

**SBC Performance Measures that Received a Failing Score Between
September 2002-December 2002**

SEP-02			
PM Number	Performance Measure	Benchmark	Result
2 - 15.2	Percent Responses Received Within 13.0 Seconds-Request for Customer Service Record-EDI LSOG 4/CORBA	95.00%	91.54%
2 - 16.1	Percent Responses Received Within 8.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	90.00%	83.72%
2 - 16.2	Percent Responses Received Within 13.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	95.00%	86.05%
4 - 04	OSS Interface Availability - EB/TA	99.50%	98.66%
4 - 05	OSS Interface Availability - EB/TA - GUI	99.50%	99.44%
5 - 15	% FOCs Returned w/in "X" hrs - Elec Req - Elec Pressd - UNE P Res & Bus - < 2 hrs	95.00%	90.93%
5 - 26	% FOCs Returned within 48 Hours - Electronically Submitted - LNP Only (20+ Lines)	95.00%	93.55%
7 - 01	% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - Resale	99.00%	97.22%
7 - 02	% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - UNE	99.00%	98.37%
7 - 03	% Mechanized Completions Returned Within 1 Hour of Completion in Ordering Systems - Combinations	99.00%	92.99%
7.1 - 01	% Mechanized Completions Returned Within One Day Of Work Completion - Resale	99.00%	97.27%
7.1 - 03	% Mechanized Completions Returned Within One Day Of Work Completion - Combinations	99.00%	98.74%
7.1 - 04	% Mechanized Completions Returned Within One Day Of Work Completion - LNP Only	99.00%	53.57%
10 - 01	% Mechanized Rejects Returned Within 1 Hour of Receipt of Reject in MOR	97.00%	96.76%
10.1 - 01	% Mechanized Rejects Returned within 1 Hour of Receipt of Order	97.00%	93.91%
10.2 - 01	% Percent Manual Rejects Received Electronically & Returned Within 5 Hours	97.00%	92.83%
10.3 - 01	% Manual Rejects Received Manually and Returned Within 5 Hours	97.00%	85.33%
10.4 - 01	% of Orders Given Jeopardy Notices - POTS - Res - FW	1.58%	5.33%
10.4 - 02	% of Orders Given Jeopardy Notices - POTS - Res - No FW	0.05%	1.12%
10.4 - 03	% of Orders Given Jeopardy Notices - POTS - Bus - FW	1.86%	10.94%
10.4 - 04	% of Orders Given Jeopardy Notices - POTS - Bus - No FW	0.06%	1.97%
10.4 - 06	% of Orders Given Jeopardy Notices - Resale Specials - No FW	0.00%	4.27%
10.4 - 08	% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	0.66%	1.36%
10.4 - 10	% of Orders Given Jeopardy Notices - UNE-Ps	0.27%	0.48%
11.1 - 01	Mean Time to Return Manual Rejects that are Received via an Electronic Interface (hours)	5.00	5.48
13 - 02	Order Process Percent Flow Through - Resale	96.78%	89.71%
13 - 03	Order Process Percent Flow Through - UNE-Ps	96.78%	95.24%
13 - 06	Order Process Percent Flow Through - Line Share	96.78%	95.61%
14 - 02	Billing Accuracy - Resale Usage / Unbundled Local Switching	0.00%	0.25%
17 - 01	Billing Completeness - ACIS / CABS	99.68%	96.60%
27 - 09	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	2.95	3.68
37 - 04	Trouble Report Rate - UNE-P Bus	0.71	0.75
38 - 02	% Missed Repair Commitments - POTS - Res - No Dispatch	1.55%	4.27%
47 - 02	% Ameritech Missed Due Dates Due to Lack of Facilities - Design - Resold Specials - DS1	0.88%	6.90%
54 - 01	Failure Frequency - Design - Resold Specials - DDS	1.95	5.73
54 - 04	Failure Frequency - Design - Resold Specials - VGPL	0.84	2.04
54 - 06	Failure Frequency - Design - Resold Specials - ISDN PRI	0.45	2.91

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54.1 - 01	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DDS	1.49	4.17
54.1 - 04	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	0.67	1.25
54.1 - 06	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-ISDN PRI	0.41	2.91
55 - 01.2	Average Installation Interval - UNE - 2 Wire Analog (11-20) (days)	7.49	18.77
56 - 01.2	% Installs Cmpltd w/in Cust Req DD-UNE -2 Wire Analog (11-20)-7 Days	88.89%	61.73%
58 - 08	% AIT Caused Missed Due Dates - UNE - DS1 Loop With Test Access	3.31%	5.57%
59 - 03	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	1.55%	2.97%
60 - 06.1	% AIT Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	0.62%	3.24%
61 - 05	Average Delay Days for Missed DDs Due to Lack of Facilities - UNE - 8.0 dB Loop without Test Access	6.37	12.17
62 - 03	Average Delay Days for AIT Caused Missed Due Dates - UNE - 8.0 dB Loop without Test Access	6.01	11.94
65 - 05	Trouble Report Rate - UNE - 8.0 dB Loop Without Test Access	0.71	0.76
65 - 06	Trouble Report Rate - UNE - BRI Loop With Test Access	0.00	0.98
65 - 08	Trouble Report Rate - UNE - DS1 Loop With Test Access	3.76	4.50
65.1 - 03	Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	0.14	0.23
66 - 03	% Missed Repair Commitments - UNE - DSL - Line Sharing	4.62%	12.00%
67 - 03	Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - Dispatch	7.69	12.48
67 - 18	Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - No Dispatch	3.65	7.76
92 - 01	% of Time the Old Service Provider Releases the Sub Prior to the Exp of the 2nd 9 Hour (T2) Timer	96.50%	96.16%
96 - 02	% Pre-Mature Disconnects for LNP Orders - LNP w/ Loop	2.00%	2.84%
104 - 01	Avg Time Required to Update 911 Database (Facility Based Providers) (Min)	66.97	84.24
110 - 01.2	% of Updates Completed into the DA Database within 72 Hours for Facility Based CLECs - Elec Orders	99.70%	98.90%
111 - 01.2	Average Update Interval for DA Database for Facility Based CLECs (hours) - Electronic Orders	16.76	17.59
113 - 01	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	99.33%	97.98%
MI 2 - 01	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Res - FW	12.45%	66.10%
MI 2 - 10	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - UNE-Ps	19.53%	40.47%
MI 13 - 01	Percent Loss Notifications within 1 Day of Service Order Completion - Resale	95.00%	88.78%
MI 14 - 01	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - Resale Manual	95.00%	72.22%
MI 14 - 03	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE Loops Manual	95.00%	85.40%
MI 14 - 05	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE P Manual	95.00%	74.25%
C WI 7 - 01.5	Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A - Form B - UNE - BRI Loop With Test Access	95.00%	89.47%
C WI 7 - 01.6	Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A - Form B - UNE - DS1 Loop With Test Access	95.00%	86.67%
C WI 11 - 01.4	FMOD Forms B, C, D Percentage of Due Dates Met - Form B - 8.0 dB Loop Without Test Access	7.02%	25.00%
C WI 11 - 01.5	FMOD Forms B, C, D Percentage of Due Dates Met - Form B - BRI Loop With Test Access	13.02%	30.00%

OCT-02			
PM Number	Performance Measure	Benchmark	Result
2 - 16.1	Percent Responses Received Within 8.0 Seconds - Directory Listing Inquiry - EDI LSOG 4/CORBA	90.00%	84.34%
2 - 18.1	Percent Responses Received Within 1.0 Seconds-Service Appt Scheduling (Due Date)-EDI LSOG 4/CORBA	90.00%	86.44%
4 - 14	OSS Interface Availability -- Web Toolbar	99.50%	98.36%
4 - 15	OSS Interface Availability -- ARAF	99.50%	100.00%
4 - 16	OSS Interface Availability -- EDI Pre-Order	99.50%	99.85%
4 - 17	OSS Interface Availability -- CORBA Pre-Order	99.50%	99.59%
4 - 18	OSS Interface Availability -- AEMS LSOG 4	99.50%	100.00%
5 - 26	% FOCs Returned within 48 Hours - Electronically Submitted - LNP Only (20+ Lines)	95.00%	93.02%
5 - 29	% FOCs Returned within 48 Hours - Electronically Submitted - LNP Complex Bus (20 - 50 Lines)	95.00%	94.59%
5 - 30	% FOCs Returned within 24 Hours - Electronically Submitted - LNP Complex Bus (50+ Lines)	95.00%	90.91%
5 - 34	% FOCs Returned within "X" hrs - Man Sub - UNE Loop (1 - 49 Loops) - < 24 hrs	95.00%	92.59%
7.1 - 01	% Mechanized Completions Returned Within One Day Of Work Completion - Resale	99.00%	98.89%
7.1 - 02	% Mechanized Completions Returned Within One Day Of Work Completion - UNE	99.00%	96.65%
7.1 - 03	% Mechanized Completions Returned Within One Day Of Work Completion - Combinations	99.00%	98.65%
7.1 - 04	% Mechanized Completions Returned Within One Day Of Work Completion - LNP Only	99.00%	46.09%
10.2 - 01	% Percent Manual Rejects Received Electronically & Returned Within 5 Hours	97.00%	94.27%
10.3 - 01	% Manual Rejects Received Manually and Returned Within 5 Hours	97.00%	87.55%
10.4 - 01	% of Orders Given Jeopardy Notices - POTS - Res - FW	1.37%	3.46%
10.4 - 02	% of Orders Given Jeopardy Notices - POTS - Res - No FW	0.03%	1.27%
10.4 - 03	% of Orders Given Jeopardy Notices - POTS - Bus - FW	1.72%	6.87%
10.4 - 04	% of Orders Given Jeopardy Notices - POTS - Bus - No FW	0.04%	3.07%
10.4 - 06	% of Orders Given Jeopardy Notices - Resale Specials - No FW	0.02%	2.72%
10.4 - 08	% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	0.75%	1.64%
10.4 - 10	% of Orders Given Jeopardy Notices - UNE-Ps	0.23%	0.59%
13 - 02	Order Process Percent Flow Through - Resale	96.60%	93.26%
13 - 03	Order Process Percent Flow Through - UNE-Ps	96.60%	96.03%
13 - 05	Order Process Percent Flow Through - LSNP	96.60%	67.18%
13 - 06	Order Process Percent Flow Through - Line Share	96.60%	92.08%
14 - 02	Billing Accuracy - Resale Usage / Unbundled Local Switching	0.00%	0.25%
17 - 01	Billing Completeness - ACIS / CABS	99.28%	94.00%
27 - 09	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	2.58	3.33
28 - 09	% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - FW	98.84%	95.24%
28 - 11	% Installs Completed Within Customer Requested Due Date - UNE-P - Projects	95.00%	90.00%
29 - 07	% AIT Caused Missed Due Dates - UNE-P - Bus - FW	4.66%	6.92%
35 - 07	% Trouble Reports Within 30 Days of Install - UNE-P Bus - FW	8.65%	27.31%
37 - 01	Trouble Report Rate - POTS - Res	2.29	2.57
37 - 04	Trouble Report Rate - UNE-P Bus	0.75	0.86
43 - 04	Average Installation Interval - Design - Resold Specials - VGPL (days)	6.86	8.44
52 - 02	Mean Time To Restore - Design - Resold Specials - DS1 (hours)	3.79	6.92
53 - 02	% Repeat Reports - Design - Resold Specials - DS1	16.25%	27.78%
54 - 04	Failure Frequency - Design - Resold Specials - VGPL	0.85	2.10
54 - 06	Failure Frequency - Design - Resold Specials - ISDN PRI	1.32	3.70
54.1 - 04	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	0.69	1.64
55.1 - 04	Average Installation Interval - DSL - With Out Line Sharing - Without Conditioning	5.00	5.03
59 - 03	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	1.49%	5.41%

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65 - 03	Trouble Report Rate - UNE - DSL Loops - Line Sharing	0.35	0.72
65 - 06	Trouble Report Rate - UNE - BRI Loop With Test Access	0.00	1.17
65 - 08	Trouble Report Rate - UNE - DS1 Loop With Test Access	4.39	5.24
65.1 - 03	Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	0.13	0.30
66 - 03	% Missed Repair Commitments - UNE - DSL - Line Sharing	2.19%	7.87%
67 - 03	Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - Dispatch	6.62	8.38
67 - 18	Mean Time to Restore - UNE - DSL Loops (hours) - Line Sharing - No Dispatch	2.61	5.27
74 - 04	Average Delay Days for Missed Due Dates - Interconnection Trunks - Interconnection Trunks	72.48	520.50
92 - 01	% of Time the Old Service Provider Releases the Sub Prior to the Exp of the 2nd 9 Hour (T2) Timer	96.50%	78.26%
99 - 01	Average Delay Days for AIT Missed Due Dates - LNP only	6.44	7.93
113 - 01	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	99.56%	98.53%
MI 2 - 01	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Res - FW	7.89%	64.71%
MI 2 - 08	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Unbundled Loops without LNP	7.65%	14.45%
MI 2 - 10	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - UNE-Ps	13.97%	46.98%
MI 14 - 01	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - Resale Manual	95.00%	87.94%
MI 14 - 03	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE Loops Manual	95.00%	89.47%
MI 14 - 04	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE Loops Electronic	95.00%	91.75%
MI 14 - 05	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE P Manual	95.00%	87.33%
C WI 6 - 02	Percent Form A Received w/in Interval Ordered by Commission - UNE - DSL Loops w/out Line Sharing	95.00%	93.48%
C WI 6 - 04	Percent Form A Received w/in Interval Ordered by Commission - UNE - 8.0 dB Loop Without Test Access	95.00%	94.88%
C WI 7 - 01.2	Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A - Form B - UNE - DSL Loops w/out Line Sharing	95.00%	86.67%
C WI 7 - 01.5	Percent Form B, C, D and E Rcvd w/in 72 Hrs Form A - Form B - UNE - BRI Loop With Test Access	95.00%	92.59%
C WI 11 - 01.2	FMOD Forms B, C, D Percentage of Due Dates Met - Form B - DSL Loops w/out Line Sharing	5.00%	9.09%

NOV-02			
	Performance Measure	Benchmark	Result
2 - 15.1	Percent Responses Received Within 8.0 Seconds-Request for Customer Service Record-EDI LSOG 4/CORBA	90.00%	89.76%
2 - 15.2	Percent Responses Received Within 13.0 Seconds-Request for Customer Service Record-EDI LSOG 4/CORBA	95.00%	92.13%
2 - 18.1	Percent Responses Received Within 1.0 Seconds-Service Appt Scheduling (Due Date)-EDI LSOG 4/CORBA	90.00%	83.87%
5 - 16	% FOCs Returned w/in "X" hrs - Elec Req - UNE P Complex Bus (1-200 Lines) - < 24 hrs	94.00%	84.62%
5 - 27	% FOCs Returned within 48 Hours - Electronically Submitted - LNP W/Loop (20+ Loops)	95.00%	92.31%
5 - 32	% FOCs Returned within "X" hrs - Man Sub - Complex Bus (1 - 200 Lines) - < 24 hrs	94.00%	91.53%
5 - 40	% FOCs Returned w/in "X" hrs - Man Req - UNE P Complex Bus (1-200 Lines) - < 24 hrs	94.00%	87.50%
5 - 42	% FOCs xDSL Cpbl Lps & Ln Shrng Rtrnd w/in "X" hrs - Man Req - UNE xDSL Cpbl Lp (1-49 Lps) < 24 hrs	95.00%	90.00%
7.1 - 01	% Mechanized Completions Returned Within One Day Of Work Completion - Resale	99.00%	98.83%
7.1 - 03	% Mechanized Completions Returned Within One Day Of Work Completion - Combinations	99.00%	97.04%
7.1 - 04	% Mechanized Completions Returned Within One Day Of Work Completion - LNP Only	99.00%	69.84%
10.1 - 01	% Mechanized Rejects Returned within 1 Hour of Receipt of Order	97.00%	95.15%
10.2 - 01	% Percent Manual Rejects Received Electronically & Returned Within 5 Hours	97.00%	93.63%
10.3 - 01	% Manual Rejects Received Manually and Returned Within 5 Hours	97.00%	80.26%
10.4 - 01	% of Orders Given Jeopardy Notices - POTS - Res - FW	0.69%	12.02%
10.4 - 02	% of Orders Given Jeopardy Notices - POTS - Res - No FW	0.02%	1.44%
10.4 - 03	% of Orders Given Jeopardy Notices - POTS - Bus - FW	1.34%	4.10%
10.4 - 04	% of Orders Given Jeopardy Notices - POTS - Bus - No FW	0.04%	2.79%
10.4 - 06	% of Orders Given Jeopardy Notices - Resale Specials - No FW	0.14%	6.11%
10.4 - 07	% of Orders Given Jeopardy Notices - Unbundled Loops with LNP	0.86%	1.15%
10.4 - 08	% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	0.86%	1.86%
10.4 - 10	% of Orders Given Jeopardy Notices - UNE-Ps	0.14%	1.30%
11.1 - 01	Mean Time to Return Manual Rejects that are Received via an Electronic Interface (hours)	5.00	5.04
13 - 01	Order Process Percent Flow Through - UNE Loops	95.00%	94.82%
13 - 02	Order Process Percent Flow Through - Resale	97.37%	93.73%
13 - 03	Order Process Percent Flow Through - UNE-Ps	97.37%	96.34%
13 - 05	Order Process Percent Flow Through - LSNP	97.37%	68.78%
14 - 02	Billing Accuracy - Resale Usage / Unbundled Local Switching	0.00%	0.84%
17 - 01	Billing Completeness - ACIS / CABS	98.52%	91.55%
27 - 09	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	2.61	3.31
28 - 09	% Installations Completed Within Customer Requested Due Date - POTS - CIA Centrex - FW	99.30%	92.65%
29 - 07	% AIT Caused Missed Due Dates - UNE-P - Bus - FW	5.01%	7.18%
35 - 07	% Trouble Reports Within 30 Days of Install - UNE-P Bus - FW	8.68%	11.49%
37 - 01	Trouble Report Rate - POTS - Res	1.65	1.80
37 - 04	Trouble Report Rate - UNE-P Bus	0.54	0.59
38 - 02	% Missed Repair Commitments - POTS - Res - No Dispatch	0.91%	3.13%
38 - 06	% Missed Repair Commitments - UNE-P Res - No Dispatch	0.91%	2.21%
46 - 02	% Trouble Reports Within 30 Days of Installation - Design - Resold Specials - DS1	8.01%	62.50%
54 - 02	Failure Frequency - Design - Resold Specials - DS1	5.08	7.72
54 - 04	Failure Frequency - Design - Resold Specials - VGPL	0.67	1.74
54 - 06	Failure Frequency - Design - Resold Specials - ISDN PRI	0.78	3.65
54.1 - 04	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-VGPL	0.53	1.48

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55 - 01.1	Average Installation Interval - UNE - 2 Wire Analog (1-10) (days)	4.54	4.79
55 - 01.3	Average Installation Interval - UNE - 2 Wire Analog (20+) (days)	5.79	10.00
59 - 03	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	1.29%	3.51%
65 - 03	Trouble Report Rate - UNE - DSL Loops - Line Sharing	0.23	0.44
65 - 06	Trouble Report Rate - UNE - BRI Loop With Test Access	0.00	1.10
65.1 - 03	Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	0.10	0.19
65.1 - 06	Trb Report Rate Net of Installation & Repeat Reports - BRI Loop with Test Access	0.00	0.67
73 - 05	Percentage Missed Due Dates - Interconnection Trunks - Projects	95.00%	92.85%
92 - 01	% of Time the Old Service Provider Releases the Sub Prior to the Exp of the 2nd 9 Hour (T2) Timer	96.50%	91.24%
104 - 01	Avg Time Required to Update 911 Database (Facility Based Providers) (Min)	63.67	87.84
111 - 01.2	Average Update Interval for DA Database for Facility Based CLECs (hours) - Electronic Orders	16.52	16.93
113 - 01	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	99.55%	98.03%
114 - 01	Percentage Premature Disconnects (Coordinated Cutovers)-FDT-LNP W/Loop	2.00%	4.59%
MI 2 - 01	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Res - FW	21.70%	59.21%
MI 2 - 08	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - Unbundled Loops without LNP	6.11%	13.59%
MI 2 - 10	% of Orders Given Jeopardy Notices w/in 24 Hours of the Due Date - UNE-Ps	25.50%	64.33%
MI 13 - 01	Percent Loss Notifications within 1 Day of Service Order Completion - Resale	95.00%	92.48%
MI 13 - 02	Percent Loss Notifications within 1 Day of Service Order Completion - UNE Loops	95.00%	87.80%
MI 13 - 03	Percent Loss Notifications within 1 Day of Service Order Completion - LNP	95.00%	91.08%
MI 14 - 01	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - Resale Manual	95.00%	84.19%
MI 14 - 04	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE Loops Electronic	95.00%	93.20%
MI 14 - 05	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE P Manual	95.00%	83.45%
C WI 6 - 02	Percent Form A Received w/in Interval Ordered by Commission - UNE - DSL Loops w/out Line Sharing	95.00%	92.77%

DEC-02			
PM Number	Performance Measure	Benchmark	Result
2 - 18.1	% Responses Received w/in 1.0 Sec-Service Appt Scheduling (Due Date)-EDI LSOG 4/CORBA	90.00%	35.38%
4 - 06	OSS Interface Availability - ARIS	99.50%	99.13%
5 - 14	% FOCs Returned w/in 5 Bus Hrs - Elec Sub Req - Man Prcsd - UNE-P Simple Res & Bus	95.00%	89.87%
5 - 16	% FOCs Returned w/in 24 Clock Hrs - Elec Sub Req - UNE-P Complex Bus (1-200 Lines)	94.00%	39.49%
5 - 26	% FOCs Returned w/in 48 Clock Hrs - Elec Sub Req - Simple Res & Bus - LNP Only (>19 Lines)	95.00%	92.31%
5 - 34	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE Loop (1 - 49 Loops)	95.00%	88.24%
5 - 40	% FOCs Returned w/in 24 Clock Hrs - Man Sub Req - UNE P Complex Bus (1-200 Lines)	94.00%	90.63%
7.1 - 01	% Mechanized Completions Returned w/in One Day Of Work Completion - Resale	99.00%	95.27%
7.1 - 02	% Mechanized Completions Returned w/in One Day Of Work Completion - UNE	99.00%	97.42%
7.1 - 04	% Mechanized Completions Returned w/in One Day Of Work Completion - LNP Only	99.00%	72.46%
10.2 - 01	% Manual Rejects Received Electronically & Returned w/in 5 Hrs	97.00%	90.19%
10.3 - 01	% Manual Rejects Received Manually & Returned w/in 5 Hrs	97.00%	80.88%
10.4 - 01	% of Orders Given Jeopardy Notices - POTS - Res - FW	0.80%	11.36%
10.4 - 02	% of Orders Given Jeopardy Notices - POTS - Res - No FW	0.02%	1.47%
10.4 - 03	% of Orders Given Jeopardy Notices - POTS - Bus - FW	1.42%	4.72%
10.4 - 04	% of Orders Given Jeopardy Notices - POTS - Bus - No FW	0.05%	2.27%
10.4 - 06	% of Orders Given Jeopardy Notices - Resale Specials - No FW	0.06%	6.42%
10.4 - 08	% of Orders Given Jeopardy Notices - Unbundled Loops without LNP	0.95%	1.68%
10.4 - 10	% of Orders Given Jeopardy Notices - UNE-Ps	0.16%	1.66%
11.1 - 01	Mean Time to Return Manual Rejects that are Received via an Electronic Interface (Hrs)	5.00	5.47
13 - 01	Order Process % Flow Through - UNE Loops	95.00%	93.30%
13 - 02	Order Process % Flow Through - Resale	96.42%	91.17%
13 - 05	Order Process % Flow Through - LSNP	96.42%	93.30%
17 - 01	Billing Completeness - ACIS / CABS	98.47%	93.15%
27 - 09	Mean Installation Interval - POTS - CIA Centrex - FW (Days)	2.22	2.76
30 - 04	% SBC/Ameritech Missed Due Dates Due To Lack of Facilities - UNE-P Bus	2.79%	4.52%
32 - 05	Avg Delay Days for SBC/Ameritech Caused Missed Due Dates - UNE-P - Res FW	6.75	11.46
37 - 04	Trouble Report Rate - UNE-P Bus	0.55	0.69
53 - 04	% Repeat Reports - Design - Resold Specials - VGPL	12.57%	30.00%
54 - 02	Failure Frequency - Design - Resold Specials - DS1	1.92	4.72
54 - 04	Failure Frequency - Design - Resold Specials - VGPL	0.34	0.51
54 - 07	Failure Frequency - Design - UNE Loop & Port - ISDN BRI	0.54	2.34
54.1 - 02	Trouble Report Rate Net of Instal & Repeat Rpts-Resold Specials-DS1	1.50	3.40
54.1 - 07	Trouble Report Rate Net of Instal & Repeat Rpts-UNE Loop & Port-ISDN BRI	0.41	1.56
55 - 01.3	Avg Installation Interval - UNE - 2 Wire Analog (20+) (days)	8.39	15.17
58 - 08	% SBC/Ameritech Caused Missed Due Dates - UNE - DS1 Loop With Test Access	1.43%	3.09%
59 - 03	% Installation Trouble Reports w/in 30 Days (I-30) of Installation - UNE - DSL Loops - Line Sharing	1.38%	4.11%
60 - 04.1	% SBC/Ameritech Missed Due Dates Due to Lack of Facilities - UNE - BRI Loop With Test Access	2.20%	4.07%
60 - 06.1	% SBC/Ameritech Missed Due Dates Due to Lack of Facilities - UNE - DS1 Loop With Test Access	0.51%	2.08%
65 - 03	Trouble Report Rate - UNE - DSL Loops - Line Sharing	0.23	0.53
65 - 06	Trouble Report Rate - UNE - BRI Loop With Test Access	0.52	0.79
65 - 08	Trouble Report Rate - UNE - DS1 Loop With Test Access	1.68	3.25
65.1 - 03	Trb Report Rate Net of Installation & Repeat Reports - DSL Loops - Line Sharing	0.22	0.50
65.1 - 08	Trb Report Rate Net of Installation & Repeat Reports - DS1 Loop with Test Access	1.33	1.82
66 - 03	% Missed Repair Commitments - UNE - DSL - Line Sharing	7.49%	18.45%

McLeodUSA Exhibit 4.1

DEC-02			
67 - 03	Mean Time to Restore - UNE - DSL Loops (Hrs) - Line Sharing - Dispatch	11.61	16.31
67 - 18	Mean Time to Restore - UNE - DSL Loops (Hrs) - Line Sharing - No Dispatch	3.06	9.34
75 - 04	% of SBC/Ameritech Caused Missed Due Dates > 30 Days-Interconnection Trunks-Interconnection Trunks	1.68%	1.89%
78 - 04	Avg Interconnection Trunk Installation Interval - Interconnection Trunks (days)	10.93	20.02
92 - 01	% of Time the Old Service Provider Releases the Sub Prior to the Exp of the 2nd 9 Hour (T2) Timer	96.50%	85.01%
104 - 01	Avg Time Required to Update 911 Database (Facility Based Providers) (Min)	63.93	93.28
113 - 01	% of Electronic Updates that Flow Through the Update Process w/out Manual Intervention	99.57%	98.30%
115 - 01.2	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT-LNP W/Loop (>60 Min)	2.00%	3.51%
115 - 01.3	% of SBC/Ameritech Caused Delayed Coordinated Cutovers-FDT- LNP W/Loop (>120 Min)	1.00%	1.75%
MI 2 - 01	% of Orders Given Jeopardy Notices w/in 24 Hrs of the Due Date - Res - FW	30.26%	58.86%
MI 2 - 08	% of Orders Given Jeopardy Notices w/in 24 Hrs of the Due Date - Unbundled Loops without LNP	6.07%	17.86%
MI 2 - 10	% of Orders Given Jeopardy Notices w/in 24 Hrs of the Due Date - UNE-Ps	36.45%	75.93%
MI 12 - 01	Avg Time to Clear Service Order Errors - Resale	2.55	2.87
MI 14 - 01	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - Resale Manual	95.00%	87.05%
MI 14 - 05	% Cmpltn Notfctns Rtrnd w/in "X" Hrs of Cmpltn of Mntnce Trble Tckt - UNE P Manual	95.00%	86.33%
C WI 7 - 01.6	% Form B, C, D & E Rcvd w/in 72 Hrs Form A - Form B - UNE - DS1 Loop With Test Access	95.00%	85.71%