed Repair Appts. - Loop		9.09%	11	1	0.00%	13	0	11.11%	9	1	7.14%	14	1
MR-3-02	Percent Missed Repair Appts. - Central Office		0.00%	1	0	0.00%	2	0	0.00%	2	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	6.25%	16	1	0.00%	15	0	9.09%	11	1	6.67%	15	1
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	29.67	16	475	41.42	15	621	39.15	11	431	30.21	15	453
MR-4-04	% OOS > 24 Hours	Party with Retail	0.00%	11	0	22.22%	9	2	28.57%	7	2	11.11%	9	1
MR-5-01	% Repeat Rols within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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AT & T COMMUNICATIONS - ATT

Ref Order		Objective	July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	1	1	100.00%	2	2	NA	0	0	100.00%	1	1
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (OS, DS1, DS3)	95%	100.00%	3	3	100.00%	2	2	100.00%	3	3	100.00%	1	1
Reject Timeliness														
OR-2	SRWOF Reject Time within 48 hours	95%	100.00%	1	1	NA	0	0	NA	0	0	100.00%	1	1
% Rejects														
OR-3	% Rejects	NA	20.00%	5	1	0.00%	4	0	0.00%	4	0	33.33%	3	1
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	4	4	100.00%	4	4	100.00%	3	3	100.00%	2	2
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR2-02	% Subsequent Reports	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts w/in 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

*** AT & T pulled out of POTs in Rochester. Frontier took over their access lines.

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CAC - CAT Communications

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	hDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	hDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 hrs UNEs & Resale	95%	100.00%	1	1	100.00%	5	5	100.00%	3	3	100.00%	5	5
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	NA	0	0	100.00%	1	1	NA	0	0	100.00%	2	2
% Rejects														
OR-3	% Rejects	NA	0.00%	1	0	16.67%	6	1	0.00%	3	0	26.57%	7	2
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	1	1	100.00%	5	5	100.00%	3	3	100.00%	5	5
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Retail/Resale

Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	100.00%	1	1	#N/A	0	0	100.00%	2	2
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	0.00%	1	0	#N/A	0	0	0.00%	2	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	5.88%	17	1	0.00%	14	0	0.00%	11	0	10.00%	10	1
MR2-02	% Subsequent Reports	Party with Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	1	0
MR-3-01	Percent Missed Repair Appts. - Loop	#DIV/0!	0	0	NA	0	0	NA	0	0	0.00%	1	0	
MR-3-02	Percent Missed Repair Appts. - Central Office	NA	0	0	NA	0	0	NA	0	0	NA	0	0	
MR-3-03	Total (includes all tickets)	Party with Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	1	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	15.9	1	15.9	0.0	0	0.0	0.0	0	0.0	53.4	1	53.4
MR-4-04	% OOS > 24 Hours	Party with Retail	0.00%	1	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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CHOICE ONE COMMUNICATIONS (NET) - CHN

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	DSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	DSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	96.35%	192	185	96.68%	271	262	98.82%	255	252	96.41%	223	215
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	100.00%	1	1	100.00%	9	9	NA	0	0	100.00%	2	2
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	97.30%	37	36	89.71%	68	61	100.00%	44	44	100.00%	33	33
% Rejects														
OR-3	% Rejects	N/A	15.42%	240	37	18.58%	366	68	14.15%	311	44	11.96%	276	33
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% installed within 60 days	99.48%	194	193	99.65%	282	281	100.00%	255	255	100.00%	225	225
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	0.00%	136	0	0.00%	137	0	0.00%	121	0	0.00%	126	0
MR2-02	% Subsequent Reports	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appnts - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appnts - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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Corporatepage - CPC

Ref Order			July			August			September			October		
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	iDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	iDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs LNEs & Resale	95%	100.00%	38	38	100.00%	35	35	100.00%	37	37	100.00%	23	23
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	17	17	100.00%	6	6	100.00%	15	15	100.00%	2	2
% Rejects														
OR-3	% Rejects	N/A	30.91%	55	17	14.63%	41	6	28.30%	53	15	7.69%	26	2
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	38	38	100.00%	35	35	100.00%	37	37	100.00%	23	23
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	100.00%	9	9	80.00%	10	8	100.00%	18	18	100.00%	8	8
PR-3-01	% Missed Appointments	Party with Retail	0.00%	9	0	0.00%	11	0	0.00%	18	0	0.00%	8	0
Maintenance														
MR-2-01	Customer Trouble Report Rate	Party with Retail	1.28%	156	2	0.00%	144	0	0.00%	143	0	0.74%	135	1
MR-2-02	% Subsequent Reports	Party with Retail	0.00%	2	0	NA	0	0	NA	0	0	0.00%	1	0
MR-3-01	Percent Missed Repair Appts - Loop		0.00%	1	0	NA	0	0	NA	0	0	0.00%	1	0
MR-3-02	Percent Missed Repair Appts - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	0.00%	2	0	NA	0	0	NA	0	0	0.00%	1	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	11.1	2	22.2	0.0	0	0	0.0	0	0	1.6	1	2
MR-4-04	% COS > 24 Hours	Party with Retail	0.00%	2	0	NA	0	0	NA	0	0	0.00%	1	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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METRO TELECONNECT - CRC

Ref Order		Objective	July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs LINEs & Resale	95%	50.00%	2	1	100.00%	2	2	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	0.00%	2	0	0.00%	2	0	NA	0	0	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	2	2	100.00%	2	2	NA	0	0	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR-2-01	Customer Trouble Report Rate	Parity with Retail	0.00%	6	0	0.00%	3	0	0.00%	3	0	0.00%	2	0
MR-2-02	% Subsequent Reports	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Apphs - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Apphs - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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FRONTIER COMMUNICATION OF ROCHESTER - FCR

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PC-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PC-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PC-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PC-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	OSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	OSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS, DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	88.02%	192	189	88.65%	282	250	93.83%	243	228	96.61%	236	228
PR-3-01	% Missed Appointments	Parity with Retail	8.65%	289	25	3.79%	343	13	3.57%	308	11	0.00%	315	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.66%	80596	534	0.62%	79738	495	0.71%	78656	561	0.63%	77555	486
MR2-02	% Subsequent Reports	Parity with Retail	12.92%	534	69	6.67%	495	33	10.16%	561	57	11.93%	486	58
MR-3-01	Percent Missed Repair Appts - Loop		2.18%	367	8	2.33%	301	7	3.10%	387	12	3.31%	362	12
MR-3-02	Percent Missed Repair Appts - Central Office		0.00%	36	0	1.23%	81	1	1.39%	72	1	0.00%	46	0
MR-3-03	Total (includes all tickets)	Parity with Retail	2.06%	534	11	2.42%	495	12	2.50%	561	14	3.09%	486	15
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	22.5	534	12015.0	21.4	495	10593.0	18.8	561	10546.8	19.5	486	9477.0
MR-4-04	% OCS > 24 Hours	Parity with Retail	25.78%	458	118	12.60%	381	48	20.26%	454	92	14.64%	403	59
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	0.00%	1	0	0.00%	2	0	0.00%	2	0	NA	0	

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MFS TELECOM, INC. - MFS

Ref Order														
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	DSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	DSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	7	7	100.00%	4	4	0.00%	2	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DST, DS3)	95%	100.00%	1	1	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	34	34	100.00%	4	4	100.00%	4	4	NA	0	0
% Rejects														
OR-3	% Rejects	NA	77.27%	44	34	30.77%	13	4	66.67%	6	4	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	8	8	100.00%	4	4	100.00%	3	3	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PR-3-01	% Missed Appointments	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.00%	12	0	0.00%	13	0	0.00%	13	0	0.00%	13	0
MR2-02	% Subsequent Reports	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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Level 3 - LVC

Ref Order		Objective	July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	vDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	vDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	11	11	100.00%	11	11	100.00%	14	14	100.00%	10	10
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	100.00%	11	11
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	7	7	100.00%	9	9	100.00%	2	2	100.00%	1	1
% Rejects														
OR-3	% Rejects	NA	28.00%	25	7	39.13%	23	9	12.50%	16	2	3.85%	26	1
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	14	14	100.00%	11	11	100.00%	14	14	100.00%	21	21
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Retail/Resale

Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR2-02	% Subsequent Reports	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% QOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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PAETEC COM - PAE

Ref Order		Objective	July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	MSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	MSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	99.18%	122	121	98.08%	156	153	98.77%	81	80	97.75%	89	87
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3	95%	100.00%	12	12	100.00%	15	15	100.00%	18	18	100.00%	29	29
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	41	41	89.19%	37	33	100.00%	8	8	100.00%	7	7
% Rejects														
OR-3	% Rejects	N/A	22.53%	182	41	16.89%	219	37	7.27%	110	8	5.26%	133	7
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	134	134	100.00%	171	171	100.00%	99	99	100.00%	118	118
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	0.00%	5	0	0.00%	5	0	0.00%	5	0	20.00%	5	1
MR2-02	% Subsequent Reports	Party with Retail	NA	0	0	NA	0	0	NA	0	0	0.00%	1	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	0.00%	1	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	NA	0	0	NA	0	0	NA	0	0	0.00%	1	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	0.0	0	0	0.0	0	0	0.0	0	0	73.7	1	74
MR-4-04	% OOS > 24 Hours	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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QTEL, INC. (COM) - QTC

Ref Order														
Metric #	Metric	Objective	Met	July Denominator	Numerator	Met	August Denominator	Numerator	Met	September Denominator	Numerator	Met	October Denominator	Numerator
Cat Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	12	12	100.00%	4	4	100.00%	10	10	100.00%	6	6
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	3	3	100.00%	1	1	100.00%	3	3	100.00%	3	3
% Rejects														
OR-3	% Rejects	N/A	20.00%	15	3	20.00%	5	1	23.08%	13	3	33.33%	9	3
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	12	12	100.00%	4	4	100.00%	10	10	100.00%	6	6
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Providing														
PR-2	% Completed within 5 days	Parity with Retail	100.00%	2	2	100.00%	1	1	50.00%	2	1	80.00%	5	4
% Missed Appointments														
PR-3-01	% Missed Appointments	Parity with Retail	0.00%	3	0	0.00%	1	0	0.00%	2	0	0.00%	5	0
Maintenance														
MR-2-01	Customer Trouble Report Rate	Parity with Retail	3.33%	30	1	0.00%	27	0	0.00%	18	0	0.00%	24	0
MR-2-02	% Subsequent Reports	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	1.4	1	1.40	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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GLOBAL CROSSING INT - RCM

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	hDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	hDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	NA	0	0	NA	0	0	NA	0	0	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Retail/Resale

Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR-2-01	Customer Trouble Report Rate	Parity with Retail	0.00%	46	0	0.00%	46	0	0.00%	46	0	0.00%	46	0
MR-2-02	% Subsequent Reports	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% DOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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RTI Telecom - ROB

Ref Order														
Metric #	Metric	Objective	Met	July Denominator	Numerator	Met	August Denominator	Numerator	Met	September Denominator	Numerator	Met	October Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	100.00%	1	1	100.00%	9	9	100.00%	5	5	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specials (OS), OS1, OS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	NA	0	0	NA	0	0	100.00%	2	2	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	0.00%	1	0	0.00%	9	0	28.57%	7	2	NA	0	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	1	1	100.00%	9	9	100.00%	5	5	NA	0	0
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.58%	172	1	0.00%	155	0	0.00%	147	0	1.36%	147	2
MR2-02	% Subsequent Reports	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	2	0
MR-3-01	Percent Missed Repair Appnts. - Loop		NA	0	0	NA	0	0	NA	0	0	0.00%	2	0
MR-3-02	Percent Missed Repair Appnts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	2	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	15.3	1	15.3	0.0	0	0.0	0.0	0	0.0	24.5	2	49.0
MR-4-04	% OOS > 24 Hours	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	50.00%	2	1
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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CINGULAR - SBM

Ref Order														
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs LINEs & Results	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS), DS1, (DS3)	95%	100.00%	9	9	100.00%	14	14	100.00%	14	14	100.00%	2	2
Reject Timeliness														
OR-2	LSRAWOP Reject Time within 48 hours	95%	100.00%	2	2	100.00%	1	1	100.00%	2	2	NA	0	0
% Rejects														
OR-3	% Rejects	NA	16.67%	12	2	6.25%	16	1	11.76%	17	2	0.00%	3	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	9	9	100.00%	14	14	100.00%	14	14	100.00%	2	2
% Order Accuracy														
OR-5	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR-2-01	Customer Trouble Report Rate	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-2-02	% Subsequent Reports	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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SPRINT SPECTRUM PCS - SPS

Ref Order			July			August			September			October		
Metric #	Metric		Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	iDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	iDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.60%	1856	1830	97.56%	1353	1320	98.51%	1480	1458	99.18%	1590	1577
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS), DS1, (DS3)	95%	100.00%	6	6	NA	0	0	100.00%	1	1	100.00%	5	5
Reject Timeliness														
OR-2	LSRAWOF Reject Time within 48 hours	95%	99.18%	122	121	97.37%	76	74	100.00%	95	95	100.00%	70	70
% Rejects														
OR-3	% Rejects	N/A	5.99%	2036	122	5.13%	1482	76	5.59%	1700	95	4.08%	1715	70
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	1866	1866	100.00%	1353	1353	100.00%	1486	1486	100.00%	1599	1599
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	NA	0	7	NA	0	9	NA	0	8	NA	0	3
MR2-02	% Subsequent Reports	Party with Retail	0.00%	7	0	0.00%	9	0	0.00%	8	0	0.00%	3	0
MR-3-01	Percent Missed Repair Appts. - Loop		0.00%	6	0	0.00%	8	0	14.29%	7	1	0.00%	2	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	1	0	0.00%	1	0	0.00%	1	0	NA	0	0
MR-3-03	Total (includes all tickets)	Party with Retail	0.00%	7	0	0.00%	9	0	12.50%	8	1	0.00%	3	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	31.80	7	222.6	56.40	9	507.6	42.80	8	342.4	13.20	3	39.6
MR-4-04	% OOS > 24 Hours	Party with Retail	0.00%	3	0	25.00%	4	1	0.00%	4	0	0.00%	2	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

*** no access line when snapshot was taken

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TC SYSTEMS (NET) - TCN

Ref Order														
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full look up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs LNEs & Resale	95%	50.00%	2	1	NA	0	0	NA	0	0	50.00%	2	1
OR-1-02	Order Confirmation w/ 48 Hrs Specialists (DS), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRAWOF Reject Time within 48 hours	95%	100.00%	2	2	NA	0	0	NA	0	0	80.00%	5	4
% Rejects														
OR-3	% Rejects	N/A	50.00%	4	2	NA	0	0	NA	0	0	71.43%	7	5
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	2	2	NA	0	0	NA	0	0	100.00%	2	2
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Party with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR2-02	% Subsequent Reports	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all Sockets)	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Party with Retail	0.0	0	0	0.0	0	0	0.0	0	0	0.0	0	0
MR-4-04	% OOS > 24 Hours	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Party with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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TIME WARNER COMMUNICATION - TWC & TWX

Ref Order														
Metric #	Metric	Objective	July			August			September			October		
			Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	94.52%	73	69	83.33%	84	70	100.00%	10	10	100.00%	19	19
OR-1-02	Order Confirmation w/ 48 Hrs Specials (DSL, DSL1, DSL3)	95%	100.00%	6	6	100.00%	13	13	100.00%	17	17	100.00%	8	8
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	87.50%	24	21	93.88%	49	46	100.00%	13	13	100.00%	7	7
% Rejects														
OR-3	% Rejects	N/A	22.22%	108	24	32.89%	149	49	30.95%	42	13	17.07%	41	7
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	79	79	100.00%	97	97	100.00%	27	27	100.00%	27	27
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.51%	197	1	0.00%	197	0	0.00%	197	0	1.52%	197	3
MR2-02	% Subsequent Reports	Parity with Retail	0.00%	1	0	NA	0	0	NA	0	0	0.00%	3	0
MR-3-01	Percent Missed Repair Appnts. - Loop		100.00%	1	1	NA	0	0	NA	0	0	33.33%	3	1
MR-3-02	Percent Missed Repair Appnts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	100.00%	1	1	NA	0	0	NA	0	0	33.33%	3	1
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	164.6	1	165	0.0	0	0	0.0	0	0	67.0	3	201
MR-4-04	% OOS > 24 Hours	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	0.00%	1	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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VERIZON WIRELESS - UCN

Ref Order														
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec.	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	iDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	iDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation of 48 Hrs UNEs & Resale	95%	100.00%	2	2	100.00%	2	2	NA	0	0	NA	0	0
OR-1-02	Order Confirmation of 48 Hrs Speeds (DS), DS1, DS3)	95%	100.00%	1	1	100.00%	4	4	100.00%	6	6	100.00%	1	1
Reject Timeliness														
OR-2	LSRAWOF Reject Time within 48 hours	95%	100.00%	3	3	100.00%	3	3	100.00%	1	1	NA	0	0
% Rejects														
OR-3	% Rejects	N/A	37.50%	8	3	33.33%	9	3	11.11%	9	1	0.00%	1	0
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	4	4	100.00%	6	6	100.00%	6	6	100.00%	1	1
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	#N/A	0	0	#N/A	0	0	#N/A	0	0	#N/A	0	0
PR-3-01	% Missed Appointments	Parity with Retail	#N/A	0	0	100.00%	1	1	#N/A	0	0	#N/A	0	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.00%	117	0	0.88%	113	1	0.00%	113	0	0.00%	113	0
MR2-02	% Subsequent Reports	Parity with Retail	NA	0	0	0.00%	1	0	NA	0	0	NA	0	0
MR-3-01	Percent Missed Repair Appts. - Loop		NA	0	0	0.00%	1	0	NA	0	0	NA	0	0
MR-3-02	Percent Missed Repair Appts. - Central Office		NA	0	0	NA	0	0	NA	0	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	NA	0	0	0.00%	1	0	NA	0	0	NA	0	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	0.0	0	0.0	5.7	1	5.7	0.0	0	0.0	0.0	0	0.0
MR-4-04	% OOS > 24 Hours	Parity with Retail	NA	0	0	0.00%	1	0	NA	0	0	NA	0	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0

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UTILITY SOLUTIONS (COM) - USC

Ref Order			July			August			September			October		
Metric #	Metric	Objective	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator	Met	Denominator	Numerator
Call Center Response Time														
PO-1	Response Time - All Transactions	4 Sec	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-01	System Availability (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-2-02	Port Availability - % All Ports Busy (OSS)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-3	Average Speed of Answer - Ordering	NA	NA	0	0	NA	0	0	NA	0	0	NA	0	0
PO-5-01	xDSL Engineering Response - partial lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
PO-5-02	xDSL Engineering Response - full lock up	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Order Confirmation Timeliness														
OR-1-01	Order Confirmation w/ 48 Hrs UNEs & Resale	95%	98.06%	103	101	97.85%	93	91	100.00%	107	107	100.00%	100	100
OR-1-02	Order Confirmation w/ 48 Hrs Specials (US), DS1, DS3)	95%	NA	0	0	NA	0	0	NA	0	0	NA	0	0
Reject Timeliness														
OR-2	LSRWOF Reject Time within 48 hours	95%	100.00%	16	16	100.00%	21	21	100.00%	20	20	100.00%	15	15
% Rejects														
OR-3	% Rejects	N/A	13.33%	120	16	18.42%	114	21	15.50%	129	20	12.93%	116	15
Timeliness of Completion Notification														
OR-4	Completion Notice - % on time	95% by noon of next business day	100.00%	104	104	100.00%	93	93	100.00%	109	109	100.00%	100	100
% Order Accuracy														
OR-6	% Accuracy - Orders	95%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Retail/Resale														
Provisioning														
PR-2	% Completed within 5 days	Parity with Retail	79.17%	24	19	89.19%	37	33	97.30%	37	36	94.44%	36	34
PR-3-01	% Missed Appointments	Parity with Retail	3.33%	30	1	0.00%	44	0	0.00%	41	0	0.00%	43	0
Maintenance														
MR2-01	Customer Trouble Report Rate	Parity with Retail	0.73%	413	3	1.22%	410	5	0.80%	377	3	1.07%	374	4
MR2-02	% Subsequent Reports	Parity with Retail	0.00%	3	0	0.00%	5	0	33.33%	3	1	0.00%	4	0
MR-3-01	Percent Missed Repair Appts - Loop		0.00%	3	0	0.00%	4	0	0.00%	2	0	0.00%	4	0
MR-3-02	Percent Missed Repair Appts - Central Office		NA	0	0	NA	1	0	NA	1	0	NA	0	0
MR-3-03	Total (includes all tickets)	Parity with Retail	0.00%	3	0	0.00%	5	0	0.00%	3	0	0.00%	4	0
MR-4-01	Mean Time to Repair (in hours)	Parity with Retail	10.9	3	32.70	21.6	5	108.00	29.4	3	68.20	8.7	4	34.80
MR-4-04	% OCS > 24 Hours	Parity with Retail	0.00%	3	0	25.00%	4	1	66.67%	3	2	0.00%	3	0
MR-5-01	% Repeat Rpts within 30 days	Parity with Retail	NA	0	0	NA	0	0	NA	0	0	NA	0	0