

				EXHBIT C			
	Massachusetts WEB			GUI Results			
	Phase 1	Phase 1	Phase 1	Phase 1 & 3 Combined	Phase 1 & 3 Combined	Phase 1 & 3 Combined	Phase 1 & 3 Combined
	MA	MA	MA	MA	MA	MA	MA
	Aug-99	Sep-99	Oct-99	Nov-99	Dec-99	Jan-00	Feb-00
CSR Wholesale	5.31	5.8	5.61	6.32	5.43	6.22	5.05
CSR Retail	0.95	0.91	0.86	0.1	0.1	0.11	0.11
CSR Difference	4.36	4.89	4.75	6.22	5.33	6.11	4.94
ADV Wholesale	5.37	6.33	6.01	7.08	6.02	7.2	5.81
ADV Retail	0.96	0.91	0.87	0.85	0.83	2.56	4.17
ADV Difference	4.42	5.41	5.14	6.23	5.19	4.65	1.64
DDA Wholesale	4.22	5.02	4.66	5.27	4.38	4.7	4.06
DDA Retail	0.26	0.25	0.28	0.28	0.25	0.25	0.25
DDA Difference	3.96	4.74	4.38	4.99	4.13	4.44	3.81
TNS Wholesale	7.26	8.09	7.71	15.65	8.1	9.74	7.65
TNS Retail	1.91	1.82	1.73	1.68	1.61	3.35	5.04
TNS Difference	5.36	6.27	5.98	13.97	6.49	6.39	2.61
PSA Wholesale	4.42	5.15	4.81	8.53	5.77	6.73	5.69
PSA Retail	0.37	0.34	0.34	0.29	0.27	0.35	0.32
PSA Difference	4.05	4.81	4.47	8.25	5.49	6.38	5.37
Non-CSR Wholesale	5.32	6.14	5.8	8.26	6.07	7.09	5.8
Non-CSR Retail	0.87	0.83	0.8	0.78	0.74	1.63	2.42
Non-CSR Difference	4.45	5.32	4.99	7.48	5.33	5.46	3.38
Rejected Query	na	4.28	4.03	7.55	5.74	5.34	4.5
Rejected Query Retail	na	na	na	na	0.04	0.06	0.06
Rejected Query Differ	na	na	na	na	5.7	5.29	4.44
Wholesale % Timeou	2.88%	0.80%	2.80%	5.56%	1.07%	2.76%	1.28%
Wholesale Numerator	84	220	1051	309	260	504	118
Wholesale Denomina	2921	27338	37572	17702	21288	15110	12822
OSS % Timeouts	0.06%	0.05%	0.00%	0.00%	0.00%	0.00%	0.01%
OSS Numerator	6	14	0	0	0	0	1
OSS Denominator	9333	29588	27926	16608	15711	15241	14447

Phase 3		
MA		
Mar-00		
6.39		
0.12		
6.27		
6.96		
4.67		
2.29		
6.01		
0.19		
5.82		
9.88		
5.63		
4.25		
9.05		
0.38		
8.67		
8		
2.76		
5.25		
8.53		
0.07		
8.47		
2.92%		
248		
8482		
0.00%		
0		
13166		

--