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EXECUTIVE SECRETARY

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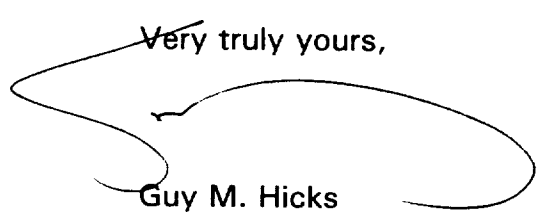
David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *Docket to Determine the Compliance of BellSouth
Telecommunications, Inc.'s Operations Support Systems with State
and Federal Regulations*
Docket No. 01-00362

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of the Updated Direct Testimony of Alphonso Varner on behalf of BellSouth. This testimony incorporates August 2001 performance measurements results and is being filed consistent with the Hearing Officer's October 26, 2001 *Order Amending and Clarifying Order Resolving Discovery Disputes*, which defines "discovery responses" to include pre-filed testimony. (See page 2 of Order) Copies are being provided to counsel of record.

Very truly yours,


Guy M. Hicks

GMH:ch
Enclosure

BELLSOUTH TELECOMMUNICATIONS, INC.
UPDATED DIRECT TESTIMONY OF ALPHONSO J. VARNER
BEFORE THE TENNESSEE REGULATORY AUTHORITY
DOCKET NO. 01-00362
NOVEMBER 7, 2001

Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH
BELLSOUTH TELECOMMUNICATIONS, INC.

A. My name is Alphonso J. Varner. I am employed by BellSouth
Telecommunications Inc. ("BellSouth"), as Senior Director in
Interconnection Services. My business address is 675 West Peachtree
Street, Atlanta, Georgia 30375.

Q. ARE YOU THE SAME ALPHONSO J. VARNER WHO PREVIOUSLY
FILED DIRECT TESTIMONY IN THIS PROCEEDING ON OCTOBER 22,
2001?

A. Yes, I am.

Q. WHAT IS THE PURPOSE OF YOUR UPDATED DIRECT TESTIMONY?

A. In my original testimony, filed on October 22, 2001, I presented BellSouth's performance measurements results for Tennessee for each individual month in the May through July 2001 period and for the three month period in aggregate. The attached Supplemental Exhibit AJV-2, August Performance Measurements Update, along with its Attachments, provide the August 2001 performance measurements results for Tennessee, as well as the aggregate results for the June through August period.

Q. WILL YOU BRIEFLY SUMMARIZE THE TENNESSEE RESULTS?

A. Certainly. In June 2001, BellSouth met or exceeded the recommended benchmarks or retail analogue comparisons for 430 of the 513 sub-metrics (84%) for which there was CLEC activity. In July 2001, BellSouth met or exceeded the recommended benchmarks or retail analogue comparisons for 476 of 562 sub-metrics (85%). In August 2001, BellSouth met or exceeded the recommended benchmarks or retail analogue comparisons for 536 of 625 sub-metrics (86%). For those measures that BellSouth did not meet benchmarks or retail analogue comparisons, my Exhibit demonstrates that there are no systemic performance problems.

During the three-month period, June through August 2001, there were a total of 422 sub-metrics that had CLEC activity for all three months and that were compared with either benchmarks or retail analogues. Of these 422 sub-metrics, 358 (85%) sub-metrics satisfied the comparison criteria during at least two of the three months.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

ANALYSIS OF PERFORMANCE MEASUREMENTS DATA

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1 **ANALYSIS OF PERFORMANCE MEASUREMENTS DATA**

2
3 **I. INTRODUCTION**

4
5 This Supplemental Exhibit presents BellSouth's performance measurements
6 data in Tennessee for August 2001. The performance data for Tennessee is
7 provided in Attachment 1C. In addition, Attachments 2 and 3 to Exhibit AJV-
8 2, filed on October 22, 2001, have been updated for August 2001 data and
9 are attached to this supplemental exhibit as Attachments 2C and 3C.

10 Attachments 4 and 5 to Exhibit AJV-2 have not been updated, and are,
11 therefore, not included in this supplemental filing.

12
13 **II. ANALYSIS OF PERFORMANCE MEASUREMENTS**

14
15 **A. Introduction**

16
17 Attachment 1C is the Monthly State Summary (MSS) for Tennessee for
18 August 2001. In August, BellSouth met or exceeded the benchmark/retail
19 analogue criteria for 536 of 625 sub-metrics, or 86%, for which there were
20 both established benchmarks/retail analogues and CLEC activity. All
21 measures and sub-metrics are included in these calculations except three
22 measures that are currently under investigation that have known deficiencies
23 in their calculations. They are Average Jeopardy Notice Interval, FOC &

1 Reject Completeness, and LNP Disconnect Timeliness. Even though these
2 measures are included in the MSS, they are excluded from the "Made/Total"
3 percentage calculations (536/625).

4
5 During the three-month period, June through August 2001, again excluding
6 the three measures mentioned above, there were a total of 422 sub-metrics
7 that had CLEC activity for all three months and that were compared with
8 either benchmarks or retail analogues. Of these 422 sub-metrics, 358 sub-
9 metrics (85%) satisfied the comparison criteria during at least two of the three
10 months.

11
12 Each sub-metric designated as having not satisfied the benchmark or
13 BellSouth retail analogue requirement for June, July and/or August 2001 is
14 included in this Exhibit. Each sub-metric discussed is labeled as to the
15 month(s) the misses occurred (June/July/August).

16
17 The following paragraphs will address specific performance measurements
18 associated with each checklist item.

19
20 **B. CHECKLIST ITEM 1 – INTERCONNECTION**

21
22 **1. Collocation**

1 BellSouth provides three separate collocation reports: 1) Average Response
2 Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.
3 Section E in Attachment 1C, Items E.1.1.1 through E.1.3.3, provides these
4 results. BellSouth met the approved benchmarks for all sub-metrics with
5 CLEC activity in June, July and August 2001.

6
7 During the period June through August, there were two sub-metrics that had
8 CLEC activity in all three months. Both of these sub-metrics met the required
9 benchmarks in all three months.

10 11 **2. Local Interconnection Trunking**

12 **Trunking Reports**

13 Attachment 1C, Section C, Items C.1.1 to C.4.2 of the MSS contains data for
14 ordering, provisioning, maintenance and repair, and billing associated with
15 Local Interconnection Trunks.

16
17 In June 2001, BellSouth met the criteria for 14 of 18 sub-metrics or 78% of
18 the applicable benchmarks/analogues for all local interconnection trunking
19 measures having CLEC activity. In July, BellSouth satisfied the criteria for 11
20 of the 14 sub-metrics, and in August, 9 of the 14 sub-metrics with CLEC
21 activity. The sub-metrics that did not meet the benchmarks/retail analogues
22 for June, July and/or August 2001 are as follows:

1 FOC Timeliness / Local Interconnection Trunks (C.1.3) (August)

2 BellSouth met the benchmark interval for 25 of the 28 FOCs returned for this
3 sub-metric in August 2001. BellSouth met the benchmark for this sub-metric
4 in June and July 2001.

6 Order Completion Interval / Local Interconnection Trunks (C.2.1) (August)

7 There were only eight orders for this sub-metric in August 2001. Six of the
8 eight orders had customer requested intervals significantly longer than the
9 normally offered intervals for this sub-metric. All eight orders were completed
10 on or before the customer requested due dates. BellSouth met the
11 benchmark for this sub-metric in June and July 2001.

13 Service Order Accuracy / Local Interconnection Trunks / < 10 Circuits /
14 Dispatch (C.2.11.1.1) (June/July)

15 BellSouth met the standard for 3 of the 4 orders reviewed for June and for 6
16 of the 7 orders reviewed in July 2001. The 95% benchmark set a requirement
17 of all 4 orders in June and all 7 orders in July based on the quantity of orders
18 for this sub-metric. The small universe size for this sub-metric does not
19 produce a conclusive benchmark comparison. BellSouth met the benchmark
20 for this sub-metric in August 2001.

22 Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits /
23 Dispatch (C.2.11.2.1) (June/July/August)

1 BellSouth met the standard for 5 of the 6 (83%) orders reviewed in this sub-
2 metric for June, for 16 of the 17 (94%) orders reviewed in July and for 16 of
3 the 19 (84%) orders reviewed in August 2001. With sample sizes of only 6 to
4 19 orders and a 95% benchmark, any error at all causes a miss for the entire
5 sub-metric.

6
7 Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Non-
8 Dispatch (C.2.11.2.2) (June/July/August)

9 BellSouth met the standard for 12 of the 13 (92%) orders reviewed in this
10 sub-metric for June, for 10 of the 11 (91%) orders reviewed in July and for 34
11 of the 37 (92%) orders reviewed in August 2001. The 95% benchmark for
12 this sub-metric set requirements of all 13 orders in June, all 11 orders in July
13 and 36 orders in August. With such small sample sizes and a 95%
14 benchmark, problems on only one or two orders causes a miss the entire sub-
15 metric.

16
17 Invoice Accuracy / Local Interconnection Trunks (C.4.1) (June/August)

18 The CLECs experienced Local Interconnection invoice accuracy rates that
19 were slightly less than the invoices BellSouth sends to its customers during
20 June 2001 (98.83% accuracy for BellSouth versus 98.43% for the CLEC
21 invoices) and August (99.02% accuracy for BellSouth versus 98.72% for the
22 CLEC invoices). These differences in performance were negligible and do not
23 hinder the CLECs' opportunity to compete with BellSouth. The August

1 performance difference was due to one CLEC customer being charged an
2 incorrect rate. This rate has now been corrected and the problem has been
3 resolved. BellSouth met the retail analogue comparison for this sub-metric in
4 July 2001.

5
6 Trunk Blockage

7 Attachment 3B, Item C.5.1 (TGP), shows the actual trunk blocking
8 percentages by hour for July 2001. The Analogue/Benchmark for the Trunk
9 Group Performance measure is any two consecutive hours in 24 hours where
10 CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth
11 met the approved benchmark for this measure for June, July and August
12 2001.

13
14 **C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)**

15
16 This section addresses the measures associated with UNEs under checklist
17 item 2. Attachment 1C, Sections B.1 – B.3, provides data that is divided into
18 Ordering, Provisioning and Maintenance & Repair operations. The Ordering
19 function is disaggregated into 17 sub-metrics. The Provisioning function has
20 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair
21 function. All Ordering measures will be included in this checklist item
22 because of the overall relationship of the mechanized, partially mechanized
23 and manual processing of Local Service Requests (LSRs). The Provisioning

1 and Maintenance & Repair measures for the following products are included
2 in the checklist item as shown below:

3	<u>Product</u>	<u>Checklist Item:</u>
4	Combo (Loop & Port)	#2 – Unbundled Network Elements
5	Combo (Other)	#2 – Unbundled Network Elements
6	Other Design	#2 – Unbundled Network Elements
7	Other Non-Design	#2 – Unbundled Network Elements
8	xDSL Loop	#4 – Unbundled Local Loops
9	UNE ISDN Loop	#4 – Unbundled Local Loops
10	Line Sharing	#4 – Unbundled Local Loops
11	2w Analog Loop Design	#4 – Unbundled Local Loops
12	2w Analog Loop Non Design	#4 – Unbundled Local Loops
13	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
14	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
15	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
16	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
17	Digital Loop < DS1	#4 – Unbundled Local Loops
18	Digital Loop => DS1	#4 – Unbundled Local Loops
19	Local Interoffice Transport	#5 – Unbundled Local Transport
20	Switch Ports	#6 – Unbundled Local Switching
21	INP Standalone	#11 – Local Number Portability
22	LNP Standalone	#11 – Local Number Portability

23

1 An overall review of the UNE sub-metrics for Ordering, Provisioning,
2 Maintenance & Repair and Billing indicates that BellSouth met the
3 benchmark/retail analogue criteria for 81% of the sub-metrics during the
4 month of June, for 87% of the sub-metrics in July and for 89% of the sub-
5 metrics in August 2001.

6
7 During the three-month period, June through August 2001, there were 194
8 UNE sub-metrics that had data for all three months and were compared to
9 benchmarks or retail analogues. Of those 194 sub-metrics, 168 (87%) sub-
10 metrics met the relevant criteria for at least two of the three months.

11
12 **1. UNE Ordering Measures**

13
14 Items B.1.1 – B.1.19 in Attachment 1B show data for Percent Rejected
15 Service Requests, Reject Interval, FOC Timeliness and FOC & Reject
16 Response Completeness. These reports are disaggregated by interface type
17 (electronic, partial electronic and manual), as well as product type.

18
19 **Reject Interval**

20 Items B.1.4 - B.1.8 in Attachment 1C examine the Reject Interval for the
21 month of August 2001. For orders submitted electronically, the benchmark is
22 97% within one hour. In June, 96% of the rejected electronic service requests
23 were delivered within the one-hour time period. In July and August 2001,

1 BellSouth returned 95% and 92%, respectively, of fully mechanized rejects for
2 UNE LSRs within the 1-hour benchmark period. (See the write-up for Items
3 B.1.4.2 – B.1.4.17 below for further discussion concerning electronically
4 submitted orders.)

5
6 For partially mechanized orders, which are LSRs submitted electronically but
7 require service representative intervention, the benchmark for June and July
8 was 85% within 18 hours. In June and July, BellSouth exceeded this
9 benchmark, with 97% of partially mechanized rejects being returned to the
10 CLECs within the 18-hour time period for each month. Beginning in August,
11 the benchmark changed to 85% within 10 hours. BellSouth exceeded the 10-
12 hour benchmark in August by returning 97% of partially electronic rejects
13 within the benchmark interval.

14
15 For manual orders, the current benchmark is 85% within 24 hours. BellSouth
16 also exceeded this requirement in June, July and August 2001, with 98%,
17 97% and 96%, respectively, of the LSRs submitted manually being returned
18 to the CLECs within the 24-hour time period.

19
20 The following sub-metrics did not meet the established benchmarks in June,
21 July and/or August 2001:

22
23 Reject Interval / Local Interoffice Transport / Electronic (B.1.4.2) (June)

1 Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)
2 (June/July/August)

3 Reject Interval / xDSL / Electronic (B.1.4.5) (July/August)

4 Reject Interval / UNE ISDN / Electronic (B.1.4.6) (August)

5 Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8) (July/August)

6 Reject Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12) (June)

7 Reject Interval / Other Design / Electronic (B.1.4.14) (June/July/August)

8 Reject Interval / Other Non-Design / Electronic (B.1.4.15) (June)

9 Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (July)

10 The current benchmark for these sub-metrics is $\geq 97\%$ within one hour.
11 BellSouth is conducting a detailed root cause analysis of the process for
12 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,
13 and LENS) used by the CLECs and the back-end legacy applications, such
14 as SOCS, that are accessed by the ordering systems.

15
16 Thus far, the analysis has determined that many of the LSRs that did not
17 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.
18 Between these hours, the system is unable to process LSRs because certain
19 of the back-end legacy systems are out of service. LSRs submitted during
20 these periods should be excluded from the measurement. BellSouth is
21 currently reviewing the scheduled down time for all systems and how that
22 down time affects the ordering capability of the CLECs.

23

1 With the implementation of May data, BellSouth was directed to change the
2 time stamp identification for the start and complete times of the interval for
3 this measurement from the Local Exchange Ordering (LEO) System to the
4 CLEC ordering interface system (TAG or EDI). However, with this change,
5 BellSouth is currently unable to identify multiple issues of the same version of
6 LSRs that have been rejected (fatal rejects). These rejected LSRs should be
7 excluded from the measurement. If there are multiple issues of the same
8 version, the measure currently calculates the interval from the initial issue to
9 the final issue of the LSR returned to the CLEC, Reject or FOC.
10 Consequently, BellSouth's performance level is inappropriately understated.
11 BellSouth is currently working to determine a fix for this issue.

12

13 The June data for the UNE Loop & Port Combination sub-metric was included
14 in the UNE Other Non-Design sub-metric. This condition was corrected in the
15 July data.

16

17 Reject Interval / Other Design / Partially Mechanized (B.1.6.14/B.1.7.14)
18 (July)

19 In July 2001, BellSouth returned 11 of the 13 (84.62%) rejects for LSRs in this
20 sub-metric within the 18-hour benchmark period. Under standard rounding
21 conventions, this sub-metric would be considered to have met the benchmark
22 for the month. BellSouth met the benchmark for this sub-metric in June and
23 August 2001.

1

2 Reject Interval / LNP (Standalone) / Partially Mechanized (B.1.6.17) (June)

3 BellSouth returned 61 of the 77 rejects for LSRs in this sub-metric within the
4 18-hour benchmark period in June 2001. The benchmark requires that 65 of
5 the 77 LSRs be returned in 18 hours to make the 85% level. There were no
6 distinct patterns or systemic issues revealed from the rejects that missed the
7 time periods. BellSouth met the benchmark for this sub-metric in July and
8 August 2001.

9

10 FOC Timeliness

11 For LSRs submitted electronically, the benchmark is 95% of the FOCs
12 returned within 3 hours. For partially mechanized LSRs, the benchmark for
13 June and July was 85% returned within 18 hours. Beginning in August, the
14 benchmark for partially mechanized orders changed to 85% returned within
15 10 hours. For LSRs submitted manually, the benchmark is 85% returned
16 within 36 hours.

17

18 In June 2001, BellSouth met the benchmark for 8,860 of the 9,214 LSRs
19 (96%) that received a FOC. In July 2001, the benchmark time period was
20 met or exceeded for 5,953 of the 6,199 (96%) of the LSRs that received a
21 FOC. In August, exceeded the relevant benchmark period for 96% of all
22 FOCs returned. The sub-metrics that did not meet the benchmark in June,
23 July and/or August are as follows:

FOC Timeliness / xDSL / Electronic (B.1.9.5) (June/July/August)

FOC Timeliness / 2w Analog Loop Design / Electronic (B.1.9.8) (June)

FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12)
(June)

BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the three-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because certain of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs.

FOC Timeliness / xDSL / Partially Electronic (B.1.11.5/B.1.12.5)
(June/August)

There were only six orders in this sub-metric for June 2001. Such a small universe does not produce a statistically conclusive benchmark comparison. In August 2001, BellSouth met the new 10-hour benchmark interval for 23 of

1 the 31 FOCs returned for this sub-metric. BellSouth met the benchmark for
2 this sub-metric in July 2001.

3
4 FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic
5 (B.1.11.12/B.1.12.12) (June)

6 BellSouth met the benchmark for 79 of the 93 (84.95%) of the FOCs returned
7 for this sub-metric in June 2001. Using normal rounding convention,
8 BellSouth met the benchmark for the sub-metric for the month. BellSouth met
9 the benchmark for this sub-metric in July and August 2001.

10
11 FOC Timeliness / Other Design / Partially Electronic (B.1.11.14/B.1.12.14)
12 (August)

13 BellSouth met the 18-hour benchmark for this sub-metric in both June and
14 July 2001. In August 2001, BellSouth met the new 10-hour benchmark for 19
15 of the 23 FOCs (83%) returned for this sub-metric.

16
17 FOC Timeliness / 2w Analog Loop w/LNP Non-Design / Manual (B.1.13.13)
18 (June)

19 There was only one order in this sub-metric for June 2001. Such a small
20 universe does not produce a statistically conclusive benchmark comparison.
21 BellSouth met the benchmark for this sub-metric in July and August 2001.

22
23 FOC & Reject Response Completeness

1 The benchmark is for these measures is 95%. BellSouth has determined that
2 the coding for the FOC and Reject Completeness measures is flawed and
3 must be rewritten. In this measure, BellSouth did not meet the benchmark in
4 June, July and/or August 2001 for the FOC and Reject Response
5 Completeness metrics listed below:

6
7 FOC & Reject Response Completeness / Local Interoffice Transport /

8 Electronic (B.1.14.2) (June)

9 FOC & Reject Response Completeness / Combo (Loop & Port) / Electronic

10 (B.1.14.3) (June/July)

11 FOC & Reject Response Completeness / xDSL / Electronic (B.1.14.5)

12 (June/July/August)

13 FOC & Reject Response Completeness / UNE ISDN / Electronic (B.1.14.6)

14 (June/July/August)

15 FOC & Reject Response Completeness / 2w Analog Loop Design /

16 Electronic (B.1.14.8) (June/July/August)

17 FOC & Reject Response Completeness / Other Design / Electronic

18 (B.1.14.14) (June/July)

19 FOC & Reject Response Completeness / Other Non-Design / Electronic

20 (B.1.14.15) (June)

21 FOC & Reject Response Completeness / xDSL / Partial Electronic (B.1.15.5)

22 (July/August)

- 1 FOC & Reject Response Completeness / Combo (Loop & Port) / Manual
- 2 (B.1.16.3) (June)
- 3 FOC & Reject Response Completeness / xDSL / Manual (B.1.16.5)
- 4 (June/July/August)
- 5 FOC & Reject Response Completeness / 2w Analog Loop Non-Design /
- 6 Manual (B.1.16.9) (June/July/August)
- 7 FOC & Reject Response Completeness / 2w Analog Loop w/INP Design /
- 8 Manual (B.1.16.10) (July/August)
- 9 FOC & Reject Response Completeness / Other Non-Design / Manual
- 10 (B.1.16.15) (June)
- 11 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 12 & Port) / Electronic (B.1.17.3) (August)
- 13 FOC & Reject Response Completeness (Multiple Responses) / UNE ISDN /
- 14 Electronic (B.1.17.6) (August)
- 15 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 16 Loop Design / Electronic (B.1.17.8) (August)
- 17 FOC & Reject Response Completeness (Multiple Responses) / Other Design
- 18 / Electronic (B.1.17.14) (August)
- 19 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 20 & Port) / Partial Electronic (B.1.18.3) (June/July/August)
- 21 FOC & Reject Response Completeness (Multiple Responses) / xDSL / Partial
- 22 Electronic (B.1.18.5) (July)

- 1 FOC & Reject Response Completeness (Multiple Responses) / Other Design
- 2 / Partial Electronic (B.1.18.14) (July/August)
- 3 FOC & Reject Response Completeness (Multiple Responses) / Other Non-
- 4 Design / Partial Electronic (B.1.18.15) (June)
- 5 FOC & Reject Response Completeness (Multiple Responses) / Local
- 6 Interoffice Transport / Manual (B.1.19.2) (June/August)
- 7 FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop
- 8 & Port) / Manual (B.1.19.3) (June/August)
- 9 FOC & Reject Response Completeness (Multiple Responses) / xDSL /
- 10 Manual (B.1.19.5) (June/August)
- 11 FOC & Reject Response Completeness (Multiple Responses) / UNE ISDN /
- 12 Manual (B.1.19.6) (June/July/August)
- 13 FOC & Reject Response Completeness (Multiple Responses) / Line Sharing /
- 14 Manual (B.1.19.7) (June/July)
- 15 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 16 Loop Design / Manual (B.1.19.8) (June/July/August)
- 17 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 18 Loop Non Design / Manual (B.1.19.9) (June/July/August)
- 19 FOC & Reject Response Completeness (Multiple Responses) / 2w Analog
- 20 Loop w/INP Design / Manual (B.1.19.10) (June/August)
- 21 FOC & Reject Response Completeness (Multiple Responses) / Other Design
- 22 / Manual (B.1.19.14) (June/July/August)

FOC & Reject Response Completeness (Multiple Responses) / Other Non-
Design / Manual (B.1.19.15) (June)

BellSouth has determined that the coding for the FOC & Reject Completeness measures failed to include rejections that were classified as "auto clarifications." This coding change, which is in the process of being rewritten, will impact all FOC & Reject Completeness measures.

Flow-Through

Attachment 1B, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. The following table shows the Regional Flow-Through results for the May through July 2001 period as compared with the Interim SQM benchmarks.

% Flow-through Service Requests (F.1.1.1 – F.1.3.4)

<u>Customer Type</u>	<u>June 2001</u>	<u>July 2001</u>	<u>August 2001</u>	<u>Benchmark</u>
Residence	92.21%	87.09%	91.21%	95%
Business	57.26%	69.92%	80.72%	90%
UNE	78.33%	90.00%	93.13%	85%
LNP	91.83%	86.36%	84.40%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. The business flow-through rate is well below the 90% objective but has improved significantly over the June through August period. Business

1 LSRs are more complex than the typical LSRs and, as a result, there is a
2 greater probability for error. For example, an LSR requesting 10 lines with
3 series completion hunting that are located over multiple floors and have a
4 variation of features on the lines presents many more opportunities for system
5 mismatches than one that adds just lines and features.

6
7 BellSouth has established a Flow-Through Improvement Program
8 Management process that includes seven different internal organizations.
9 Ongoing analysis is being done to determine trends and identify flow-through
10 problems. To date, fifteen system enhancements have been identified and
11 are targeted for Encore releases. Three of the enhancements were
12 implemented in August. The remainder of the enhancements are scheduled
13 for release between October 2001 and January 2002.

14
15 **2. UNE Provisioning Measures**

16 BellSouth met the relevant criteria for 75%, 83% and 87% of the overall UNE
17 Provisioning measurements in the months of June, July and August 2001,
18 respectively. The following sub-metrics did not meet the applicable
19 benchmarks / retail analogues in June, July and/or August 2001:

20
21 **% Jeopardies / Other Non-Design (B.2.5.15) (July)**

22 BellSouth placed 3 orders in jeopardy status for the 19 orders completed for
23 this sub-metric in July 2001. Of the 3 jeopardies, 1 was resolved prior to the

1 due date and worked on time. Of the 2 missed appointments, only one
2 resulted in a held order that was resolved in one day. BellSouth met the retail
3 analogue comparison for this sub-metric in June and August 2001.

4
5 % Jeopardy Notice Interval $\geq$ 48 hours / Combo (Loop & Port) / $<$ 10
6 Circuits (B.2.10.3) (June/August)

7 The calculations for this measure have been determined to be incorrect. The
8 coding change in the Service Order Control System (SOCS) was loaded on
9 September 13, 2001. The October data month will be the first full month that
10 the change will be in effect.

11
12 % Missed Installation Appointments / Combo (Loop & Port) / $<$ 10 Circuits /
13 Dispatch (B.2.18.3.1.1) (August)

14 BellSouth met the due dates for 241 of the 269 installation appointments
15 scheduled for August 2001. An analysis of the data for this sub-metric
16 revealed that a majority of the missed appointments were due to facilities
17 issues that could not be resolved prior to the due dates and due to
18 appointments scheduled on inappropriate installation intervals. BellSouth has
19 refocused its efforts on ensuring proper prioritization and tracking of orders for
20 wholesale customers.

21
22 % Missed Installation Appointments / Combo (Loop & Port) / $<$ 10 Circuits /
23 Non-Dispatch (B.2.18.3.1.2) (August)

1 BellSouth met the due dates for 4,735 of the 4,757 installation appointments
2 scheduled for August 2001. Both the CLECs and BellSouth retail had more
3 than 99.5% of the scheduled appointments for this sub-metric completed as
4 scheduled in August. When BellSouth provisions high quality service coupled
5 with very large universe sizes, it can cause an apparent out of equity
6 condition from a quantitative viewpoint. In these cases, there is very little
7 variation and the universe size is so large that the Z-test becomes overly
8 sensitive to any difference. In other words, the statistical test shows that the
9 measurement does not meet the fixed critical value when compared with the
10 retail analogue, but BellSouth's actual performance for both CLECs and its
11 own retail operations is at a very high level – in this case, over 99%. From a
12 practical point of view, the CLECs' ability to compete has not been hindered
13 even though the statistical results may technically show that BellSouth failed
14 to meet the benchmark/analogue.

15
16 % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /
17 Dispatch-In (B.2.18.3.1.4) (August)

18 This sub-metric is a further disaggregation of Item B.2.18.3.1.2. BellSouth
19 met the due dates for 2,566 of the 2,588 installation appointments scheduled
20 for this sub-metric for August 2001. Both the CLECs and BellSouth retail had
21 more than 99% of the scheduled appointments for this sub-metric completed
22 as scheduled in August. From a practical point of view, the CLECs' ability to

1 compete has not been hindered even though the statistical results may
2 technically show that BellSouth failed to meet the benchmark/analogue.

3
4 % Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits /
5 Dispatch (B.2.18.3.2.1) (July)

6 There were only a total of two appointments in this sub-metric for July 2001.
7 Such a small universe does not produce a statistically conclusive comparison
8 with the retail analogue. BellSouth met the retail analogue comparison for
9 this sub-metric in June and August 2001.

10
11 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
12 Dispatch (B.2.19.3.1.1) (June)

13 BellSouth is currently analyzing the data for this sub-metric. The extremely
14 high number of troubles indicated does not match the overall report rates for
15 June. BellSouth met the retail analogue comparison for this sub-metric in
16 July 2001.

17
18 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
19 Non-Dispatch (B.2.19.3.1.2) (July/August)

20 There were no troubles reported for 94% of all orders for both the CLECs and
21 BellSouth retail in the 30 days prior to July and no troubles for 95% of the
22 orders completed in the 30 days prior to August 2001. There were 180
23 reports for the 3,289 orders that completed in the 30 days prior to July and

1 151 trouble reports for the 3,261 orders completed in the 30 days prior to
2 August. The Customer Wholesale Interconnection Network Service (CWINS)
3 Center representatives are being retrained on proper order setup, testing and
4 cutover procedures. BellSouth expects this training to have a positive impact
5 on its performance for CLECs. BellSouth met the retail analogue comparison
6 for this sub-metric in June 2001. Of the 180 trouble reports for July, 53 (29%)
7 were closed as "no trouble found." Without these reports, the result for this
8 sub-metric would have been very near that for the retail analogue for July. Of
9 the 151 trouble reports for August, 53 (35%) were closed as "no trouble
10 found." Without these reports, the result for this sub-metric would have met
11 the retail analogue for August.

12
13 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
14 Dispatch-In (B.2.19.3.1.4) (August)

15 This sub-metric is a further disaggregation of Item B.2.19.3.1.2. There were
16 no troubles reported for 95% of all orders for both the CLECs and BellSouth
17 retail in the 30 days prior to August. There were 102 trouble reports for the
18 2,069 orders completed in the 30 days prior to August 2001. Of the 102
19 trouble reports for August, 43 (42%) were closed as "no trouble found."
20 Without these reports, the result for this sub-metric would have met the retail
21 analogue for August.

1 % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch
2 (B.2.19.14.1.1) (June/July/August)

3 There were only eight orders for this sub-metric in June and five orders in July
4 2001 for this sub-metric. In August 2001, there only two troubles reported for
5 the 16 orders completed in the prior 30 days. Such a small universe does not
6 produce a statistically conclusive benchmark comparison.

7
8 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /
9 Dispatch (B.2.21.3.1.1) (June)

10 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /
11 Non-Dispatch (B.2.21.3.1.2) (June)

12 Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /
13 Non-Dispatch (B.2.21.3.2.2) (July)

14 Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /
15 Dispatch In (B.2.21.3.2.4) (July)

16 The root cause analysis of these measures indicated that the only differences
17 between the performance between BellSouth retail and CLECs are the
18 mismatches found when the orders are compared with the original LSRs.

19 The start of the completion interval is the point at which the technician
20 completes the order, and the interval ends when the completion notice is
21 sent. Any change to a name, number of items, etc., occurring during the
22 provisioning process will generate inconsistencies with the original LSRs that
23 must be resolved before a final completion notice can be sent. Any time to

1 % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch
2 (B.2.19.14.1.1) (June/July/August)

3 There were only eight orders for this sub-metric in June and five orders in July
4 2001 for this sub-metric. In August 2001, there only two troubles reported for
5 the 16 orders completed in the prior 30 days. Such a small universe does not
6 produce a statistically conclusive benchmark comparison.

7
8 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /
9 Dispatch (B.2.21.3.1.1) (June)

10 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /
11 Non-Dispatch (B.2.21.3.1.2) (June)

12 Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /
13 Non-Dispatch (B.2.21.3.2.2) (July)

14 Average Completion Notice Interval / Combo (Loop & Port) / >= 10 Circuits /
15 Dispatch In (B.2.21.3.2.4) (July)

16 The root cause analysis of these measures indicated that the only differences
17 between the performance between BellSouth retail and CLECs are the
18 mismatches found when the orders are compared with the original LSRs.

19 The start of the completion interval is the point at which the technician
20 completes the order, and the interval ends when the completion notice is
21 sent. Any change to a name, number of items, etc., occurring during the
22 provisioning process will generate inconsistencies with the original LSRs that
23 must be resolved before a final completion notice can be sent. Any time to

1 resolve these inconsistencies with the original LSRs is included in the
2 average. Because of numerous CLEC changes and order updates,
3 mismatches on CLEC orders exceed those for BellSouth retail orders.
4 Combining this with the smaller base for the CLECs' measurement raises the
5 average, which sometimes results in a miss. Specific Service Representatives
6 within the Work Management Centers have been assigned to resolve any
7 completion issues that are required. Providing specific training and
8 dedicating personnel to this task should reduce the difference between the
9 CLEC and retail analogue results.

10
11 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch
12 (B.2.34.1.1.1) (July/August)

13 BellSouth met the standard for 23 of the 37 orders reviewed in this sub-metric
14 for July and for 170 of the 207 orders reviewed for August 2001. The 95%
15 benchmark set a requirement of 35 orders for July and 197 orders for August,
16 based on the quantity of orders for this sub-metric. BellSouth met the
17 benchmark comparison for this sub-metric in June 2001. BellSouth continues
18 to focus on this measurement in order to improve results to meet the
19 benchmark.

20
21 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch
22 (B.2.34.1.1.2) (June/July/August)

1 BellSouth met the standard for 22 of the 25 orders reviewed in this sub-metric
2 for June, for 21 of the 34 orders reviewed in July and for 109 of the 151
3 orders reviewed in August 2001. The 95% benchmark set a requirement of
4 24 of the 25 orders for June, of 33 of the 34 orders for July and of 144 of the
5 151 orders for August, based on the quantity of orders for this sub-metric.
6 BellSouth continues to focus on this measurement in order to improve results
7 to meet the benchmark.

8
9 Service Order Accuracy / Design (Specials) / >= 10 Circuits / Dispatch
10 (B.2.34.1.2.1) (July)

11 There were only three orders reviewed for this sub-metric in July 2001. Such
12 a small universe does not provide a conclusive benchmark comparison.
13 There was no CLEC activity for this sub-metric in either June or August 2001.

14
15 Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch
16 (B.2.34.1.2.2) (July/August)

17 There were only three orders reviewed for this sub-metric in July and two
18 orders reviewed in August 2001. Such a small universe does not provide a
19 conclusive benchmark comparison.

20
21 Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch
22 (B.2.34.2.1.1) (June/July/August)

BellSouth met the standard for 36 of the 5 orders reviewed in this sub-metric for June, for 6 of the 17 orders reviewed in July and for 40 of the 51 orders reviewed in August 2001. The 95% benchmark set a requirement of all 5 of 5 orders for June, all 17 of 17 orders for July and 49 of the 50 orders in August. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch
(B.2.34.2.1.2) (June/July/August)

BellSouth met the standard for 53 of the 65 orders reviewed in this sub-metric for June, for 70 of the 94 orders reviewed in July and for 387 of the 531 orders reviewed in August 2001. The 95% benchmark set a requirement of 62 of the 65 orders in June, of 90 of the 94 orders reviewed in July and 505 of the 531 orders for August for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch
(B.2.34.2.2.1) (July/August)

There were only two orders reviewed for this sub-metric in July and five orders reviewed in August 2001. Such a small universe does not produce a statistically conclusive benchmark comparison. BellSouth met the retail analogue comparison for this sub-metric in June 2001.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch

(B.2.34.2.2.2) (June/July/August)

There were only nine service orders reviewed for this sub-metric in June, three orders reviewed in July and fifteen orders reviewed in August 2001. Such a small universe does not produce a conclusive benchmark comparison.

3. UNE Maintenance and Repair (M&R) Measures

BellSouth met the applicable performance standard for 88%, 94% and 93% of the overall UNE M&R measurements in June, July and August 2001, respectively. The sub-metrics that did not meet the fixed critical value for this checklist item in June, July and/or August 2001 are as follows:

% Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch

(B.3.1.3.2) (June)

BellSouth met 362 of the 380 repair appointments associated with this sub-metric in June 2001. Twelve of the eighteen misses were associated with a problem with one CLEC on the same day. The remaining six misses revealed no distinct patterns or systemic maintenance issues. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Missed Repair Appointments / Other Design/ Dispatch (B.3.1.10.1) (July)

BellSouth missed 1 of the 4 repair appointments scheduled for this sub-metric in July 2001. Such a small universe does not produce a statistically conclusive comparison with the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1) (June)

The difference between the retail analogue and the CLEC aggregate was less than 2% for this sub-metric in June 2001. Both the CLECs and BellSouth retail had greater than 97% trouble free service for all in-service lines in this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Customer Trouble Report Rate / Other Design / Non-Dispatch (B.3.2.10.2) (June)

The difference between the retail analogue and the CLEC aggregate was less than 1% for this sub-metric in both May and June 2001. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in-service lines in this sub-metric in June 2001. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Out of Service > 24 Hours / Other Design / Dispatch (B.3.5.10.1) (July)

There were only four orders for this sub-metric in July 2001. Such a small universe does not provide a statistically conclusive comparison to the retail

analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering measurements. All measures met the established benchmarks for both June and August 2001. BellSouth met the established benchmarks for all sub-metrics except one in July 2001, as follows and as shown in Attachment 1C.

Loop Makeup Inquiry (Manual) (F.2.1.1) (July)

BellSouth met the benchmark interval for 8 of the 9 requests for this sub-metric in July 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in June and August 2001.

Operations Support Systems

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in June, July and/or August 2001 were:

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / RNS

(D.1.3.5.1) (June/July)

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / ROS

(D.1.3.5.2) (June/July)

BellSouth averaged 12.61 seconds response interval in May, 13.09 seconds in June and 13.31 seconds in July 2001 for the CLECs, which is nine to ten seconds longer than the retail analogue. A detailed analysis identified a problem in the LENS software that deals with response times from HAL/CRIS. This correction was implemented in an update released on July 28, 2001. BellSouth met the retail analogue comparison for both of these sub-metrics in August 2001.

Average Response Interval – CLEC (TAG) / HAL / CRIS / Region / RNS

(D.1.4.7.1) (July)

Average Response Interval – CLEC (TAG) / HAL / CRIS / Region / ROS

(D.1.4.7.2) (July)

There was basically, one tenth of one percent difference for this measure between the CLEC and BellSouth retail results. BellSouth met the retail analogue comparisons for each of these sub-metrics in June and August 2001.

Average Response Interval / CRIS / Region (D.2.4.1.1) (June/July/August)

1 The average response interval for this sub-metric is measured in three
2 separate disaggregations -- the percentage of queries that are responded to
3 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.
4 The average response interval for the CLEC requests did not meet the retail
5 analogue intervals for the less than 4-second disaggregation but exceeded
6 both the less than 10 and greater than 10 seconds responses. For the 4-
7 second interval, there was only approximately 1% difference between the
8 CLEC responses as compared with the retail analogue in all months. For the
9 less than 10 second response interval, the CLECs received over 99% of their
10 responses while the retail analogue received slightly less than 99%. Similarly,
11 for the greater than 10 seconds interval measure, the CLECs received less
12 than 1% of responses in the longer interval while the BellSouth retail
13 analogue received just over 1% of responses in over 10 seconds. These very
14 small differences in response intervals indicate equivalent service levels for
15 the CLECs and BellSouth retail.

16

17 Average Response Interval / DLETH / <= 4 sec / Region (D.2.4.2.1) (June)

18 The average response interval for this sub-metric is measured in three
19 separate intervals. The percentage of queries that are responded to in less
20 than 4 seconds, less than 10 seconds and greater than 10 seconds. In June
21 2001, the average response interval for the CLEC requests did not meet the
22 retail analogue intervals for the less than 4-second disaggregation, but

1 exceeded both the less than 10 and greater than 10 seconds responses.
2 BellSouth met the retail analogue comparison for this sub-metric in July 2001.

3
4 Average Response Interval / CRIS / Region (D.2.4.1.1) (June/July/August)

5 The average response interval for this sub-metric is measured in three
6 separate disaggregations -- the percentage of queries that are responded to
7 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

8 The average response interval for the CLEC requests did not meet the retail
9 analogue intervals for the less than 4-second disaggregation but exceeded
10 both the less than 10 and greater than 10 seconds responses. For the 4-
11 second interval, there was only approximately 1% difference between the
12 CLEC responses as compared with the retail analogue in all three months.
13 For the less than 10 second response interval, the CLECs received over 99%
14 of their responses while the retail analogue received slightly less than 99%.
15 Similarly, for the greater than 10 seconds interval measure, the CLECs
16 received less than 1% of responses in the longer interval while the BellSouth
17 retail analogue received just over 1% of responses in over 10 seconds.
18 These very small differences in response intervals indicate virtually equivalent
19 service levels for the CLECs and BellSouth retail.

20
21 Average Response Interval / DLETH / <= 4 sec / Region (D.2.4.2.1) (June)

22 The average response interval for this sub-metric is measured in three
23 separate intervals. The percentage of queries that are responded to in less

1 than 4 seconds, less than 10 seconds and greater than 10 seconds. In June
2 2001, the average response interval for the CLEC requests did not meet the
3 retail analogue intervals for the less than 4-second disaggregation but
4 exceeded both the less than 10 and greater than 10 seconds responses.
5 BellSouth met the retail analogue comparison for this sub-metric in July and
6 August 2001.

7
8 Average Response Interval / LMOS / Region (D.2.4.4.1, D.2.4.4.2, D.2.4.4.3)
9 (July/August)

10 The average response intervals for these sub-metrics are measured in three
11 separate disaggregations -- the percentage of queries that are responded to
12 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.
13 For all three measurements, the results are virtually identical, with the less
14 than 4 seconds measure having a difference of 0.2%, the less than 10
15 seconds interval and the greater than 10 second interval having differences of
16 only 0.03%. These results indicate equivalent service levels for both the
17 CLECs and BellSouth retail in each of the three months.

18
19 Average Response Interval / LMOSupd / <= 4 sec. / Region (D.2.4.5.1/
20 D.2.4.5.2/ D.2.4.5.3) (June/July/August)

21 The average response interval for these sub-metrics is measured in three
22 separate disaggregations -- the percentage of queries that are responded to
23 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

1 For each of the three sub-metrics, there was less than a 1% difference in the
2 responses received by the CLECs and BellSouth retail in each month. The
3 one percent difference for all of these intervals indicates virtually equivalent
4 service levels for both the CLECs and BellSouth retail.

5
6 Average Response Interval / LNP / <= 4 sec. / Region (D.2.4.6.1)
7 (June/July/August)

8 There was less than 1.75% difference between the percentages of responses
9 received within the target intervals for both the CLEC aggregate and the
10 BellSouth retail analogue for each of the three months, with the difference
11 being only 0.34% in August. Differences of these magnitudes do not
12 significantly impact the CLECs ability to compete.

13
14 Average Response Interval / MARCH / Region (D.2.4.7.1/ D.2.4.7.2/
15 D.2.4.7.3) (August)

16 The average response interval for this sub-metric is measured in three
17 separate disaggregations -- the percentage of queries that are responded to
18 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.
19 BellSouth is currently investigating the cause or causes for the missed criteria
20 in these sub-metrics. Each of these sub-metrics met the retail analogue
21 comparison for June and July 2001.

22

1 Average Response Interval / OSPCM / Region (D.2.4.8.1/ D.2.4.8.2/
2 D.2.4.8.3) (July/August)

3 The average response interval for this sub-metric is measured in three
4 separate disaggregations -- the percentage of queries that are responded to
5 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

6 In both July and August 2001, the average response interval for the CLEC
7 requests did not meet the retail analogue intervals for the less than 4-second
8 disaggregation but met the standard for both the less than 10 and greater
9 than 10 seconds responses. In July and August, the CLEC response
10 intervals were 34.75% and 35.16% within 4 seconds as compared to 45.00%
11 and 43.74%, respectively, for the retail analogue. For the less than 10
12 second response interval, the CLECs received 96.61% and 93.75% of their
13 responses and the retail analogue received 97.54% and 97.38% in July and
14 August, respectively. With activity levels of only 118 and 128 requests from
15 this system for the month, only 12 and 11 additional responses in July and
16 August, respectively, within 4 seconds would have brought the sub-metric into
17 parity with the retail analogue. BellSouth met the retail analogue comparison
18 for this sub-metric in June 2001.

19
20 Average Response Interval / OSPCM / Region (D.2.4.11.1) (August)

21 The average response interval for this sub-metric is measured in three
22 separate disaggregations -- the percentage of queries that are responded to
23 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

1 In August, the average response interval for the CLEC requests did not meet
2 the retail analogue intervals for the less than 4-second disaggregation but
3 exceeded both the less than 10 and greater than 10 seconds responses. The
4 CLEC response interval was 77.81% within 4 seconds as compared with
5 79.85% for the retail analogue. For the less than 10 second responses, the
6 CLECs received 99.61% of their responses and the retail analogue received
7 99.53%. BellSouth met the retail analogue comparison for this sub-metric in
8 June and July 2001.

9
10 **General – Billing**

11 **Usage Data Delivery Timeliness / Region (F.9.2) (July/August)**

12 This measure tracks the percentage of usage data delivered within six days
13 for both BellSouth retail and the CLEC aggregate. The CLECs experienced
14 usage data delivery timeliness rates that were slightly lower than the rates for
15 BellSouth customers during July and August 2001 (98.95% for BellSouth
16 versus 96.62% for CLECs in July and 98.80% compared to 98.30% for
17 CLECs in August). The difference in performance each month was the result
18 of some input files being left out of the ADUF job before the files were
19 recovered and processed. It is important to point out that the CLEC results of
20 96.62% and 98.30% still provide the CLECs a meaningful opportunity to
21 compete. BellSouth has developed a fix that should prevent this type of error
22 from occurring in the future. The fix was implemented on September 1, 2001.

1 BellSouth met the retail analogue comparison for this sub-metric in June
2 2001.

3

4 Mean Time to Deliver Usage (F.9.4) (July/August)

5 This measure compares the average number of days to deliver usage to
6 CLECs with the BellSouth retail analogue. In July 2001, the BellSouth result
7 was 3.37 days compared to the CLEC result of 3.83 days. In August 2001,
8 the BellSouth result was 3.37 days compared to the CLEC result of 3.60
9 days. The difference in the performance for both months was the result of
10 input files being left out of the ADUF job before the files were recovered and
11 processed. While the CLEC measurement is slightly greater than the
12 BellSouth results, the CLECs are provided with substantially the same
13 opportunity to bill end users as is BellSouth. BellSouth exceeded the retail
14 analogue comparison for this sub-metric in June 2001.

15

16 Recurring Charge Completeness / UNE (F.9.5.2) (June/July)

17 This measure tracks the ability of the ordering and billing systems to begin
18 billing a CLEC recurring charges for UNE services on the next invoice after an
19 order has "completed". A benchmark of 90% has been set as the level of
20 performance to meet. In June 2001, the result for this measure was 86.75%
21 against a benchmark of 90%. During June 2001, 4 service orders were sent
22 to the billing system for inclusion on bills to CLECs beyond the bill period for
23 which the order should have been billed. Service representatives within the

1 BellSouth Local Interconnection Service Center (LISC) were completing error
2 correction activities which delayed the orders coming to the billing system.
3 Even though these orders caused the benchmark of 90% to be missed by a
4 small amount, the results are better than the results for BellSouth's own retail
5 customers (BellSouth's results were 75.14% for June, 2001). In July 2001,
6 BellSouth's performance was 89.26%. This measure was missed because of
7 problems encountered in correcting service order errors in a timely manner.
8 Also in July the CLEC results are better than the results BellSouth
9 experienced for its own retail end users (72.54% in July). In any event, the
10 CLECs are provided with a meaningful opportunity to compete, as these
11 issues do not impede the ability to serve end users. BellSouth met the
12 benchmark for this sub-metric in August 2001.

13
14 Non-Recurring Charge Completeness / Interconnection (F.9.6.3) (July)

15 This measure tracks the ability of the ordering and billing systems to begin
16 billing a CLEC for local interconnection services on the next invoice after an
17 order has "completed". A benchmark of 90% has been set as the level of
18 performance to meet. This measure was missed because of problems
19 encountered in correcting service order errors in a timely manner. BellSouth
20 met the benchmark for this sub-metric in June and August 2001.

21
22 General - Change Management

23 % Change Management Documentation Sent On Time (F.10.3) (July/August)

1 Average Documentation Release Delay Days (F.10.5) (July/August)

2 Two of the four change management documentation letters issued in July and
3 one of the three letters issued in August 2001 were released with less than
4 the 30-day benchmark window. All of these letters were, however, primarily
5 dealing with clarifications and information on existing documentation and/or
6 business rules and did not require CLEC coding changes.

7
8 General – New Business Requests

9 % Quotes Provided within 10 Business Days (F.11.2.1) (June/July)

10 There were only two requests processed in June and three requests in July
11 2001 in sub-metric F.11.2.1. Such a small universe does not provide a
12 conclusive benchmark comparison. This is a regional measure and none of
13 the requests were processed in Tennessee. BellSouth met the benchmark
14 for this sub-metric in August 2001.

15
16 General – Ordering

17 % Acknowledgement Message Timeliness / EDI (F.12.1.1) (August)

18 In August 2001, BellSouth returned almost 81,000 acknowledgement
19 messages within the 30-minute benchmark period. With a 95% benchmark,
20 almost 82,000 messages would need to meet the criteria. BellSouth is
21 currently investigating this measure to determine the cause or causes for this
22 shortfall. BellSouth met the retail analogue comparison for this sub-metric in
23 June and July 2001.

1

2 % Acknowledgement Message Completeness / EDI (F.12.2.1)
3 (June/July/August)

4 A Stability Plan to improve EDI availability has put into effect. This plan
5 includes implementing both a manual application monitoring schedule (24 / 7)
6 and increased mechanized application alarms to more adequately monitor
7 and react to application outages. The database parameters have also been
8 adjusted to allow for maximum processing in the EDI system. In July 2001,
9 problems occurred on only 39 (0.05%) of the total 78,663 messages returned
10 in this sub-metric. BellSouth failed to satisfy the completeness criteria for
11 only 302 of the 86,217 messages returned in August 2001.

12

13 % Acknowledgement Message Completeness / TAG (F.12.2.2)
14 (June/July/August)

15 BellSouth failed to deliver only 51 of the 127,390 messages in June, 485 of
16 the 194,073 messages in July and 20 of the 199,829 messages in August
17 2001 for this sub-metric. Analysis continues to identify any issues in this
18 process. However, such a small number of failed records have not revealed
19 any systemic process problems.

20

21 **General – Network Outage Notification**

22 Mean Time to Notify CLEC of Network Outage (F.14.1) (June)

1 BellSouth did not meet the retail analogue for this sub-metric in June 2001.

2 Due to an undetected E-mail failure, one of the three CLEC notifications did
3 not get delivered. This interval was over 6,000 minutes that ran from June
4 26th when the outage occurred, until the end of the data month. BellSouth is
5 reviewing its procedures to eliminate this type of occurrence. BellSouth met
6 the retail analogue comparison for this sub-metric in July and August 2001.

7
8 **D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS**

9
10 As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1C
11 provide data for provisioning and maintenance & repair measures for
12 unbundled local loops.

13
14 For purposes of discussion in this checklist item, the local loop sub-metrics
15 have been separated into two mode-of-entry groups, xDSL and
16 SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN
17 and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design
18 and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital
19 loop sub-metrics.

20
21 **xDSL Group**

22
23 **1. Provisioning Measures**

1 The xDSL group sub-metrics that did not meet the fixed critical value
2 comparison requirements for June, July and/or August 2001 are as follows:

3
4 Order Completion Interval / xDSL / < 6 Circuits / Dispatch (B.2.1.5.3.1)
5 (August)

6 The xDSL Order Completion Interval measurements are shown in Attachment
7 1C, Items B.2.2.1 and B.2.2.2.

8
9 Order Completion Interval / Line Sharing / < 6 Circuits / Non-Dispatch
10 (B.2.1.7.3.2) (July)

11 The unadjusted order completion interval for this sub-metric was 3.63 days in
12 July 2001, compared to the retail analogue of 2.74 days. A root cause
13 analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering
14 a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale
15 non-dispatched orders were receiving the same interval as "dispatched"
16 orders. BellSouth is currently changing the programming for this function to
17 provide the same intervals as the retail analogue receives. In addition, OCI is
18 adversely affected by LSRs for which CLECs request intervals beyond the
19 offered interval and no "L" code is entered on the order. When a CLEC
20 requests an interval beyond the normal interval offered by BellSouth, an "L"
21 code should be entered on the service order. "L" coded orders are excluded
22 from the OCI metrics. BellSouth met the retail analogue comparison for this
23 sub-metric in June and August 2001.

1

2 Held Order Interval / xDSL / < 10 Circuits / Other (B.2.3.5.1.3) (June)

3 There was only one held order for this sub-metric in June 2001. Such a small
4 universe for this sub-metric does not provide a statistically conclusive
5 comparison to the retail analogue. BellSouth met the retail analogue
6 comparison for this sub-metric in July and August 2001.

7

8 % Jeopardies / UNE ISDN / Electronic (B.2.5.6) (June)

9 There were 9 orders placed in jeopardy status of the 36 orders associated
10 with this sub-metric in June 2001. Of the 16 UNE ISDN orders placed in
11 jeopardy during the month, both electronic and manual, all but six of the
12 jeopardies were resolved prior to the due date and the orders worked on time.
13 BellSouth met the retail analogue comparison for this sub-metric in July and
14 August 2001.

15

16 Average Jeopardy Notice Interval / xDSL (B.2.8.5) (August)

17 % Jeopardy Notice >= 48 Hours / xDSL (B.2.10.5) (August)

18 The calculations for this measure have been determined to be incorrect. The
19 coding change in the Service Order Control System (SOCS) was loaded on
20 September 13, 2001. The October data month will be the first full month that
21 the change will be in effect.

22

Missed Installation Appointments / UNE ISDN / < 10 Circuits / Dispatch

(B.2.18.6.1.1) (July)

BellSouth met 78 of the 91 appointments scheduled for this sub-metric in July 2001. None of the missed appointments in this sub-metric resulted in held orders. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Missed Installation Appointments / Line Sharing / < 10 Circuits / Non-Dispatch

(B.2.18.7.1.2) (June)

BellSouth met 40 of the 41 installation appointments associated with this sub-metric in June 2001. The one missed appointment did not reveal any systemic installation process problems. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

% Provisioning Troubles w/i 30 Days / UNE ISDN / < 10 Circuits / Dispatch

(B.2.19.6.1.1) (June/July)

There were 9 trouble reports for this sub-metric for the 87 orders that completed during the 30 days prior to June and 3 trouble reports for the 75 orders that completed in the 30 days prior to July 2001. No systemic installation process problems were revealed from these trouble reports. BellSouth met the retail analogue comparison for this sub-metric in August 2001.

1 **2. Maintenance & Repair Measures**

2 The xDSL group sub-metrics that did not meet the fixed critical value
3 comparison requirements for May, June and/or July 2001 are as follows:

4
5 % Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2)

6 (June)

7 BellSouth missed one of only nine appointments associated with this sub-
8 metric in June 2001. Such a small universe for the sub-metric does not
9 provide a statistically conclusive comparison with the retail analogue.
10 BellSouth met the retail analogue comparison for this sub-metric in July and
11 August 2001.

12
13 Customer Trouble Report Rate / xDSL / Non-Dispatch (B.3.2.5.2)

14 (June/July/August)

15 There were a total of 12 troubles reported for the 2,589 in-service lines for this
16 sub-metric in June, 14 troubles reported for the 2,846 lines for July and 13
17 troubles reported for the 2,288 lines in service for August 2001. Both the
18 CLECs and BellSouth retail had greater than 99% trouble free service for all
19 in-service lines in this sub-metric in June, July and August 2001.

20
21 Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2)

22 (June/July/August)

1 There were only 9 troubles reported for the 292 lines in service for this sub-
2 metric in June, 20 trouble reports for the 348 lines in service in July and 11
3 trouble reports for the 392 lines in service in August 2001. Both the CLECs
4 and BellSouth retail had greater than 96.9% trouble free service in June for
5 this sub-metric. All 20 of the trouble reports in July were from the same
6 CLEC, with 15 of the 20 reports closed as "no trouble found." In August, over
7 97% of the in serviced lines for this sub-metric were trouble free.

8
9 Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2)
10 (June/August)

11 There were only seven orders associated with this sub-metric in June and
12 thirteen orders in August 2001. Such a small universe for the sub-metric
13 does not provide a statistically conclusive comparison to the retail analogue.
14 BellSouth met the retail analogue comparison for this sub-metric in July 2001.

15
16 % Repeat Troubles w/i 30 Days / Line Sharing / Non-Dispatch (B.3.4.7.2)
17 (June/July/August)

18 There were only nine trouble reports for this sub-metric that closed in the 30
19 days prior to June, nine trouble reports that closed in the 30 days prior to July
20 and eleven trouble reports that closed in the 30 days prior to August 2001.
21 Such a small universe for the sub-metric does not provide a statistically
22 conclusive comparison to the retail analogue.

1 Out of Service > 24 Hours / xDSL / Dispatch (B.3.5.5.1) (August)

2 There were two trouble reports for this sub-metric in August that caused out
3 of service conditions longer than 24 hours. BellSouth is currently
4 investigating the August data for the retail analogue for this sub-metric. There
5 was no CLEC activity for this sub-metric in June 2001. BellSouth met the
6 retail analogue comparison for this sub-metric in July 2001.

7
8 SL1/SL2/Digital Loop Group

9 1. Provisioning Measures

10 The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed
11 critical value comparison requirements for June, July and/or August 2001 are
12 as follows:

13
14 Held Order Interval / Digital Loop >= DS1 / < 10 Circuits / Other (B.2.3.19.1.3)
15 (July)

16 There was only one order associated with this sub-metric in July 2001. Such
17 a small universe does not provide a statistically conclusive comparison to the
18 retail analogue. BellSouth met the retail analogue comparison for this sub-
19 metric in June and August 2001.

20
21 % Jeopardies / 2w Analog Loop Design (B.2.5.8) (June/July/August)

22 There were a total of 15 jeopardies issued for the 98 electronic orders that
23 were scheduled for this sub-metric in June, 5 jeopardies issued for the 69

1 electronic orders scheduled for June and 10 jeopardies issued for the 258
2 electronic orders scheduled in August 2001. While the data indicates that
3 BellSouth placed a higher percentage of CLEC orders in jeopardy status, of
4 the 31 total 2w Analog Loop Design order jeopardies for June, both electronic
5 and manual, all but 8 of the jeopardies were resolved prior to the due date
6 and the orders worked as scheduled. In July 2001, 5 orders were given
7 jeopardy status of the 69 orders completed in the period. Similarly, of the 32
8 total 2w Analog Loop Design order jeopardies for July, both electronic and
9 manual, all but 8 of the jeopardies were resolved prior to the due date and the
10 orders worked as scheduled. In August 2001, 10 electronic orders for this
11 sub-metric were shown as in jeopardy of the 258 electronic orders completed
12 in the month. Of the 23 total 2w Analog Loop Design order jeopardies for
13 August, both electronic and manual, all but 10 of the jeopardies were resolved
14 prior to the due date and the orders worked as scheduled.

15

16 % Jeopardies / Digital Loop < DS1 (B.2.5.18) (June)

17 There were 9 orders placed in jeopardy status of the 36 orders associated
18 with this sub-metric in June 2001. Of the 16 Digital Loop < DS1 orders placed
19 in jeopardy during the month, both electronic and manual, all but six of the
20 jeopardies were resolved prior to the due date and the orders worked on time.
21 BellSouth met the retail analogue comparison for this sub-metric in July and
22 August 2001.

23

1 % Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Design
2 (B.2.10.12) (July)

3 % Jeopardy Notices issued >= 48 Hours / Digital Loop < DS1 (B.2.10.18)
4 (August)

5 % Jeopardy Notices issued >= 48 Hours / Digital Loop >= DS1 (B.2.10.19)
6 (July)

7 The calculations for this measure have been determined to be incorrect. The
8 coding change in the Service Order Control System (SOCS) was loaded on
9 September 13, 2001. The October data month will be the first full month that
10 the change will be in effect.

11
12 Missed Installation Appointments / 2w Analog Loop Non-Design / < 10
13 Circuits / Dispatch (B.2.18.9.1.1) (August)

14 There was only one order for this sub-metric in August 2001. The small
15 universe for this sub-metric does not provide a statistically conclusive
16 comparison to the retail analogue.

17
18 Missed Installation Appointments / Digital Loop < DS1 / < 10 Circuits /
19 Dispatch (B.2.18.18.1.1) (June)

20 BellSouth met 69 of the 75 appointments scheduled for this sub-metric in
21 June 2001. The 6 missed appointments for June revealed no distinct patterns
22 or systemic installation process issues. BellSouth met the retail analogue
23 comparison for this sub-metric in July and August 2001.

1

2 % Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / < 10
3 Circuits / Dispatch (B.2.19.12.1.1) (June)

4 There were a total of 38 troubles reported for the 171 orders that completed in
5 the 30 days prior to June 2001 for this sub-metric. In June, 19 (50%) of the
6 38 total trouble reports for the sub-metric were from one CLEC, with 9 of
7 those reports closed as "NTF" (no trouble found). BellSouth met the retail
8 analogue comparison for this sub-metric in July and August 2001.

9

10 % Provisioning Troubles w/i 30 Days / Digital Loop < DS1 / < 10 Circuits /
11 Dispatch (B.2.19.18.1.1) (June/July/August)

12 There were 9 trouble reports for this sub-metric for the 87 orders that
13 completed during the 30 days prior to June, 13 troubles reported for the 199
14 orders completed in the 30 days prior to July and 17 troubles reported for the
15 311 orders completed in the 30 days prior to August 2001. No systemic
16 installation process problems were revealed from an analysis these trouble
17 reports.

18

19 % Provisioning Troubles w/i 30 Days / Digital Loop >= DS1 / < 10 Circuits /
20 Dispatch (B.2.19.19.1.1) (June/July)

21 There were 25 trouble reports for this sub-metric for the 289 orders that
22 completed during the 30 days prior to June and 13 trouble reports for the 159
23 orders that completed during the 30 days prior to July 2001. Analysis of

1 these reports revealed no distinct patterns or systemic installation process
2 problems. BellSouth met the retail analogue comparison for this sub-metric in
3 August 2001.

4
5 Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /
6 Dispatch (B.2.21.8.1.1) (June/July/August)

7 Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10
8 Circuits / Dispatch (B.2.21.12.1.1) (June/July/August)

9 The root cause analysis of these measures indicated that the only differences
10 between the performance comparing BellSouth retail and CLECs are the
11 mismatches found when the orders are compared with the original LSRs.
12 The start of the completion interval is the point at which the technician
13 completes the order, and the interval ends when the completion notice is
14 sent. Any change to a name, number of items, etc., occurring during the
15 provisioning process will generate inconsistencies with the original LSRs that
16 must be resolved before a final completion notice can be sent. Any time to
17 resolve these inconsistencies with the original LSRs is included in the
18 average. Because of numerous CLEC changes and order updates,
19 mismatches on CLEC orders exceed those for BellSouth retail orders.
20 Combining this with the smaller base for the CLECs' measurement raises the
21 average, which sometimes results in a miss. Specific Service
22 Representatives within the Work Management Centers have been assigned
23 to resolve any completion issues that are required. Providing specific training

1 and dedicating personnel to this task should reduce the difference between
2 the CLEC and retail analogue results.

3
4 **3. Maintenance & Repair Measures**

5 The SL1/SL2/Digital group sub-metrics that did not meet the fixed critical
6 value comparison requirements for May, June and/or July 2001 are as
7 follows:

8
9 **Missed Repair Appointments / 2w Analog Loop Design / Dispatch (B.3.1.8.1)**
10 **(June)**

11 BellSouth met 333 of the 369 repair appointments scheduled for this sub-
12 metric in June 2001. Analysis of the missed appointments revealed that a
13 majority of the missed appointments were due to facilities unavailability
14 caused by five cut cables and one power company coordination issue that
15 occurred during the month. BellSouth met the retail analogue comparison for
16 this sub-metric in July and August 2001.

17
18 **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

19
20 The data in these measures indicate that BellSouth met the
21 benchmark/analogue requirements for all measurements in Checklist Item 5
22 for June and July 2001. BellSouth met the benchmark/analogue

requirements in Checklist Item 5 for August 2001 with the exception of the following:

Maintenance Average Duration / Local Interoffice Transport / Non-Dispatch
(B.3.3.2.2) (August)

There were only four orders for this sub-metric in August 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 6 for June, July and August 2001.

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR
SERVICES

As indicated in Attachment 1C, Sections F.6, F.7 and F.8, BellSouth met the benchmark/analogue requirements of Checklist Items 7a and 7b in June, July and August 2001. Even though BellSouth tracks and reports these

measures, the processes used in providing these services are designed to provide parity for all users.

I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED SIGNALING

BellSouth met all four of the sub-metrics associated with this checklist item in June 2001, two of four in July and two of four in August. See Items F.13.1.1 through F.13.3 in Attachment 1C for further details. The items that did not meet the appropriate benchmark in June, July and August 2001 are as follows:

% Update Accuracy / LIDB (F.13.2.1) (July)

The results in this sub-metric are based on a statistical sample of LSRs and service orders which are manually checked for the accuracy of information that impacts the LIDB database. The July 2001 results were based on an average sample size of 65 orders, of which 9 orders were found to contain errors. BellSouth has refocused its effort on all LSRs processed in the partial mechanized and manual categories to eliminate basic errors made by the representatives that should meet the benchmark for this sub-metric. BellSouth met the benchmark for this sub-metric in June and August 2001.

% Update Accuracy / Directory Listings (F.13.2.2) (August)

1 The results in this sub-metric are based on a statistical sample of LSRs and
2 service orders, which are manually checked for the accuracy of information
3 that impacts the Directory Listings database. The August 2001 results were
4 based on an average sample size of 430 orders, of which 57 orders were
5 found to contain errors. BellSouth has refocused its effort on all LSRs
6 processed in the partial mechanized and manual categories to eliminate basic
7 errors made by the representatives that should meet the benchmark for this
8 sub-metric. BellSouth met the benchmark for this sub-metric in June and July
9 2001.

10
11 % NXXs / LRNs Loaded by LERG Effective Date (Region) (F.13.3)
12 (July/August)

13 The measure indicated that 152 of 153 NXXs were loaded by their effective
14 date in July and 23 of 24 NXXs were loaded by their effective date in August
15 2001. This is a regional measure, and there were no missed dates in
16 Tennessee for this sub-metric in either July or August 2001. BellSouth met
17 the benchmark for this sub-metric in June 2001.

18
19 **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

20
21 All the measurements in this Checklist Item were met or exceeded for June,
22 July and/or August 2001 except for the following:
23

1 Order Completion Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch
2 (B.2.1.17.1.2) (June)

3 In June 2001, the unadjusted order completion interval was 6.24 days
4 compared to the retail analogue interval of 0.88 days. A root cause analysis
5 for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-
6 day interval on retail non-dispatched POTS orders, but the wholesale non-
7 dispatched orders were receiving the same interval as "dispatched" orders. In
8 addition, OCI is adversely affected by LSRs for which CLECs request
9 intervals beyond the offered interval. When a CLEC requests an interval
10 beyond the available interval offered by BellSouth, an "L" code is entered on
11 the Service Order generated by BellSouth. "L" coded orders are excluded
12 from the OCI metrics. BellSouth met the retail analogue comparison for this
13 sub-metric in July and August 2001.

14
15 Order Completion Interval / LNP (Standalone) / >= 10 Circuits / Non-Dispatch
16 (B.2.1.17.2.2) (June/August)

17 There were only two orders for this sub-metric in June and four orders in
18 August 2001. Such a small universe for the sub-metric does not provide a
19 statistically conclusive comparison with the retail analogue. BellSouth met
20 the retail analogue comparison for this sub-metric in July 2001.

21
22 % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-
23 Dispatch (B.2.18.17.1.2) (July)

1 BellSouth met 351 of the 353 (99.4%) of the appointments scheduled for this
2 sub-metric in July 2001. The two missed appointments did not reveal any
3 systemic installation process issues. BellSouth met the retail analogue
4 comparison for this sub-metric in June and August 2001.

5
6 Average Completion Notice Interval / LNP (Standalone) / < 10 Circuits /
7 Dispatch (B.2.21.17.1.1) (June)

8 Average Completion Notice Interval / LNP (Standalone) / < 10 Circuits / Non-
9 Dispatch (B.2.21.17.1.2) (June/July/August)

10 Average Completion Notice Interval / LNP (Standalone) / >= 10 Circuits /
11 Non-Dispatch (B.2.21.17.2.2) (August)

12 The root cause analysis of these measures indicated that the only differences
13 between the performance comparing BellSouth retail and CLECs are the
14 mismatches found when the orders are compared with the original LSRs.
15 The start of the completion interval is the point at which the technician
16 completes the order, and the interval ends when the completion notice is
17 sent. Any change to a name, number of items, etc., occurring during the
18 provisioning process will generate inconsistencies with the original LSRs that
19 must be resolved before a final completion notice can be sent. Any time to
20 resolve these inconsistencies with the original LSRs is included in the
21 average. Because of numerous CLEC changes and order updates,
22 mismatches on CLEC orders exceed those for BellSouth retail orders.
23 Combining this with the smaller base for the CLECs' measurement raises the

1 average, which sometimes results in a miss. Specific Service
2 Representatives within the Work Management Centers have been assigned
3 to resolve any completion issues that are required. Providing specific training
4 and dedicating personnel to this task should reduce the difference between
5 the CLEC and retail analogue results.

6
7 Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1) (June)

8 The Disconnect Timeliness measure is supposed to track the time it takes to
9 disconnect a number in the central office switch after the message has been
10 received from the Local Number Portability (LNP) Gateway that it is ready.
11 However, this measurement does not track the relevant time to perform this
12 function.

13
14 On a great majority of LNP orders, BellSouth creates what is referred to as a
15 "trigger" in conjunction with the order. This trigger gives the end user
16 customer the ability to make and receive calls from other customers who are
17 served by the customer's host switch at the time of the LNP activation. This
18 ability is not dependent upon BellSouth working a disconnect order in the
19 central office switch. In other words, when a trigger is involved, an end user
20 customer can receive calls from other customers served by the same host
21 switch before the disconnect order is ever worked.

22

1 As it currently exists, Performance Measure P-13 does not recognize the
2 importance of triggers and their effect on the LNP process. Rather, the
3 current measure calculates the end time of the LNP activity as the processing
4 of the actual disconnect order in the host switch, even though, from a
5 customer's perspective, this activity is totally meaningless on most LNP
6 orders. It is the activation of the LNP and the routing function accomplished
7 by the LSMS that ultimately determines whether the end user is back in full
8 service and is able to make and receive calls when a trigger is used in porting
9 a telephone number. So, while BellSouth may be missing this measure, the
10 actual impact on CLECs and their end users, for a great majority of the orders
11 is minimal, or nonexistent. The Georgia PSC is currently evaluating a change
12 in this measure that more accurately reflects the LNP process and its impacts
13 on end users, and, therefore, the measurements will be shown blank until a
14 resolution is reached on this issue.

15
16 **K. CHECKLIST ITEM 14 – RESALE**

17
18 BellSouth has met or exceeded the benchmarks/analogues for 87%, 87% and
19 88% of the total resale metrics for the months of June, July and August 2001,
20 respectively. The details are delineated in Attachment 1C, Items A.1.1.1
21 through A.4.2.

22

1 During the three-month period, June through August 2001, there were 102
2 Resale sub-metrics that had data for all three months and were compared to
3 benchmarks or retail analogues. Of those 102 sub-metrics, 89 (87%) sub-
4 metrics met the relevant criteria for at least two of the three months.

5 6 **1. Resale Ordering Measures**

7 **Reject Interval**

8 The benchmark for electronic rejects is 97% within 1 hour. In June 2001,
9 there were 2,424 rejected Resale LSRs with 95% meeting the relevant
10 benchmark interval. Of the 2,424 rejected LSRs, 1,464 were processed
11 electronically with 94% meeting the 1-hour benchmark interval. In July 2001,
12 BellSouth returned 96% of the total 2,682 rejected Resale LSRs within the
13 relevant benchmark interval. Of the 2,682 rejected LSRs, 1,386 were fully
14 mechanized, with 94% being returned within the 1-hour benchmark period. In
15 August 2001, there were 2,573 rejected Resale LSRs with 96% meeting the
16 relevant benchmark interval. Of the 2,573 rejected LSRs, 1,414 were
17 processed electronically with 95% meeting the 1-hour benchmark interval.
18 See Attachment 1C, Items A.1.4 through A.1.8 for further details of the
19 August data.

20 21 **FOC Timeliness**

22 In June 2001, BellSouth returned 98% of the 15,351 FOCs processed within
23 the relevant benchmark period. Of the 15,351 LSRs receiving FOCs, 13,308

1 were fully mechanized with 98% meeting the 3-hour benchmark interval. In
2 July 2001, BellSouth returned 99% of the 15,370 total FOCs for Resale LSRs
3 within the relevant benchmark. Similarly, 99% of FOCs for fully mechanized
4 LSRs were returned within the 3-hour benchmark period. In August 2001,
5 BellSouth returned 98% of the 16,288 FOCs processed within the relevant
6 benchmark period. Of the 16,288 LSRs receiving FOCs, 13,761 were fully
7 mechanized with 99% meeting the 3-hour benchmark interval. See
8 Attachment 1C, Sections A.1.9 through A.1.13 for further details of the August
9 data.

10
11 The Resale Ordering sub-metrics for which BellSouth did not meet the
12 benchmarks/analogues for June, July and/or August 2001 were:

13
14 Reject Interval / Residence / Electronic (A.1.4.1) (June/July/August)

15 Reject Interval / Business / Electronic (A.1.4.2) (August)

16 Reject Interval / Business / Design (Specials) (A.1.4.3) (August)

17 The current benchmark for these sub-metrics is $\geq 97\%$ within one hour.
18 BellSouth is conducting a detailed root cause analysis of the process for
19 electronic rejects. This analysis addresses the ordering systems (EDI, TAG,
20 and LENS) used by the CLECs and the back-end legacy applications, such
21 as SOCS, that are accessed by the ordering systems.

1 Thus far, the analysis has determined that many of the LSRs that did not
2 meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m.
3 Between these hours, the system is unable to process LSRs because certain
4 of the back-end legacy systems are out of service. LSRs submitted during
5 these periods should be excluded from the measurement. BellSouth is
6 currently reviewing the scheduled down time for all systems and how that
7 down time affects the ordering capability of the CLECs.

8
9 With the implementation of May data, BellSouth was directed to change the
10 time stamp identification for the start and complete times of the interval for
11 this measurement from the Local Exchange Ordering (LEO) System to the
12 CLEC ordering interface system (TAG or EDI). However, with this change,
13 BellSouth is currently unable to identify multiple issues of the same version of
14 LSRs that have been rejected (fatal rejects). These rejected LSRs should be
15 excluded from the measurement. If there are multiple issues of the same
16 version, the measure currently calculates the interval from the initial issue to
17 the final issue of the LSR returned to the CLEC, Reject or FOC.
18 Consequently, BellSouth's performance level is inappropriately understated.
19 BellSouth is currently working to determine a fix for this issue.

20
21 FOC Timeliness / Design (Specials) / Partially Electronic (A.1.11.3) (May)

22 There were only three orders in this sub-metric for May 2001 with BellSouth
23 meeting the benchmark for two of them. Such a small universe does not

1 produce a statistically conclusive benchmark comparison. There was no
2 CLEC activity for this sub-metric in June 2001. BellSouth met the benchmark
3 for this sub-metric in July 2001.

4
5 Reject Interval / Design (Specials) / Partial Electronic (A.1.7.3) (August)

6 There was only one LSR rejected for this sub-metric in August 2001. The
7 small universe for this sub-metric does not provide a conclusive benchmark
8 comparison.

9
10 Reject Interval / Design (Specials) / Manual (A.1.8.3) (August)

11 There were only six LSRs rejected for this sub-metric in August 2001. The
12 small universe for this sub-metric does not provide a conclusive benchmark
13 comparison.

14
15 FOC & Reject Response Completeness

16 The benchmark is for these measures is 95%. BellSouth has determined that
17 the coding for the FOC and Reject Completeness measures is flawed and
18 must be rewritten. In this measure, BellSouth did not meet the benchmark in
19 June, July and/or August 2001 for the FOC and Reject Response
20 Completeness metrics listed below:

21
22 FOC Reject & Response Completeness / Residence / Electronic (A.1.14.1)
23 (July)

- 1 FOC Reject & Response Completeness / Business / Electronic (A.1.14.2)
- 2 (June/July)
- 3 FOC Reject & Response Completeness / Residence / Manual (A.1.16.1)
- 4 (August)
- 5 FOC Reject & Response Completeness / Business / Manual (A.1.16.2) (June)
- 6 FOC Reject & Response Completeness / Design (Specials) / Manual
- 7 (A.1.16.3) (June/August)
- 8 FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)
- 9 (June/July/August)
- 10 FOC Reject & Response Completeness / Centrex / Manual (A.1.16.5) (July)
- 11 FOC Reject & Response Completeness / ISDN / Manual (A.1.16.6) (August)
- 12 FOC Reject & Response Completeness (Multiple Responses) / Design
- 13 (Specials) / Electronic (A.1.17.3) (August)
- 14 FOC Reject & Response Completeness (Multiple Responses) / Residence /
- 15 Partially Electronic (A.1.18.1) (June/July/August)
- 16 FOC Reject & Response Completeness (Multiple Responses) / Business /
- 17 Partially Electronic (A.1.18.2) (June/July/August)
- 18 FOC Reject & Response Completeness (Multiple Responses) / Residence /
- 19 Manual (A.1.19.1) (June/July/August)
- 20 FOC Reject & Response Completeness (Multiple Responses) / Business /
- 21 Manual (A.1.19.2) (June/July/August)
- 22 FOC Reject & Response Completeness (Multiple Responses) / Design
- 23 (Specials) / Manual (A.1.19.3) (June/August)

1 BellSouth has determined that the coding for the FOC & Reject
2 Completeness measures failed to include rejections that were classified as
3 "auto clarifications." This coding change, which is in the process of being
4 rewritten, will impact all FOC & Reject Completeness measures.

5
6 **2. Resale Provisioning Measures**

7
8 For the months of June, July and August 2001, BellSouth met or exceeded
9 the benchmarks or retail analogues for 82%, 80% and 90%, respectively, of
10 all resale provisioning measures. The details supporting the August 2001
11 percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of
12 Attachment 1C.

13
14 **Order Completion Interval**

15 As discussed in Checklist Item 4, the failure to properly "L" code appropriate
16 orders and the missed appointments for customer reasons negatively impacts
17 the OCI measurements. All LSRs seeking extended intervals should receive
18 an "L" code status. This would exclude these LSRs from the OCI
19 measurement.

20
21 The following are the measures for which BellSouth did not meet the retail
22 analogue in June, July and/or August 2001:

Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch

(A.2.1.1.1.2) (June)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. BellSouth is currently changing the programming for this function to provide the same intervals as the retail analogue receives.

The unadjusted order completion interval for June 2001 was 1.07 days compared to the retail analogue of 0.86 days. The exclusion of all "L" coded orders and those with end user caused misses would reduce this interval. BellSouth met the retail analogue comparison for this sub-metric in July and August 2001.

Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2)

(July)

There was only one order for July 2001 in this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

1 Order Completion Interval / PBX / >= 10 Circuits / Non-Dispatch (A.2.1.4.2.2)

2 (July)

3 There was only one order for July 2001 in this sub-metric. The small universe
4 for this measurement does not provide a statistically conclusive comparison
5 to the retail analogue. There was no CLEC activity for this sub-metric in June
6 2001. BellSouth met the retail analogue comparison for this sub-metric in
7 August 2001.

8

9 Other resale provisioning sub-metrics for which BellSouth did not meet the
10 benchmark/retail analogue in June, July and/or August 2001 were:

11

12 % Jeopardies / Residence / Electronic (A.2.4.1) (August)

13 In August 2001, BellSouth placed 90 of the 12,115 orders (less than 1%)
14 scheduled for this sub-metric in jeopardy status. All but 37 of these jeopardy
15 conditions were resolved prior to the due date and the orders worked on time.
16 There were only 3 held orders in the Resale Residence category in August,
17 and these were completed in an average of 7 days.

18

19 % Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1) (June)

20 The calculations for this measure have been determined to be incorrect. The
21 coding change in the Service Order Control System (SOCS) was loaded on
22 September 13, 2001. The October data month will be the first full month that
23 the change will be in effect.

1

2 % Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch

3 (A.2.11.2.1.2) (July)

4 There was only one missed appointment out of the 298 scheduled for this
5 sub-metric in July 2001. Both BellSouth retail and the CLECs had 99.6% of
6 all scheduled appointments in this sub-metric completed on time in July.

7 From a practical point of view, the CLECs' ability to compete has not been
8 hindered even though the statistical results may technically show that
9 BellSouth failed to meet the benchmark/analogue. BellSouth met the retail
10 analogue comparison for this sub-metric in June and August 2001.

11

12 % Missed Installation Appointments / PBX / < 10 Circuits / Non-Dispatch

13 (A.2.11.4.1.2) (July)

14 There were only four orders in this sub-metric for July 2001. The small
15 universe for this measurement does not provide a statistically conclusive
16 comparison with the retail analogue. BellSouth met the retail analogue
17 comparison for this sub-metric in June and August 2001.

18

19 % Provisioning Troubles w/i 30 Days / Residence / < 10 Circuits / Non-
20 Dispatch (A.2.12.1.1.2) (July/August)

21 In both July and August 2001, the CLECs and BellSouth retail received 96%
22 trouble free service for orders installed in the prior month. There were 447
23 troubles reported in July for the 10,982 orders that completed for this sub-

metric in the prior 30 days and 421 troubles reported in August for the 11,193 orders completed in the prior 30 days. An analysis of the trouble reports revealed that 122 (27%) of the July reports and 114 (27%) of the August reports were closed as "no trouble found." There were no distinct patterns or systemic installation issues evident in the other trouble reports.

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch
(A.2.12.2.1.1) (June/July)

There were 9 trouble reports in this sub-metric for the 122 orders that completed in the 30 days prior to June and 10 trouble reports for the 112 orders that completed in the 30 days prior to July 2001. Of the 10 July trouble reports, 4 (40%) were closed and "no trouble found." The other reports did not reveal any distinct patterns or systemic installation issues. BellSouth met the retail analogue for this sub-metric in August 2001.

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Non-Dispatch
(A.2.12.2.1.2) (July)

There were 19 trouble reports in this sub-metric for the 307 orders that completed in the 30 days prior to July 2001. An analysis of the trouble reports revealed that 8 of the 19 reports (42%) were closed as 'no trouble found.' The other reports did not reveal any distinct patterns or systemic installation issues. BellSouth met the retail analogue for this sub-metric in June and August 2001.

1

2 Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch /

3 Electronic (A.2.14.2.1.2) (June)

4 Average Completion Notice Interval / ISDN / < 10 Circuits / Non-Dispatch /

5 Electronic (A.2.14.6.1.2) (July)

6 The root cause analysis of these measures indicated that the only differences
7 between the performance comparing BellSouth retail and CLECs are the
8 mismatches found when the orders are compared with the original LSRs.

9 The start of the completion interval is the point at which the technician
10 completes the order, and the interval ends when the completion notice is
11 sent. Any change to a name, number of items, etc., occurring during the
12 provisioning process will generate inconsistencies with the original LSRs that
13 must be resolved before a final completion notice can be sent. Any time to
14 resolve these inconsistencies with the original LSRs is included in the
15 average. Because of numerous CLEC changes and order updates,
16 mismatches on CLEC orders exceed those for BellSouth retail orders.
17 Combining this with the smaller base for the CLECs' measurement raises the
18 average, which sometimes results in a miss. Specific Service
19 Representatives within the Work Management Centers have been assigned
20 to resolve any completion issues that are required. Providing specific training
21 and dedicating personnel to this task should reduce the difference between
22 the CLEC and retail analogue results.

23

1 Service Order Accuracy / Residence / < 10 Circuits / Non-Dispatch

2 (A.2.25.1.1.2) (June/July/August)

3 BellSouth met the standard for 126 of the 136 orders reviewed in this sub-
4 metric for June, for 117 of the 135 orders reviewed in July and for 563 of the
5 641 orders reviewed in August 2001. The 95% benchmark set requirements
6 of 130 orders in June, 129 orders in July and 609 orders in August, based on
7 the quantity of orders for this sub-metric. BellSouth continues to focus on this
8 measurement in order to improve results to meet the benchmark.

9

10 Service Order Accuracy / Residence / >= 10 Circuits / Non-Dispatch

11 (A.2.25.1.2 .2) (July)

12 There was only one order reviewed for this sub-metric in July 2001. The
13 small universe for this sub-metric does not provide a conclusive benchmark
14 comparison. There were no CLEC orders reviewed for this sub-metric in
15 either June or August 2001.

16

17 Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)

18 (June/July/August)

19 BellSouth met the standard for 7 of the 8 orders reviewed in this sub-metric
20 for June, for 4 of the 7 orders reviewed in July and for 13 of the 17 orders
21 reviewed in August 2001. The 95% benchmark set a requirement of all 8
22 orders for June, all 7 orders for July and all 17 orders for August, based on
23 the quantity of orders for this sub-metric. With a universe size of less than

1 twenty orders, a problem with only one order causes a miss for the entire sub-
2 metric. BellSouth continues to focus on this measurement in order to improve
3 results to meet the benchmark.

4
5 Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch
6 (A.2.25.2.1.2) (June/July/August)

7 BellSouth met the standard for 81 of the 92 orders reviewed in this sub-metric
8 for June, for 107 of the 124 orders reviewed for July and for 334 of the 373
9 orders reviewed for July 2001. The 95% benchmark set a requirement of 88
10 orders for May, 118 orders for June and 355 orders for August, based on the
11 quantity of orders for this sub-metric. BellSouth continues to focus on this
12 measurement in order to improve results to meet the benchmark.

13
14 Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)
15 (June)

16 There were only two orders reviewed for this sub-metric in June 2001. The
17 small universe for this sub-metric does not provide a conclusive benchmark
18 comparison. BellSouth met the benchmark for this sub-metric in July 2001.
19 There was no CLEC activity for this sub-metric in August 2001.

20
21 Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch
22 (A.2.25.2.2.2) (June/July/August)

1 There were only three orders reviewed for this sub-metric in June, one order
2 reviewed in July and eight orders reviewed in August 2001. The small
3 universe for this sub-metric does not provide a conclusive benchmark
4 comparison.

5
6 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch
7 (A.2.25.3.1.1) (June/July/August)

8 BellSouth met the standard for 2 of the 3 orders reviewed in this sub-metric
9 for June, for 2 of the 3 orders reviewed for July and for 11 of the 15 orders
10 reviewed for August 2001. The 95% benchmark set a requirement of all 3
11 orders for June and July and all 15 of the orders for August, based on the
12 quantity of orders for this sub-metric. Such small universe sizes do not
13 provide conclusive benchmark comparisons. BellSouth continues to focus on
14 this measurement in order to improve results to meet the benchmark.

15
16 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch
17 (A.2.25.3.1.2) (June)

18 There was only one order reviewed for this sub-metric in June 2001. The
19 small universe for this sub-metric does not provide a conclusive benchmark
20 comparison. BellSouth met the benchmark for this sub-metric in July and
21 August 2001.

Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch

(A.2.25.3.2.2) (June)

There was only one order reviewed for this sub-metric in June 2001. The small universe for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in July and August 2001.

3. Resale Maintenance and Repair (M&R) Measures

BellSouth met the relevant retail analogues for 90% of all the Resale Maintenance & Repair measurements in June, for 93% of the M&R sub-metrics with CLEC activity for July, and for 85% of the sub-metrics in August 2001. The sub-metrics for which BellSouth did not meet the retail analogues for June, July and/or August were:

% Missed Repair Appointments / Business / Non-Dispatch (A.3.1.2.2)
(August)

BellSouth missed 19 of the 91 appointments scheduled for this sub-metric in August 2001. Of the 19 total troubles reported for this sub-metric, 18 reports were submitted on the same day by the same CLEC, and all 18 reports were closed as "no trouble found." Without these reports, BellSouth would have met the retail analogue for this sub-metric in August 2001. BellSouth met the retail analogue comparison for this sub-metric in June and July 2001.

% Missed Repair Appointments / Design (Specials) / Dispatch (A.3.1.3.1)

(July)

BellSouth missed 1 of the 10 appointments scheduled for this sub-metric in July 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in June and August 2001.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

(June/August)

Both BellSouth retail and the CLECs received 97% trouble free service for all lines in this sub-metric for both June and August 2001. There was less than 0.4% difference each month between the retail analogue and the CLECs report rates. Twenty-one percent of the June reports and fifteen percent of the August reports were closed as "no trouble found," which means that the end-user customer experienced minimal trouble levels for these reports. BellSouth met the retail analogue comparison for this sub-metric in July 2001.

Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1) (August)

Both BellSouth retail and the CLECs received over 98% trouble free service for all lines in this sub-metric for August 2001. There was less than 0.3% difference between the retail analogue and the CLECs report rates. Twenty-nine percent of the August reports were closed as "no trouble found," which

1 means that the end-user customer experienced minimal trouble levels for
2 these reports. BellSouth met the retail analogue comparison for this sub-
3 metric in June and July 2001.

4
5 Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2)
6 (June/August)

7 BellSouth provided over 99% trouble free service for both retail and the
8 CLECs for this sub-metric for the months of June and August 2001. Of the 91
9 troubles reported in August, 61 were closed as "no trouble found," which
10 means that the end-user customer experienced minimal trouble levels for
11 these reports. When BellSouth provisions high quality service coupled with
12 very large universe sizes, it can cause an apparent out of equity condition
13 from a quantitative viewpoint. In these cases, there is very little variation and
14 the universe size is so large that the Z-test becomes overly sensitive to any
15 difference. In other words, the statistical test shows that the measurement
16 does not meet the fixed critical value when compared with the retail analogue,
17 but BellSouth's actual performance for both CLECs and its own retail
18 operations is at a very high level – in this case, over 99%. From a practical
19 point of view, the CLECs' ability to compete has not been hindered even
20 though the statistical results may technically show that BellSouth failed to
21 meet the benchmark/analogue. BellSouth met the retail analogue
22 comparison for this sub-metric in July 2001. Without the "no trouble found"
23 reports, BellSouth would have met the retail analogue comparison for August.

Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (June/July)

There were only 2 trouble reports for the 692 in service lines for this sub-metric in June and 1 trouble report for the 690 in service lines in July 2001. BellSouth provided over 99.7% trouble free service for both retail and the CLECs for this sub-metric for the months of June and July. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue for this sub-metric in August 2001.

Customer Trouble Report Rate / Centrex / Non-Dispatch (A.3.2.5.2) (August)

There were only 5 trouble reports for the 247 in service lines for this sub-metric in August 2001. BellSouth provided 98% trouble free service for both retail and the CLECs for this sub-metric for the month of August. From a practical point of view, the CLECs' ability to compete has not been hindered

1 even though the statistical results may technically show that BellSouth failed
2 to meet the benchmark/analogue. BellSouth met the retail analogue for this
3 sub-metric in June and July 2001.

4
5 Maintenance Average Duration / Business / Non-Dispatch (A.3.3.2.2)
6 (July/August)

7 BellSouth missed the analogue comparison for this sub-metric for July and
8 August 2001 with an average maintenance interval of 7.23 hours in July
9 compared to 4.61 hours for the retail analogue, and an average maintenance
10 interval of 5.34 hours in August compared to 3.89 hours for the retail
11 analogue. Analysis of these maintenance orders revealed that in July, 2 of
12 the 44 trouble reports required a total of 166 hours to clear and in August, one
13 of the reports had a duration of over 146 hours. Without these orders, the
14 sub-metric would have met the retail analogue comparison in each month.
15 There were no distinct patterns or systemic maintenance issues identified for
16 this sub-metric.

17
18 Maintenance Average Duration / PBX / Dispatch (A.3.3.4.1) (June)

19 There were only two orders for this sub-metric in June 2001. Such a small
20 universe for the sub-metric does not provide a statistically conclusive
21 comparison to the retail analogue. BellSouth met the retail analogue
22 comparison for this sub-metric in July and August 2001.

1 % Repeat Troubles within 30 Days / Centrex / Non-Dispatch (A.3.4.5.2)

2 (August)

3 There were only five trouble reports for this sub-metric in August 2001. The
4 small universe for this sub-metric does not provide a statistically conclusive
5 comparison to the retail analogue. BellSouth met the retail analogue
6 comparison for this sub-metric in June 2001. There was no CLEC activity for
7 this sub-metric in July 2001.

8
9 Out of Service > 24 Hours / Residence / Dispatch (A.3.5.1.1) (June/August)

10 BellSouth missed this sub-metric in June and August 2001 due to heavy load
11 activity and repair appointment due date scheduling problems. BellSouth
12 work center managers have met with all work center supervisors in
13 September to re-emphasize the procedures for prioritization and scheduling
14 of orders for wholesale customers. BellSouth met the retail analogue
15 comparison for this sub-metric in July 2001.

16
17 Out of Service > 24 Hours / Business / Non-Dispatch (A.3.5.2.2) (June)

18 BellSouth cleared 27 of the 29 out-of-service trouble reports in less than 24
19 hours for this sub-metric in June 2001. For the two reports that exceeded 24
20 hours, no distinct pattern or systemic maintenance problems were revealed.
21 BellSouth met the retail analogue comparison for this sub-metric in July and
22 August 2001.

1 Out of Service > 24 Hours / Design (Specials) / Dispatch (A.3.5.3.1) (July)

2 Only 1 of the 10 trouble reports in this sub-metric resulted in a maintenance
3 interval of more than 24 hours in July 2001. The small universe for this sub-
4 metric does not provide a statistically conclusive comparison to the retail
5 analogue.

6

7 **V. Summary**

8

9 As stated in the Introduction to the Analysis of Performance Measurements
10 section, BellSouth met or exceeded the criteria for 536 of the 625 sub-metrics
11 (86%) for which there was CLEC activity in July 2001, and which were
12 compared to benchmarks/retail analogues. BellSouth met or exceeded the
13 criteria for 476 of the 562 sub-metrics (85%) for which there was CLEC
14 activity in July and for 430 of the 513 sub-metrics (84%) that had CLEC
15 activity in June 2001.

16

17 During the three-month period, June through August 2001, there were a total
18 of 422 sub-metrics that had CLEC activity for all three months and that were
19 compared with either benchmarks or retail analogues. Of these 422 sub-
20 metrics, 358 (85%) sub-metrics satisfied the comparison criteria during at
21 least two of the three months.

22

BellSouth Monthly State Summary Tennessee, August 2001

	Resale - Ordering	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7 Residence/TN(%)	Diagnostic			9.11%	14,761				Diagnostic
A.1.1.2	O-7 Business/TN(%)	Diagnostic			15.46%	427				Diagnostic
A.1.1.3	O-7 Design (Specials)/TN(%)	Diagnostic			100.00%	2				Diagnostic
A.1.1.4	O-7 PBX/TN(%)	Diagnostic								Diagnostic
A.1.1.5	O-7 Centrex/TN(%)	Diagnostic								Diagnostic
A.1.1.6	O-7 ISDN/TN(%)	Diagnostic								Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7 Residence/TN(%)	Diagnostic			31.95%	2,582				Diagnostic
A.1.2.2	O-7 Business/TN(%)	Diagnostic			44.60%	287				Diagnostic
A.1.2.3	O-7 Design (Specials)/TN(%)	Diagnostic			100.00%	1				Diagnostic
A.1.2.4	O-7 PBX/TN(%)	Diagnostic								Diagnostic
A.1.2.5	O-7 Centrex/TN(%)	Diagnostic								Diagnostic
A.1.2.6	O-7 ISDN/TN(%)	Diagnostic								Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7 Residence/TN(%)	Diagnostic			44.37%	151				Diagnostic
A.1.3.2	O-7 Business/TN(%)	Diagnostic			33.94%	277				Diagnostic
A.1.3.3	O-7 Design (Specials)/TN(%)	Diagnostic			27.27%	22				Diagnostic
A.1.3.4	O-7 PBX/TN(%)	Diagnostic			28.57%	28				Diagnostic
A.1.3.5	O-7 Centrex/TN(%)	Diagnostic			66.67%	3				Diagnostic
A.1.3.6	O-7 ISDN/TN(%)	Diagnostic			30.00%	30				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8 Residence/TN(%)	>= 97% w in 1 hr			94.87%	1,346				NO
A.1.4.2	O-8 Business/TN(%)	>= 97% w in 1 hr			96.97%	66				NO
A.1.4.3	O-8 Design (Specials)/TN(%)	>= 97% w in 1 hr			50.00%	2				NO
A.1.4.4	O-8 PBX/TN(%)	>= 97% w in 1 hr								
A.1.4.5	O-8 Centrex/TN(%)	>= 97% w in 1 hr								
A.1.4.6	O-8 ISDN/TN(%)	>= 97% w in 1 hr								
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8 Residence/TN(%)	>= 85% w in 10 hrs			97.13%	836				YES
A.1.7.2	O-8 Business/TN(%)	>= 85% w in 10 hrs			95.45%	132				YES
A.1.7.3	O-8 Design (Specials)/TN(%)	>= 85% w in 10 hrs			0.00%	1				NO
A.1.7.4	O-8 PBX/TN(%)	>= 85% w in 10 hrs								
A.1.7.5	O-8 Centrex/TN(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8 ISDN/TN(%)	>= 85% w in 10 hrs								
Reject Interval - Non-Mechanized										
A.1.8.1	O-8 Residence/TN(%)	>= 85% w in 24 hrs			95.52%	67				YES
A.1.8.2	O-8 Business/TN(%)	>= 85% w in 24 hrs			96.94%	96				YES
A.1.8.3	O-8 Design (Specials)/TN(%)	>= 85% w in 24 hrs			50.00%	6				NO
A.1.8.4	O-8 PBX/TN(%)	>= 85% w in 24 hrs			100.00%	8				YES
A.1.8.5	O-8 Centrex/TN(%)	>= 85% w in 24 hrs			100.00%	2				YES
A.1.8.6	O-8 ISDN/TN(%)	>= 85% w in 24 hrs			88.85%	9				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9 Residence/TN(%)	>= 95% w in 3 hrs			99.23%	13,408				YES
A.1.9.2	O-9 Business/TN(%)	>= 95% w in 3 hrs			99.43%	353				YES
A.1.9.3	O-9 Design (Specials)/TN(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9 PBX/TN(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9 Centrex/TN(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9 ISDN/TN(%)	>= 95% w in 3 hrs								
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9 Residence/TN(%)	>= 85% w in 10 hrs			93.20%	2,014				YES
A.1.12.2	O-9 Business/TN(%)	>= 85% w in 10 hrs			95.24%	189				YES
A.1.12.3	O-9 Design (Specials)/TN(%)	>= 85% w in 10 hrs								

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A.1.12.4	O-9 PBX/TN(%)
A.1.12.5	O-9 Centrex/TN(%)
A.1.12.6	O-9 ISDN/TN(%)
FOC Timeliness - Non-Mechanized	
A.1.13.1	O-9 Residence/TN(%)
A.1.13.2	O-9 Business/TN(%)
A.1.13.3	O-9 Design (Specials)/TN(%)
A.1.13.4	O-9 PBX/TN(%)
A.1.13.5	O-9 Centrex/TN(%)
A.1.13.6	O-9 ISDN/TN(%)
FOC & Reflect Response Completeness - Mechanized	
A.1.14.1	O-11 Residence/TN(%)
A.1.14.2	O-11 Business/TN(%)
A.1.14.3	O-11 Design (Specials)/TN(%)
A.1.14.4	O-11 PBX/TN(%)
A.1.14.5	O-11 Centrex/TN(%)
A.1.14.6	O-11 ISDN/TN(%)
FOC & Reflect Response Completeness - Partially Mechanized	
A.1.15.1	O-11 Residence/TN(%)
A.1.15.2	O-11 Business/TN(%)
A.1.15.3	O-11 Design (Specials)/TN(%)
A.1.15.4	O-11 PBX/TN(%)
A.1.15.5	O-11 Centrex/TN(%)
A.1.15.6	O-11 ISDN/TN(%)
FOC & Reflect Response Completeness - Non-Mechanized	
A.1.16.1	O-11 Residence/TN(%)
A.1.16.2	O-11 Business/TN(%)
A.1.16.3	O-11 Design (Specials)/TN(%)
A.1.16.4	O-11 PBX/TN(%)
A.1.16.5	O-11 Centrex/TN(%)
A.1.16.6	O-11 ISDN/TN(%)
FOC & Reflect Response Completeness (Multiple Responses) - Mechanized	
A.1.17.1	O-11 Residence/TN(%)
A.1.17.2	O-11 Business/TN(%)
A.1.17.3	O-11 Design (Specials)/TN(%)
A.1.17.4	O-11 PBX/TN(%)
A.1.17.5	O-11 Centrex/TN(%)
A.1.17.6	O-11 ISDN/TN(%)
FOC & Reflect Response Completeness (Multiple Responses) - Partially Mechanized	
A.1.18.1	O-11 Residence/TN(%)
A.1.18.2	O-11 Business/TN(%)
A.1.18.3	O-11 Design (Specials)/TN(%)
A.1.18.4	O-11 PBX/TN(%)
A.1.18.5	O-11 Centrex/TN(%)
A.1.18.6	O-11 ISDN/TN(%)
FOC & Reflect Response Completeness (Multiple Responses) - Non-Mechanized	
A.1.19.1	O-11 Residence/TN(%)
A.1.19.2	O-11 Business/TN(%)
A.1.19.3	O-11 Design (Specials)/TN(%)
A.1.19.4	O-11 PBX/TN(%)
A.1.19.5	O-11 Centrex/TN(%)
A.1.19.6	O-11 ISDN/TN(%)
Resale - Provisioning	
Order Completion Interval	
P-4	Residence < 10 circuits/Dispatch/TN(days)

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A.2.1.1.1.2	P-4	Residence<10 circuits/Non-Dispatch/TN(days)
A.2.1.1.1.2	P-4	Residence/>=10 circuits/Dispatch/TN(days)
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.1.2.1.1	P-4	Business<10 circuits/Dispatch/TN(days)
A.2.1.2.1.2	P-4	Business<10 circuits/Non-Dispatch/TN(days)
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN(days)
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.1.3.1.1	P-4	Design (Specials)<10 circuits/Dispatch/TN(days)
A.2.1.3.1.2	P-4	Design (Specials)<10 circuits/Non-Dispatch/TN(days)
A.2.1.3.2.1	P-4	Design (Specials)>=10 circuits/Dispatch/TN(days)
A.2.1.3.2.2	P-4	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)
A.2.1.4.1.1	P-4	PBX<10 circuits/Dispatch/TN(days)
A.2.1.4.1.2	P-4	PBX<10 circuits/Non-Dispatch/TN(days)
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN(days)
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN(days)
A.2.1.5.1.1	P-4	Centrex<10 circuits/Dispatch/TN(days)
A.2.1.5.1.2	P-4	Centrex<10 circuits/Non-Dispatch/TN(days)
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN(days)
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN(days)
A.2.1.6.1.1	P-4	ISDN<10 circuits/Dispatch/TN(days)
A.2.1.6.1.2	P-4	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN(days)
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN(days)

Held Orders

P-1	Residence<10 circuits/Facility/TN(days)
A 2,2,1.1.1	
P-1	Residence<10 circuits/Equipment/TN(days)
A 2,2,1.1.2	
P-1	Residence<10 circuits/Other/TN(days)
A 2,2,1.1.3	
P-1	Residence>=10 circuits/Facility/TN(days)
A 2,2,1.2.1	
P-1	Residence>=10 circuits/Equipment/TN(days)
A 2,2,1.2.2	
P-1	Residence>=10 circuits/Other/TN(days)
A 2,2,1.2.3	
P-1	Business<10 circuits/Facility/TN(days)
A 2,2,2.1.1	
P-1	Business<10 circuits/Equipment/TN(days)
A 2,2,2.1.2	
P-1	Business<10 circuits/Other/TN(days)
A 2,2,2.1.3	
P-1	Business>=10 circuits/Facility/TN(days)
A 2,2,2.2.1	
P-1	Business>=10 circuits/Equipment/TN(days)
A 2,2,2.2.2	
P-1	Business>=10 circuits/Other/TN(days)
A 2,2,2.2.3	
P-1	Design (Specials)<10 circuits/Facility/TN(days)
A 2,2,3.1.1	
P-1	Design (Specials)<10 circuits/Equipment/TN(days)
A 2,2,3.1.2	
P-1	Design (Specials)<10 circuits/Other/TN(days)
A 2,2,3.2.1	
P-1	Design (Specials)>=10 circuits/Facility/TN(days)
A 2,2,3.2.2	
P-1	Design (Specials)>=10 circuits/Equipment/TN(days)
A 2,2,3.2.3	
P-1	Design (Specials)>=10 circuits/Other/TN(days)
A 2,2,4.1.1	
P-1	PBX<10 circuits/Facility/TN(days)
A 2,2,4.1.2	
P-1	PBX<10 circuits/Equipment/TN(days)
A 2,2,4.1.3	
P-1	PBX<10 circuits/Other/TN(days)
A 2,2,4.2.1	
P-1	PBX>=10 circuits/Facility/TN(days)
A 2,2,4.2.2	
P-1	PBX>=10 circuits/Equipment/TN(days)
A 2,2,4.2.3	
P-1	PBX>=10 circuits/Other/TN(days)
A 2,2,5.1.1	
P-1	Centrex<10 circuits/Facility/TN(days)
A 2,2,5.1.2	
P-1	Centrex<10 circuits/Equipment/TN(days)
A 2,2,5.1.3	
P-1	Centrex<10 circuits/Other/TN(days)
A 2,2,5.2.1	
P-1	Centrex>=10 circuits/Facility/TN(days)
A 2,2,5.2.2	
P-1	Centrex>=10 circuits/Equipment/TN(days)
A 2,2,5.2.3	
P-1	Centrex>=10 circuits/Other/TN(days)
A 2,2,6.1.1	
P-1	ISDN<10 circuits/Facility/TN(days)
A 2,2,6.1.2	
P-1	ISDN<10 circuits/Equipment/TN(days)
A 2,2,6.1.3	
P-1	ISDN<10 circuits/Other/TN(days)
A 2,2,6.2.1	
P-1	ISDN>=10 circuits/Facility/TN(days)
A 2,2,6.2.2	
P-1	ISDN>=10 circuits/Equipment/TN(days)
A 2,2,6.2.3	
P-1	ISDN>=10 circuits/Other/TN(days)

Benchmark / Analog	Model	Score
Analog	Human	100
	LLM	90
Benchmarks	Human	100
	LLM	90

0.82	279.287	0.77	10.674	3.375	0.03328	1.5987	YES
7.85	13	8.00	1	8.849	9.18325	-0.0169	YES
3.45	9.077	2.05	102	7.755	0.77219	1.8053	YES
1.35	14.584	0.85	395	4.702	0.23978	2.9363	YES
9.97	61			13.041			
0.33	2	0.33	1	0.000	0.00000		YES
23.63	1.011	7.00	1	24.079	24.05111	0.6902	YES
8.33	39			4.754			
161.00	1			0.000			
8.74	52			8.518			
3.09	171	5.71	7	2.76129	-0.9484		YES
1.57	28	0.81	7	1.543	0.65208	1.1699	YES
5.21	437			11.053			
2.34	692	1.17	2	4.804	3.40149	0.3460	YES
14.88	8	1.00	1	13.843	14.47037	0.9589	YES
	17			2.612			
37.69	685	12.00	1	63.542	63.58846	0.4041	YES
5.95	784	1.96	8	19.555	6.94981	0.5742	YES
2.35	17	1.00	1	2.693	2.77066	0.4877	YES

7.04	125	7.00	3	7.041	4.11344	0.0037	YES
0.00	0	0.00	0				YES
9.50	14	0.00	0	14.867			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
10.55	20	11.00	1	10.380	10.63582	-0.0423	YES
0.00	0	0.00	0				YES
3.00	2	0.00	0	0.000			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
27.57	7	0.00	0	23.828			YES
0.00	0	0.00	0				YES
24.00	3	0.00	0	12.124			YES
0.00	0	0.00					
0.00	0	0.00					
0.00	0	0.00					
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
64.56	9	2.00	1	93.157	98.19642	0.6370	YES
0.00	0	0.00	0				YES
5.00	1	0.00	0	0.000			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

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Benchmark / Analog									
BST Measure									
BST Volume									
CLEC Measure									
CLEC Volume									
Standard Deviation									
Standard Error									
ZScore									
Equity									

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-3 PBX>=10 circuits/Non-Dispatch/TN(%)	0.00%	30	0.00%	7		0.00000		YES
P-3 Centrex<10 circuits/Dispatch/TN(%)	1.35%	445	0.00%	1		0.11546	0.1168	YES
P-3 Centrex<10 circuits/Non-Dispatch/TN(%)	0.00%	717	0.00%	3		0.00000		YES
P-3 Centrex>=10 circuits/Dispatch/TN(%)	0.00%	8	0.00%	1		0.00000		YES
P-3 Centrex>=10 circuits/Non-Dispatch/TN(%)	0.00%	21						YES
P-3 ISDN<10 circuits/Dispatch/TN(%)	6.34%	694	0.00%	4		0.12219	0.5169	YES
P-3 ISDN<10 circuits/Non-Dispatch/TN(%)	1.13%	796	0.00%	14		0.02850	0.3967	YES
P-3 ISDN>=10 circuits/Dispatch/TN(%)								YES
P-3 ISDN>=10 circuits/Non-Dispatch/TN(%)	0.00%	18	0.00%	1		0.00000		YES
% Provisioning Troubles within 30 Days								
P-9 Residence<10 circuits/Dispatch/TN(%)	8.64%	15,651	8.91%	505		0.01271	-0.2094	YES
P-9 Residence<10 circuits/Non-Dispatch/TN(%)	3.45%	254,591	3.76%	11,193		0.00176	-1.7739	NO
P-9 Residence>=10 circuits/Dispatch/TN(%)	27.78%	18						
P-9 Residence>=10 circuits/Non-Dispatch/TN(%)								
P-9 Business<10 circuits/Dispatch/TN(%)	4.70%	8,044	3.92%	102		0.02109	0.3688	YES
P-9 Business<10 circuits/Non-Dispatch/TN(%)	4.38%	12,264	4.70%	298		0.01200	-0.2662	YES
P-9 Business>=10 circuits/Dispatch/TN(%)	5.41%	74						
P-9 Business>=10 circuits/Non-Dispatch/TN(%)	0.00%	2						
P-9 Design (Specials)<10 circuits/Dispatch/TN(%)	2.98%	1,710	0.65%	155		0.01427	1.6380	YES
P-9 Design (Specials)<10 circuits/Non-Dispatch/TN(%)	2.33%	43	0.00%	1		0.15246	0.1525	YES
P-9 Design (Specials)>=10 circuits/Dispatch/TN(%)	0.00%	4						
P-9 Design (Specials)>=10 circuits/Non-Dispatch/TN(%)								
P-9 PBX<10 circuits/Dispatch/TN(%)	0.00%	60						
P-9 PBX<10 circuits/Non-Dispatch/TN(%)	0.64%	157	0.00%	4		0.04028	0.1581	YES
P-9 PBX>=10 circuits/Dispatch/TN(%)	0.00%	1						
P-9 PBX>=10 circuits/Non-Dispatch/TN(%)	0.00%	20	0.00%	2		0.00000		YES
P-9 Centrex<10 circuits/Dispatch/TN(%)	0.93%	215						
P-9 Centrex<10 circuits/Non-Dispatch/TN(%)	0.18%	560						
P-9 Centrex>=10 circuits/Dispatch/TN(%)	0.00%	14						
P-9 Centrex>=10 circuits/Non-Dispatch/TN(%)	0.00%	27						
P-9 ISDN<10 circuits/Dispatch/TN(%)	3.46%	896	0.00%	3		0.10569	0.3273	YES
P-9 ISDN<10 circuits/Non-Dispatch/TN(%)	0.34%	891	0.00%	11		0.01757	0.1916	YES
P-9 ISDN>=10 circuits/Dispatch/TN(%)	33.33%	3						
P-9 ISDN>=10 circuits/Non-Dispatch/TN(%)	0.00%	12						
Average Completion Notice Interval - Mechanized								
P-5 Residence<10 circuits/Dispatch/TN(hours)	0.99	13,725	0.38	522	6.786	0.30261	2.0374	YES
P-5 Residence<10 circuits/Non-Dispatch/TN(hours)	1.27	246,378	0.78	10,415	5.659	0.05861	8.4513	YES
P-5 Residence>=10 circuits/Dispatch/TN(hours)	0.02	13	0.02	1	0.014	0.01442	0.3200	YES
P-5 Residence>=10 circuits/Non-Dispatch/TN(hours)								
P-5 Business<10 circuits/Dispatch/TN(hours)	2.42	4,118	1.78	117	17.181	1.61078	0.3920	YES
P-5 Business<10 circuits/Non-Dispatch/TN(hours)	1.53	11,287	0.80	298	11.988	0.70358	1.3318	YES
P-5 Business>=10 circuits/Dispatch/TN(hours)	6.18	55			38.259			
P-5 Business>=10 circuits/Non-Dispatch/TN(hours)	0.75	2	0.33	1	0.042	0.05193	8.0879	YES
P-5 Design (Specials)<10 circuits/Dispatch/TN(hours)	171.20	736			436.589			
P-5 Design (Specials)<10 circuits/Non-Dispatch/TN(hours)	57.41	30			117.662			
P-5 Design (Specials)>=10 circuits/Dispatch/TN(hours)								
P-5 Design (Specials)>=10 circuits/Non-Dispatch/TN(hours)								
P-5 PBX<10 circuits/Dispatch/TN(hours)	25.94	30			59.041			
P-5 PBX<10 circuits/Non-Dispatch/TN(hours)	13.82	130	0.28	2	54.873	39.09812	0.3464	YES
P-5 PBX>=10 circuits/Dispatch/TN(hours)								
P-5 PBX>=10 circuits/Non-Dispatch/TN(hours)								
P-5 Centrex<10 circuits/Dispatch/TN(hours)	2.00	30			6.743			
P-5 Centrex<10 circuits/Non-Dispatch/TN(hours)	9.37	255			41.751			
P-5 Centrex>=10 circuits/Dispatch/TN(hours)	8.25	446			60.451			
P-5 Centrex>=10 circuits/Non-Dispatch/TN(hours)	0.13	4			0.225			
P-5 ISDN<10 circuits/Dispatch/TN(hours)	6.95	20			24.610			
P-5 ISDN<10 circuits/Non-Dispatch/TN(hours)	58.52	404			121.124			
P-5 ISDN>=10 circuits/Dispatch/TN(hours)	122.29	577	0.02	1	445.162	445.54769	0.2744	YES
P-5 ISDN>=10 circuits/Non-Dispatch/TN(hours)	0.70	17			0.580			

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.15.1.1.1	P-5	Residence<10 circuits/Dispatch/TN(hours)	Diagnostic		25.90	14				Diagnostic
A.2.15.1.1.2	P-5	Residence<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		15.64	44				Diagnostic
A.2.15.1.2	P-5	Residence/>=10 circuits/Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.2.1	P-5	Business<10 circuits/Dispatch/TN(hours)	Diagnostic		24.73	18				Diagnostic
A.2.15.2.1.2	P-5	Business<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		15.07	134				Diagnostic
A.2.15.2.2	P-5	Business/>=10 circuits/Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.3.1	P-5	Design (Specials)<10 circuits/Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)<10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.3.2	P-5	Design (Specials)>=10 circuits/Dispatch/TN(hours)	Diagnostic		145.79	2				Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.4.1	P-5	PBX<10 circuits/Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.4.1.2	P-5	PBX<10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.4.2	P-5	PBX/>=10 circuits/Dispatch/TN(hours)	Diagnostic		37.08	5				Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.5.1	P-5	Centrex<10 circuits/Dispatch/TN(hours)	Diagnostic		14.00	5				Diagnostic
A.2.15.5.1.2	P-5	Centrex<10 circuits/Non-Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.5.2	P-5	Centrex/>=10 circuits/Dispatch/TN(hours)	Diagnostic		14.00	1				Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic		36.98	1				Diagnostic
A.2.15.6.1	P-5	ISDN<10 circuits/Dispatch/TN(hours)	Diagnostic		61.42	1				Diagnostic
A.2.15.6.1.2	P-5	ISDN<10 circuits/Non-Dispatch/TN(hours)	Diagnostic		22.93	10				Diagnostic
A.2.15.6.2	P-5	ISDN/>=10 circuits/Dispatch/TN(hours)	Diagnostic							Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN(hours)	Diagnostic		14.00	1				Diagnostic
Total Service Order Cycle Time - Mechanized										
A.2.17.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)	Diagnostic		5.67	390				Diagnostic
A.2.17.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)	Diagnostic		0.88	8,782				Diagnostic
A.2.17.1.2	P-10	Residence/>=10 circuits/Dispatch/TN(days)	Diagnostic		8.00	1				Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.2.1	P-10	Business<10 circuits/Dispatch/TN(days)	Diagnostic		2.43	50				Diagnostic
A.2.17.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)	Diagnostic		0.78	156				Diagnostic
A.2.17.2.2	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.3.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.3.2	P-10	Design (Specials)>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.4.1	P-10	PBX<10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.4.2	P-10	PBX/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.5.1	P-10	Centrex<10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.5.2	P-10	Centrex/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.6.1	P-10	ISDN<10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.6.2	P-10	ISDN/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence<10 circuits/Dispatch/TN(days)	Diagnostic		4.66	46				Diagnostic
A.2.18.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/TN(days)	Diagnostic		1.34	1,079				Diagnostic
A.2.18.1.2	P-10	Residence/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.18.2.1	P-10	Business<10 circuits/Dispatch/TN(days)	Diagnostic		2.03	30				Diagnostic
A.2.18.2.1.2	P-10	Business<10 circuits/Non-Dispatch/TN(days)	Diagnostic		1.28	116				Diagnostic
A.2.18.2.2	P-10	Business/>=10 circuits/Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic
A.2.18.3.1	P-10	Design (Specials)<10 circuits/Dispatch/TN(days)	Diagnostic		1.00	1				Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/TN(days)	Diagnostic							Diagnostic

BellSouth Monthly State Summary
Tennessee, August 2001

Tennessee, August 2001

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.21.6.1.1	Diagnostic								Diagnostic
A.2.21.6.1.2	Diagnostic								Diagnostic
A.2.21.6.2.1	Diagnostic								Diagnostic
A.2.21.6.2.2	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	Diagnostic			4.58	44				Diagnostic
A.2.22.1.1.2	Diagnostic			1.23	923				Diagnostic
A.2.22.1.2.1	Diagnostic								Diagnostic
A.2.22.1.2.2	Diagnostic								Diagnostic
A.2.22.2.1.1	Diagnostic			2.03	30				Diagnostic
A.2.22.2.1.2	Diagnostic			1.30	109				Diagnostic
A.2.22.2.2.1	Diagnostic								Diagnostic
A.2.22.2.2.2	Diagnostic			1.00	1				Diagnostic
A.2.22.3.1.1	Diagnostic								Diagnostic
A.2.22.3.1.2	Diagnostic								Diagnostic
A.2.22.3.2.1	Diagnostic								Diagnostic
A.2.22.3.2.2	Diagnostic								Diagnostic
A.2.22.4.1.1	Diagnostic								Diagnostic
A.2.22.4.1.2	Diagnostic								Diagnostic
A.2.22.4.2.1	Diagnostic			6.50	2				Diagnostic
A.2.22.4.2.2	Diagnostic								Diagnostic
A.2.22.5.1.1	Diagnostic								Diagnostic
A.2.22.5.1.2	Diagnostic								Diagnostic
A.2.22.5.2.1	Diagnostic								Diagnostic
A.2.22.5.2.2	Diagnostic								Diagnostic
A.2.22.6.1.1	Diagnostic								Diagnostic
A.2.22.6.1.2	Diagnostic			5.00	1				Diagnostic
A.2.22.6.2.1	Diagnostic								Diagnostic
A.2.22.6.2.2	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanized									
A.2.23.1.1.1	Diagnostic			4.11	9				Diagnostic
A.2.23.1.1.2	Diagnostic			2.00	29				Diagnostic
A.2.23.1.2.1	Diagnostic								Diagnostic
A.2.23.1.2.2	Diagnostic								Diagnostic
A.2.23.2.1.1	Diagnostic			4.85	13				Diagnostic
A.2.23.2.1.2	Diagnostic			2.82	68				Diagnostic
A.2.23.2.2.1	Diagnostic								Diagnostic
A.2.23.2.2.2	Diagnostic								Diagnostic
A.2.23.3.1.1	Diagnostic								Diagnostic
A.2.23.3.1.2	Diagnostic								Diagnostic
A.2.23.3.2.1	Diagnostic								Diagnostic
A.2.23.3.2.2	Diagnostic								Diagnostic
A.2.23.4.1.1	Diagnostic								Diagnostic
A.2.23.4.1.2	Diagnostic								Diagnostic
A.2.23.4.2.1	Diagnostic			4.00	1				Diagnostic
A.2.23.4.2.2	Diagnostic								Diagnostic
A.2.23.5.1.1	Diagnostic			3.00	4				Diagnostic
A.2.23.5.1.2	Diagnostic								Diagnostic
A.2.23.5.2.1	Diagnostic			4.00	1				Diagnostic
A.2.23.5.2.2	Diagnostic			0.33	1				Diagnostic
A.2.23.6.1.1	Diagnostic								Diagnostic
A.2.23.6.1.2	Diagnostic			15.00	1				Diagnostic
A.2.23.6.2.1	Diagnostic			5.40	5				Diagnostic
A.2.23.6.2.2	Diagnostic			3.00	1				Diagnostic
Service Order Accuracy									
A.2.25.1.1.1	>= 95%			100.00%	6				YES
A.2.25.1.1.2	>= 95%			87.83%	641				NO
A.2.25.1.2.1	>= 95%								
A.2.25.1.2.2	>= 95%								
A.2.25.2.1.1	>= 95%			76.47%	17				NO

BellSouth Monthly State Summary Tennessee, August 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.25.2.1.2	P-11 Business<10 circuits/Non-Dispatch/TN(%)	>= 95%			89.54%	373				NO
A.25.2.2.1	P-11 Business>=10 circuits/Dispatch/TN(%)	>= 95%								NO
A.25.2.2.2	P-11 Business>=10 circuits/Non-Dispatch/TN(%)	>= 95%			75.00%	8				NO
A.25.3.1.1	P-11 Design (Specials)<10 circuits/Dispatch/TN(%)	>= 95%			73.33%	15				NO
A.25.3.1.2	P-11 Design (Specials)<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	11				YES
A.25.3.2.1	P-11 Design (Specials)>=10 circuits/Dispatch/TN(%)	>= 95%								
A.25.3.2.2	P-11 Design (Specials)>=10 circuits/Non-Dispatch/TN(%)	>= 95%								

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1	M&R-1 Residence/Dispatch/TN(%)	Res	7.17%	53,119	3.95%	1,140	0.00772	4.1776	YES
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/TN(%)	Res	1.35%	27,271	1.36%	294	0.00676	-0.0219	YES
A.3.1.2.1	M&R-1 Business/Dispatch/TN(%)	Bus	6.33%	7,460	5.95%	185	0.01812	0.2103	YES
A.3.1.2.2	M&R-1 Business/Non-Dispatch/TN(%)	Bus	2.22%	3,266	20.88%	91	0.01566	-11.9123	NO
A.3.1.3.1	M&R-1 Design (Specials)/Dispatch/TN(%)	Design	0.49%	1,215	0.00%	9	0.02345	0.2106	YES
A.3.1.3.2	M&R-1 Design (Specials)/Non-Dispatch/TN(%)	Design	0.87%	1,166	0.00%	4	0.04100	0.1645	YES
A.3.1.4.1	M&R-1 PBX/Dispatch/TN(%)	PBX	11.54%	26	0.00%		0.00000		YES
A.3.1.4.2	M&R-1 PBX/Non-Dispatch/TN(%)	PBX	0.00%	56	0.00%	1	0.09429	-1.6357	YES
A.3.1.5.1	M&R-1 Centrex/Dispatch/TN(%)	Centrex	8.95%	570	20.00%	5	0.16045	0.9349	YES
A.3.1.5.2	M&R-1 Centrex/Non-Dispatch/TN(%)	Centrex	4.58%	284	0.00%	5	0.14494	0.1478	YES
A.3.1.6.1	M&R-1 ISDN/Dispatch/TN(%)	ISDN	15.00%	520	0.00%				
A.3.1.6.2	M&R-1 ISDN/Non-Dispatch/TN(%)	ISDN	2.14%	560	0.00%	1			

Customer Trouble Report Rate

A.3.2.1.1	M&R-2 Residence/Dispatch/TN(%)	Res	2.71%	1,962,700	3.05%	37,316	0.00086	-4.0548	NO
A.3.2.1.2	M&R-2 Residence/Non-Dispatch/TN(%)	Res	1.39%	1,962,700	0.79%	37,316	0.00062	9.7665	YES
A.3.2.2.1	M&R-2 Business/Dispatch/TN(%)	Bus	1.57%	476,266	1.86%	9,920	0.00127	-2.3517	NO
A.3.2.2.2	M&R-2 Business/Non-Dispatch/TN(%)	Bus	0.89%	476,266	0.92%	9,920	0.00084	-2.6986	NO
A.3.2.3.1	M&R-2 Design (Specials)/Dispatch/TN(%)	Design	0.32%	381,436	0.38%	2,375	0.00116	-0.5201	YES
A.3.2.3.2	M&R-2 Design (Specials)/Non-Dispatch/TN(%)	Design	0.31%	381,436	0.17%	2,375	0.00115	1.2416	YES
A.3.2.4.1	M&R-2 PBX/Dispatch/TN(%)	PBX	0.04%	59,261	0.00%	701	0.00080	0.5513	YES
A.3.2.4.2	M&R-2 PBX/Non-Dispatch/TN(%)	PBX	0.09%	59,261	0.14%	701	0.00117	-0.4123	YES
A.3.2.5.1	M&R-2 Centrex/Dispatch/TN(%)	Centrex	0.74%	76,760	0.00%	247	0.00549	1.3521	YES
A.3.2.5.2	M&R-2 Centrex/Non-Dispatch/TN(%)	Centrex	0.37%	76,760	2.02%	247	0.00388	-4.2675	NO
A.3.2.6.1	M&R-2 ISDN/Dispatch/TN(%)	ISDN	1.73%	30,080	0.71%	702	0.00502	2.0248	YES
A.3.2.6.2	M&R-2 ISDN/Non-Dispatch/TN(%)	ISDN	1.88%	30,080	0.14%	702	0.00521	3.3002	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3 Residence/Dispatch/TN(hours)	Res	35.71	53,119	34.88	1,140	30.179	0.90337	0.9159	YES
A.3.3.1.2	M&R-3 Residence/Non-Dispatch/TN(hours)	Res	15.78	27,271	8.56	294	23.050	1.35155	5.3413	YES
A.3.3.2.1	M&R-3 Business/Dispatch/TN(hours)	Bus	9.91	7,460	9.43	185	13.643	1.01538	0.4760	YES
A.3.3.2.2	M&R-3 Business/Non-Dispatch/TN(hours)	Bus	3.89	3,266	5.34	91	7.077	0.75206	-1.9292	NO
A.3.3.3.1	M&R-3 Design (Specials)/Dispatch/TN(hours)	Design	4.82	1,215	2.67	9	30.619	10.24403	0.2103	YES
A.3.3.3.2	M&R-3 Design (Specials)/Non-Dispatch/TN(hours)	Design	2.54	1,166	4.40	4	15.135	7.58010	-0.2444	YES
A.3.3.4.1	M&R-3 PBX/Dispatch/TN(hours)	PBX	13.11	26			22.938	1.62582	1.6942	YES
A.3.3.4.2	M&R-3 PBX/Non-Dispatch/TN(hours)	PBX	2.79	56	0.03	1	12.608	4.10247	-0.0995	YES
A.3.3.5.1	M&R-3 Centrex/Dispatch/TN(hours)	Centrex	10.73	570	5.47	5	9.094	7.51853	0.9413	YES
A.3.3.5.2	M&R-3 Centrex/Non-Dispatch/TN(hours)	Centrex	5.06	284	5.99	5	16.732	6.93839	0.1011	YES
A.3.3.6.1	M&R-3 ISDN/Dispatch/TN(hours)	ISDN	13.07	520						
A.3.3.6.2	M&R-3 ISDN/Non-Dispatch/TN(hours)	ISDN	2.99	560	2.28	1	6.932			

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4 Residence/Dispatch/TN(%)	Res	24.32%	53,119	16.40%	1,140	0.01284	6.1612	YES
A.3.4.1.2	M&R-4 Residence/Non-Dispatch/TN(%)	Res	20.99%	27,271	18.37%	294	0.02388	1.0995	YES
A.3.4.2.1	M&R-4 Business/Dispatch/TN(%)	Bus	17.69%	7,460	15.68%	185	0.02840	0.7107	YES
A.3.4.2.2	M&R-4 Business/Non-Dispatch/TN(%)	Bus	16.07%	3,266	14.48%	91	0.03903	-0.1064	YES
A.3.4.3.1	M&R-4 Design (Specials)/Dispatch/TN(%)	Design	42.88%	1,215	44.44%	9	0.16558	-0.0944	YES
A.3.4.3.2	M&R-4 Design (Specials)/Non-Dispatch/TN(%)	Design	42.86%	1,166	50.00%	4	0.24771	-0.2961	YES
A.3.4.4.1	M&R-4 PBX/Dispatch/TN(%)	PBX	7.69%	26	0.00%		0.22717	0.2358	YES
A.3.4.4.2	M&R-4 PBX/Non-Dispatch/TN(%)	PBX	5.36%	56		1	0.14457	-1.9631	NO
A.3.4.5.1	M&R-4 Centrex/Dispatch/TN(%)	Centrex	13.16%	570		5			
A.3.4.5.2	M&R-4 Centrex/Non-Dispatch/TN(%)	Centrex	11.62%	284	40.00%				

BellSouth Monthly State Summary **Tennessee, August 2001**

A.3.4.6.1
A.3.4.6.2

M&R-4	ISDN/Dispatch/TN(%)
M&R-4	ISDN/Non-Dispatch/TN(%)

Out of Service > 24 hours

A.3.5.1.1
A.3.5.1.2
A.3.5.2.1
A.3.5.2.2
A.3.5.3.1
A.3.5.3.2
A.3.5.4.1
A.3.5.4.2
A.3.5.5.1
A.3.5.5.2
A.3.5.6.1
A.3.5.6.2

M&R-5	Residence/Dispatch/TN(%)
M&R-5	Residence/Non-Dispatch/TN(%)
M&R-5	Business/Dispatch/TN(%)
M&R-5	Business/Non-Dispatch/TN(%)
M&R-5	Design (Specials)/Dispatch/TN(%)
M&R-5	Design (Specials)/Non-Dispatch/TN(%)
M&R-5	PBX/Dispatch/TN(%)
M&R-5	PBX/Non-Dispatch/TN(%)
M&R-5	Centrex/Dispatch/TN(%)
M&R-5	Centrex/Non-Dispatch/TN(%)
M&R-5	ISDN/Dispatch/TN(%)
M&R-5	ISDN/Non-Dispatch/TN(%)

Resale - Billing

Invoice Accuracy

A.4.1

B-1	TN(%)
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Mean Time to Deliver Invoices - CRIS

A.4.2

B-2	Region(business days)
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Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
35.00%	520	40.00%	5		0.21433	-0.2333	YES
30.89%	550	0.00%	1		0.45246	0.6680	YES
49.50%	34,982	58.34%	881		0.01706	-5.1849	NO
29.26%	9,637	12.85%	179		0.03432	4.7823	YES
6.00%	4,448	1.89%	106		0.02334	1.7631	YES
1.85%	1,337	0.00%	58		0.01706	0.9644	YES
0.49%	1,215	0.00%	9		0.02345	0.2106	YES
0.67%	1,186	0.00%	4		0.04100	0.1645	YES
0.00%	15						
0.00%	8	0.00%	1		0.00000		YES
6.53%	337						
3.14%	139						
14.81%	520	0.00%	5		0.15960	0.9278	YES
2.15%	558	0.00%	1		0.14519	0.1481	YES

BST - State

99.02%	\$199,231,620	99.71%	\$2,319,481	0.00007	-105.8282	YES
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BST - Region

3.98		3.58	1,801			YES
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BellSouth Monthly State Summary Tennessee, August 2001

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Unbundled Network Elements - Ordering									
% Rejected Service Requests - Mechanized									
B.1.1.1	O-7	Switch Ports/TN(%)	Diagnostic						Diagnostic
B.1.1.2	O-7	Local Interface Transport/TN(%)	Diagnostic						Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic						Diagnostic
B.1.1.4	O-7	Combo Other/TN(%)	Diagnostic						Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCLV)/TN(%)	Diagnostic						Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic						Diagnostic
B.1.1.7	O-7	Line Sharing/TN(%)	Diagnostic						Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic						Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.1.10	O-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic						Diagnostic
B.1.1.11	O-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic						Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.1.14	O-7	Other Design/TN(%)	Diagnostic						Diagnostic
B.1.1.15	O-7	Other Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.1.16	O-7	INP Standalone/TN(%)	Diagnostic						Diagnostic
B.1.1.17	O-13	LNP Standalone/TN(%)	Diagnostic						Diagnostic
% Rejected Service Requests - Parially Mechanized									
B.1.2.1	O-7	Switch Ports/TN(%)	Diagnostic						Diagnostic
B.1.2.2	O-7	Local Interface Transport/TN(%)	Diagnostic						Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic						Diagnostic
B.1.2.4	O-7	Combo Other/TN(%)	Diagnostic						Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCLV)/TN(%)	Diagnostic						Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic						Diagnostic
B.1.2.7	O-7	Line Sharing/TN(%)	Diagnostic						Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic						Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.2.10	O-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic						Diagnostic
B.1.2.11	O-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic						Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.2.14	O-7	Other Design/TN(%)	Diagnostic						Diagnostic
B.1.2.15	O-7	Other Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.2.16	O-7	INP Standalone/TN(%)	Diagnostic						Diagnostic
B.1.2.17	O-13	LNP Standalone/TN(%)	Diagnostic						Diagnostic
% Rejected Service Requests - Non-Mechanized									
B.1.3.1	O-7	Switch Ports/TN(%)	Diagnostic						Diagnostic
B.1.3.2	O-7	Local Interface Transport/TN(%)	Diagnostic						Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN(%)	Diagnostic						Diagnostic
B.1.3.4	O-7	Combo Other/TN(%)	Diagnostic						Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCLV)/TN(%)	Diagnostic						Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)	Diagnostic						Diagnostic
B.1.3.7	O-7	Line Sharing/TN(%)	Diagnostic						Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN(%)	Diagnostic						Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.3.10	O-7	2W Analog Loop w/NP Design/TN(%)	Diagnostic						Diagnostic
B.1.3.11	O-7	2W Analog Loop w/NP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN(%)	Diagnostic						Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.3.14	O-7	Other Design/TN(%)	Diagnostic						Diagnostic
B.1.3.15	O-7	Other Non-Design/TN(%)	Diagnostic						Diagnostic
B.1.3.16	O-7	INP Standalone/TN(%)	Diagnostic						Diagnostic
B.1.3.17	O-13	LNP Standalone/TN(%)	Diagnostic						Diagnostic
Reject Interval - Mechanized									
B.1.4.1	O-8	Switch Ports/TN(%)							

>= 97% w/n 1 hr

BellSouth Monthly State Summary **Tennessee, August 2001**

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.4.2	O-8 Local Interface Transport/TN(%)	>= 97% w/in 1 hr		94.78%	651				NO
B.1.4.3	O-8 Loop + Port Combinations/TN(%)	>= 97% w/in 1 hr		91.67%	24				NO
B.1.4.4	O-8 Combo Other/TN(%)	>= 97% w/in 1 hr		70.00%	10				NO
B.1.4.5	O-8 xDSL (ADSL, HDSL and UCLV/TN(%)	>= 97% w/in 1 hr		73.27%	101				NO
B.1.4.6	O-8 ISDN Loop (UDN, UDCY/TN(%)	>= 97% w/in 1 hr							
B.1.4.7	O-8 Line Sharing/TN(%)	>= 97% w/in 1 hr							
B.1.4.8	O-8 2W Analog Loop Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.9	O-8 2W Analog Loop Non-Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.10	O-8 2W Analog Loop w/NP Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.11	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.12	O-14 2W Analog Loop w/NP Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.13	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 97% w/in 1 hr							
B.1.4.14	O-8 Other Design/TN(%)	>= 97% w/in 1 hr		100.00%	3				YES
B.1.4.15	O-8 Other Non-Design/TN(%)	>= 97% w/in 1 hr		88.89%	18				NO
B.1.4.16	O-8 INP Standalone/TN(%)	>= 97% w/in 1 hr							
B.1.4.17	O-14 LNP Standalone/TN(%)	>= 97% w/in 1 hr		100.00%	13				YES
Reject Interval - Partially Mechanized - 10 hours									
B.1.7.1	O-8 Switch Ports/TN(%)	>= 85% w/in 10 hrs							
B.1.7.2	O-8 Local Interface Transport/TN(%)	>= 85% w/in 10 hrs							
B.1.7.3	O-8 Loop + Port Combinations/TN(%)	>= 85% w/in 10 hrs		98.53%	819				YES
B.1.7.4	O-8 Combo Other/TN(%)	>= 85% w/in 10 hrs							
B.1.7.5	O-8 xDSL (ADSL, HDSL and UCLV/TN(%)	>= 85% w/in 10 hrs							
B.1.7.6	O-8 ISDN Loop (UDN, UDCY/TN(%)	>= 85% w/in 10 hrs		100.00%	12				YES
B.1.7.7	O-8 Line Sharing/TN(%)	>= 85% w/in 10 hrs							
B.1.7.8	O-8 2W Analog Loop Design/TN(%)	>= 85% w/in 10 hrs		97.32%	149				YES
B.1.7.9	O-8 2W Analog Loop Non-Design/TN(%)	>= 85% w/in 10 hrs							
B.1.7.10	O-8 2W Analog Loop w/NP Design/TN(%)	>= 85% w/in 10 hrs							
B.1.7.11	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w/in 10 hrs							
B.1.7.12	O-14 2W Analog Loop w/NP Design/TN(%)	>= 85% w/in 10 hrs							
B.1.7.13	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w/in 10 hrs		91.23%	57				YES
B.1.7.14	O-8 Other Design/TN(%)	>= 85% w/in 10 hrs							
B.1.7.15	O-8 Other Non-Design/TN(%)	>= 85% w/in 10 hrs		88.89%	9				YES
B.1.7.16	O-8 INP Standalone/TN(%)	>= 85% w/in 10 hrs							
B.1.7.17	O-14 LNP Standalone/TN(%)	>= 85% w/in 10 hrs		85.71%	70				YES
Reject Interval - Non-Mechanized									
B.1.8.1	O-8 Switch Ports/TN(%)	>= 85% w/in 24 hrs							
B.1.8.2	O-8 Local Interface Transport/TN(%)	>= 85% w/in 24 hrs							
B.1.8.3	O-8 Loop + Port Combinations/TN(%)	>= 85% w/in 24 hrs		100.00%	4				YES
B.1.8.4	O-8 Combo Other/TN(%)	>= 85% w/in 24 hrs		98.21%	168				YES
B.1.8.5	O-8 xDSL (ADSL, HDSL and UCLV/TN(%)	>= 85% w/in 24 hrs							
B.1.8.6	O-8 ISDN Loop (UDN, UDCY/TN(%)	>= 85% w/in 24 hrs		90.40%	125				YES
B.1.8.7	O-8 Line Sharing/TN(%)	>= 85% w/in 24 hrs		96.77%	31				YES
B.1.8.8	O-8 2W Analog Loop Design/TN(%)	>= 85% w/in 24 hrs		90.91%	11				YES
B.1.8.9	O-8 2W Analog Loop Non-Design/TN(%)	>= 85% w/in 24 hrs							
B.1.8.10	O-8 2W Analog Loop w/NP Design/TN(%)	>= 85% w/in 24 hrs		100.00%	111				YES
B.1.8.11	O-8 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w/in 24 hrs		100.00%	141				YES
B.1.8.12	O-14 2W Analog Loop w/NP Design/TN(%)	>= 85% w/in 24 hrs		100.00%	3				YES
B.1.8.13	O-14 2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w/in 24 hrs							
B.1.8.14	O-8 Other Design/TN(%)	>= 85% w/in 24 hrs		96.77%	155				YES
B.1.8.15	O-8 Other Non-Design/TN(%)	>= 85% w/in 24 hrs		92.00%	50				YES
B.1.8.16	O-8 INP Standalone/TN(%)	>= 85% w/in 24 hrs		94.82%	309				YES
B.1.8.17	O-14 LNP Standalone/TN(%)	>= 85% w/in 24 hrs		94.26%	122				YES
FOC Timeliness - Mechanized									
B.1.9.1	O-9 Switch Ports/TN(%)	>= 95% w/in 3 hrs							
B.1.9.2	O-9 Local Interface Transport/TN(%)	>= 95% w/in 3 hrs							
B.1.9.3	O-9 Loop + Port Combinations/TN(%)	>= 95% w/in 3 hrs		97.57%	3,051				YES
B.1.9.4	O-9 Combo Other/TN(%)	>= 95% w/in 3 hrs							
B.1.9.5	O-9 xDSL (ADSL, HDSL and UCLV/TN(%)	>= 95% w/in 3 hrs		78.96%	357				NO
B.1.9.6	O-9 ISDN Loop (UDN, UDCY/TN(%)	>= 95% w/in 3 hrs		100.00%	2				YES
B.1.9.7	O-9 Line Sharing/TN(%)	>= 95% w/in 3 hrs							

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.9.8	O-9	2W Analog Loop Design/TN(%)	>= 95% w in 3 hrs		95.85%	73				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.10	O-9	2W Analog Loop w/NP Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.11	O-9	2W Analog Loop w/NP Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 95% w in 3 hrs		100.00%	4				YES
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.14	O-9	Other Design/TN(%)	>= 95% w in 3 hrs		100.00%	50				YES
B.1.9.15	O-9	Other Non-Design/TN(%)	>= 95% w in 3 hrs							
B.1.9.16	O-9	INP Standalone/TN(%)	>= 95% w in 3 hrs							
B.1.9.17	O-15	LNP Standalone/TN(%)	>= 95% w in 3 hrs		100.00%	70				YES
FOC Timeliness - Partially Mechanized - 10 hours										
B.1.12.1	O-9	Switch Ports/TN(%)	>= 85% w in 10 hrs							
B.1.12.2	O-9	Local Interface Transport/TN(%)	>= 85% w in 10 hrs							
B.1.12.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 10 hrs							
B.1.12.4	O-9	Combo Other/TN(%)	>= 85% w in 10 hrs		92.73%	1,801				YES
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCLY/TN(%)	>= 85% w in 10 hrs							
B.1.12.6	O-9	ISDN Loop (UDN, UDCY/TN(%)	>= 85% w in 10 hrs		74.19%	31				NO
B.1.12.7	O-9	Line Sharing/TN(%)	>= 85% w in 10 hrs		96.88%	32				YES
B.1.12.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.10	O-9	2W Analog Loop w/NP Design/TN(%)	>= 85% w in 10 hrs		96.84%	380				YES
B.1.12.11	O-9	2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 10 hrs		89.08%	119				YES
B.1.12.14	O-9	Other Design/TN(%)	>= 85% w in 10 hrs							
B.1.12.15	O-9	Other Non-Design/TN(%)	>= 85% w in 10 hrs		82.61%	23				NO
B.1.12.16	O-9	INP Standalone/TN(%)	>= 85% w in 10 hrs							
B.1.12.17	O-15	LNP Standalone/TN(%)	>= 85% w in 10 hrs		91.55%	142				YES
FOC Timeliness - Non-Mechanized										
B.1.13.1	O-9	Switch Ports/TN(%)	>= 85% w in 36 hrs							
B.1.13.2	O-9	Local Interface Transport/TN(%)	>= 85% w in 36 hrs							
B.1.13.3	O-9	Loop + Port Combinations/TN(%)	>= 85% w in 36 hrs		100.00%	4				YES
B.1.13.4	O-9	Combo Other/TN(%)	>= 85% w in 36 hrs		98.56%	278				YES
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCLY/TN(%)	>= 85% w in 36 hrs							
B.1.13.6	O-9	ISDN Loop (UDN, UDCY/TN(%)	>= 85% w in 36 hrs		100.00%	195				YES
B.1.13.7	O-9	Line Sharing/TN(%)	>= 85% w in 36 hrs		98.07%	215				YES
B.1.13.8	O-9	2W Analog Loop Design/TN(%)	>= 85% w in 36 hrs							
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)	>= 85% w in 36 hrs		100.00%	66				YES
B.1.13.10	O-9	2W Analog Loop w/NP Design/TN(%)	>= 85% w in 36 hrs		100.00%	253				YES
B.1.13.11	O-9	2W Analog Loop w/NP Non-Design/TN(%)	>= 85% w in 36 hrs		100.00%	143				YES
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN(%)	>= 85% w in 36 hrs		100.00%	11				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)	>= 85% w in 36 hrs							
B.1.13.14	O-9	Other Design/TN(%)	>= 85% w in 36 hrs		99.01%	203				YES
B.1.13.15	O-9	Other Non-Design/TN(%)	>= 85% w in 36 hrs							
B.1.13.16	O-9	INP Standalone/TN(%)	>= 85% w in 36 hrs		99.51%	205				YES
B.1.13.17	O-15	LNP Standalone/TN(%)	>= 85% w in 36 hrs		96.01%	351				YES
FOC & Reject Response Completeness - Mechanized										
B.1.14.1	O-11	Switch Ports/TN(%)	>= 95%							
B.1.14.2	O-11	Local Interface Transport/TN(%)	>= 95%							
B.1.14.3	O-11	Loop + Port Combinations/TN(%)	>= 95%							
B.1.14.4	O-11	Combo Other/TN(%)	>= 95%		98.98%	3,728				YES
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCLY/TN(%)	>= 95%							
B.1.14.6	O-11	ISDN Loop (UDN, UDCY/TN(%)	>= 95%		86.67%	105				NO
B.1.14.7	O-11	Line Sharing/TN(%)	>= 95%		92.31%	13				NO
B.1.14.8	O-11	2W Analog Loop Design/TN(%)	>= 95%							
B.1.14.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%		88.54%	192				NO
B.1.14.10	O-11	2W Analog Loop w/NP Design/TN(%)	>= 95%							
B.1.14.11	O-11	2W Analog Loop w/NP Non-Design/TN(%)	>= 95%							
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%							
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%		100.00%	53				YES

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B.1.14.14
B.1.14.15
B.1.14.16
B.1.14.17

O-11	Other Design/TN(%)
O-11	Other Non-Design/TN(%)
O-11	INP Standalone/TN(%)
O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1
B.1.15.2
B.1.15.3
B.1.15.4
B.1.15.5
B.1.15.6
B.1.15.7
B.1.15.8
B.1.15.9
B.1.15.10
B.1.15.11
B.1.15.12
B.1.15.13
B.1.15.14
B.1.15.15
B.1.15.16
B.1.15.17

O-11	Switch Ports/TN(%)
O-11	Local Interface Transport/TN(%)
O-11	Loop + Port Combinations/TN(%)
O-11	Combo Other/TN(%)
O-11	xDSL (ADSL, HDSL and UCLY/TN(%)
O-11	ISDN Loop (UDN, UDCY/TN(%)
O-11	Line Sharing/TN(%)
O-11	2W Analog Loop Design/TN(%)
O-11	2W Analog Loop Non-Design/TN(%)
O-11	2W Analog Loop w/INP Design/TN(%)
O-11	2W Analog Loop w/INP Non-Design/TN(%)
O-11	2W Analog Loop w/LNP Design/TN(%)
O-11	2W Analog Loop w/LNP Non-Design/TN(%)
O-11	Other Design/TN(%)
O-11	Other Non-Design/TN(%)
O-11	INP Standalone/TN(%)
O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1
B.1.16.2
B.1.16.3
B.1.16.4
B.1.16.5
B.1.16.6
B.1.16.7
B.1.16.8
B.1.16.9
B.1.16.10
B.1.16.11
B.1.16.12
B.1.16.13
B.1.16.14
B.1.16.15
B.1.16.16
B.1.16.17

O-11	Switch Ports/TN(%)
O-11	Local Interface Transport/TN(%)
O-11	Loop + Port Combinations/TN(%)
O-11	Combo Other/TN(%)
O-11	xDSL (ADSL, HDSL and UCLY/TN(%)
O-11	ISDN Loop (UDN, UDCY/TN(%)
O-11	Line Sharing/TN(%)
O-11	2W Analog Loop Design/TN(%)
O-11	2W Analog Loop Non-Design/TN(%)
O-11	2W Analog Loop w/INP Design/TN(%)
O-11	2W Analog Loop w/INP Non-Design/TN(%)
O-11	2W Analog Loop w/LNP Design/TN(%)
O-11	2W Analog Loop w/LNP Non-Design/TN(%)
O-11	Other Design/TN(%)
O-11	Other Non-Design/TN(%)
O-11	INP Standalone/TN(%)
O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1
B.1.17.2
B.1.17.3
B.1.17.4
B.1.17.5
B.1.17.6
B.1.17.7
B.1.17.8
B.1.17.9
B.1.17.10
B.1.17.11
B.1.17.12
B.1.17.13
B.1.17.14
B.1.17.15
B.1.17.16
B.1.17.17

O-11	Switch Ports/TN(%)
O-11	Local Interface Transport/TN(%)
O-11	Loop + Port Combinations/TN(%)
O-11	Combo Other/TN(%)
O-11	xDSL (ADSL, HDSL and UCLY/TN(%)
O-11	ISDN Loop (UDN, UDCY/TN(%)
O-11	Line Sharing/TN(%)
O-11	2W Analog Loop Design/TN(%)
O-11	2W Analog Loop Non-Design/TN(%)
O-11	2W Analog Loop w/INP Design/TN(%)
O-11	2W Analog Loop w/INP Non-Design/TN(%)
O-11	2W Analog Loop w/LNP Design/TN(%)
O-11	2W Analog Loop w/LNP Non-Design/TN(%)
O-11	Other Design/TN(%)
O-11	Other Non-Design/TN(%)
O-11	INP Standalone/TN(%)
O-11	LNP Standalone/TN(%)

FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized

Benchmark /
Analog

>= 95%
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	68				YES
		100.00%	71				YES

		99.62%	2,388				YES
		47.62%	21				NO
		100.00%	42				YES
		99.60%	506				YES
		100.00%	117				YES
		100.00%	27				YES
		100.00%	235				YES

		100.00%	8				YES
		96.90%	452				YES
		77.53%	396				NO
		97.08%	240				YES
		95.95%	74				YES
		97.10%	345				YES
		89.04%	301				NO
		75.69%	144				NO
		100.00%	232				YES
		96.72%	244				YES
		100.00%	423				YES

		86.69%	3,690				NO
		96.70%	91				YES
		33.33%	12				NO
		53.53%	170				NO
		100.00%	53				YES
		73.53%	68				NO
		100.00%	71				YES

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Benchmark / Analog		BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.1	O-11 Switch Ports/TN(%)	>= 95%							
B.1.18.2	O-11 Local Interface Transport/TN(%)	>= 95%							NO
B.1.18.3	O-11 Loop + Port Combinations/TN(%)	>= 95%		89.07%	2,379				YES
B.1.18.4	O-11 Combo Other/TN(%)	>= 95%							YES
B.1.18.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%		100.00%	10				YES
B.1.18.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%		95.24%	42				YES
B.1.18.7	O-11 Line Sharing/TN(%)	>= 95%							
B.1.18.8	O-11 2W Analog Loop Design/TN(%)	>= 95%		95.24%	504				YES
B.1.18.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%							
B.1.18.10	O-11 2W Analog Loop w/NP Design/TN(%)	>= 95%							
B.1.18.11	O-11 2W Analog Loop w/NP Non-Design/TN(%)	>= 95%							
B.1.18.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%							
B.1.18.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%		100.00%	117				YES
B.1.18.14	O-11 Other Design/TN(%)	>= 95%							
B.1.18.15	O-11 Other Non-Design/TN(%)	>= 95%		77.78%	27				NO
B.1.18.16	O-11 INP Standalone/TN(%)	>= 95%							
B.1.18.17	O-11 LNP Standalone/TN(%)	>= 95%		100.00%	235				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
B.1.19.1	O-11 Switch Ports/TN(%)	>= 95%							
B.1.19.2	O-11 Local Interface Transport/TN(%)	>= 95%		87.50%	8				NO
B.1.19.3	O-11 Loop + Port Combinations/TN(%)	>= 95%		91.55%	438				NO
B.1.19.4	O-11 Combo Other/TN(%)	>= 95%							
B.1.19.5	O-11 xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%		92.51%	307				NO
B.1.19.6	O-11 ISDN Loop (UDN, UDC)/TN(%)	>= 95%		91.85%	233				NO
B.1.19.7	O-11 Line Sharing/TN(%)	>= 95%		97.18%	71				YES
B.1.19.8	O-11 2W Analog Loop Design/TN(%)	>= 95%		90.45%	335				NO
B.1.19.9	O-11 2W Analog Loop Non-Design/TN(%)	>= 95%		92.54%	268				NO
B.1.19.10	O-11 2W Analog Loop w/NP Design/TN(%)	>= 95%		87.16%	109				NO
B.1.19.11	O-11 2W Analog Loop w/NP Non-Design/TN(%)	>= 95%							
B.1.19.12	O-11 2W Analog Loop w/LNP Design/TN(%)	>= 95%		100.00%	232				YES
B.1.19.13	O-11 2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%							
B.1.19.14	O-11 Other Design/TN(%)	>= 95%		86.02%	236				NO
B.1.19.15	O-11 Other Non-Design/TN(%)	>= 95%							
B.1.19.16	O-11 INP Standalone/TN(%)	>= 95%							
B.1.19.17	O-11 LNP Standalone/TN(%)	>= 95%		100.00%	423				YES

P-4	Switch Ports<10 circuits/Dispatch/TN(days)	5.28	24,419		6,406	
P-4	Switch Ports<10 circuits/Non-Dispatch/TN(days)	0.85	293,871		3,455	
P-4	Switch Ports>=10 circuits/Dispatch/TN(days)	9.59	74		12,382	
P-4	Switch Ports>=10 circuits/Non-Dispatch/TN(days)	0.33	2		0,000	
P-4	Local Interoffice Transport<10 circuits/Dispatch/TN(days)	18.57	905	9.00	3	16,169
P-4	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)					1,0230
P-4	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)					
P-4	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)					
P-4	Loop + Port Combinations<10 circuits/Dispatch/TN(days)	5.27	24,886	1.74	148	
P-4	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)	0.85	295,165	0.69	3,687	6,505
P-4	Loop + Port Combinations<10 circuits/Switch Based Orders/TN(days)	0.33	165,101	0.35	2,155	3,457
P-4	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	1.51	130,087	1.18	1,512	0,477
P-4	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)	10.11	82	1.75	4	5,104
P-4	Loop + Port Combinations>=10 circuits/Switch Based Orders/TN(days)	1.75	47	0.33	1	12,520
P-4	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	0.46	20	R&B	1	6,41066
P-4	Combo Other<10 circuits/Dispatch/TN(days)	2.70	27		1	2,01045
P-4	Combo Other<10 circuits/Non-Dispatch/TN(days)	6.82	26,601			0,7065
P-4	Combo Other>=10 circuits/Dispatch/TN(days)	11.93	83			0,2162
P-4	Combo Other>=10 circuits/Non-Dispatch/TN(days)					0,2162
P-4	Combo Other>=10 circuits/Switch Based Orders/TN(days)					0,2162
P-4	Combo Other>=10 circuits/Dispatch/TN(days)					0,2162
P-4	Combo Other>=10 circuits/Non-Dispatch/TN(days)					0,2162
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Dispatch/TN(days)	3.48	264	4.55	172	3,893
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Non-Dispatch/TN(days)	3.10	73			1,641
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Dispatch/TN(days)					0,38142
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Non-Dispatch/TN(days)					-2,8053
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Dispatch/TN(days)					NO
P-4	ADSL (ADSL, HDSL and UCL)<6 circuits/Non-Dispatch/TN(days)					NO

P-4	xDSL (ADSL, HDSL and UCL) y6-13 circuits/Dispatch/TN(days)	B2.15.41
P-4	xDSL (ADSL, HDSL and UCL) y6-13 circuits/Non-Dispatch/TN(days)	B2.15.42
P-4	xDSL (ADSL, HDSL and UCL) y7>=14 circuits/Dispatch/TN(days)	B2.15.51
P-4	xDSL (ADSL, HDSL and UCL) y7>=14 circuits/Non-Dispatch/TN(days)	B2.15.52
P-4	UNE ISDN<6 circuits/Dispatch/TN(days)	B2.16.31
P-4	UNE ISDN<6 circuits/Non-Dispatch/TN(days)	B2.16.32
P-4	UNE ISDN<6 circuits/Dispatch/TN(days)	B2.16.41
P-4	UNE ISDN<6 circuits/Non-Dispatch/TN(days)	B2.16.42
P-4	UNE ISDN<6 circuits/Dispatch/TN(days)	B2.16.51
P-4	UNE ISDN<6 circuits/Non-Dispatch/TN(days)	B2.16.52
P-4	Line Sharing<6 circuits/Dispatch/TN(days)	B2.17.31
P-4	Line Sharing<6 circuits/Non-Dispatch/TN(days)	B2.17.32
P-4	Line Sharing<6 circuits/Dispatch/TN(days)	B2.17.41
P-4	Line Sharing<6 circuits/Non-Dispatch/TN(days)	B2.17.42
P-4	Line Sharing<6-13 circuits/Non-Dispatch/TN(days)	B2.17.51
P-4	Line Sharing<6-13 circuits/Dispatch/TN(days)	B2.17.52
P-4	Line Sharing<6-13 circuits/Non-Dispatch/TN(days)	B2.18.11
P-4	2W Analog Loop Design<10 circuits/Dispatch/TN(days)	B2.18.12
P-4	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)	B2.18.21
P-4	2W Analog Loop Design<10 circuits/Dispatch/TN(days)	B2.18.22
P-4	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)	B2.19.11
P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)	B2.19.12
P-4	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)	B2.19.21
P-4	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)	B2.19.22
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.31
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.32
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.41
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.42
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.51
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.52
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.61
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.62
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.71
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.72
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.81
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.82
P-4	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)	B2.19.91
P-4	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)	B2.19.92
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.101
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.102
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.111
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.112
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.121
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.122
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.131
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.132
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.141
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.142
P-4	Other Design<10 circuits/Dispatch/TN(days)	B2.19.151
P-4	Other Design<10 circuits/Non-Dispatch/TN(days)	B2.19.152
P-4	Other Non-Design<10 circuits/Dispatch/TN(days)	B2.19.161
P-4	Other Non-Design<10 circuits/Non-Dispatch/TN(days)	B2.19.162
P-4	Other Non-Design<10 circuits/Dispatch/TN(days)	B2.19.171
P-4	Other Non-Design<10 circuits/Non-Dispatch/TN(days)	B2.19.172
P-4	Other Non-Design<10 circuits/Dispatch/TN(days)	B2.19.181
P-4	Other Non-Design<10 circuits/Non-Dispatch/TN(days)	B2.19.182
P-4	Other Non-Design<10 circuits/Dispatch/TN(days)	B2.19.191
P-4	Other Non-Design<10 circuits/Non-Dispatch/TN(days)	B2.19.192

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
			4.00	1				
ADSL to Retail	14.18	377	10.86	116	9.294	0.98682	3.3644	YES
ADSL to Retail	1.52	488			2.949			
ISDN - BRI	18.00	1			0.000			
ISDN - BRI	0.33	1			0.000			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	3.48	264			3.893			
ADSL to Retail	3.10	73	3.45	44	1.641	0.31325	-1.1173	YES
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	5.27	24,886	5.00	165	6.505	0.50811	0.5285	YES
R&B - Disp	5.27	24,886			6.505			
R&B - Disp	10.11	82	6.00	1	12.520	12.59571	0.3283	YES
R&B - Disp	10.11	82			12.520			
R&B (POTS) excd SB Or	5.28	24,419			6.406			
R&B (POTS) excd SB Or	1.50	129,374			5.105			
R&B (POTS) excd SB Or	9.59	74			12.382			
R&B (POTS) excd SB Or								
R&B - Disp	5.27	24,886	4.83	128	6.505	0.57647	0.7608	YES
R&B - Disp	5.27	24,886			6.505			
R&B - Disp	10.11	82	4.00	1	12.520	12.59571	0.4851	YES
R&B - Disp	10.11	82			12.520			
R&B (POTS) excd SB Or	5.28	24,419			6.406			
R&B (POTS) excd SB Or	1.50	129,374			5.105			
R&B (POTS) excd SB Or	9.59	74			12.382			
R&B (POTS) excd SB Or								
Design	29.23	1,718	7.79	54	44.685	6.17563	3.4717	YES
Design	12.27	392			22.078			
Design	161.00	1			0.000			
Design	2.35	17			2.693			
R&B	5.27	24,886	7.22	9	6.505	2.16883	-0.9008	YES
R&B	0.85	295,165	0.53	2	3.457	2.44419	0.2138	YES
R&B	10.11	82			12.520			
R&B	1.75	47			1.989			
R&B (POTS)	5.28	24,419			6.406			
R&B (POTS)	0.85	293,871	0.33	2	3.455	2.44271	0.2122	YES
R&B (POTS)	9.59	74			12.382			
R&B (POTS)	0.33	2			0.000			
R&B (POTS)	5.28	24,419	4.00	1	8.406	6.40583	0.1996	YES
R&B (POTS)	0.85	293,871	0.53	303	3.455	0.19856	1.6030	YES
R&B (POTS)	9.59	74			12.382			
R&B (POTS)	0.33	2	0.50	4	0.000	0.00000		NO
Digital Loop < DS1	23.51	199	7.33	263	28.183	2.64790	6.1109	YES
Digital Loop < DS1	7.45	217			6.771			
Digital Loop < DS1			4.00	1				
Digital Loop < DS1								
Digital Loop >= DS1	18.59	153	6.22	124	16.060	1.94297	6.3841	YES
Digital Loop >= DS1	10.94	39			35.704			

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B.2.1.19.2.1	P-4	Digital Loop >= DS1/ >= 10 circuits/Dispatch/TN(days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1/ >= 10 circuits/Non-Dispatch/TN(days)

Order Completion Interval within X days

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning <= 8 circuits/Dispatch/TN(days)
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning <= 8 circuits/Dispatch/TN(days)

Held Orders

B.2.3.1.1.1	P-1	Switch Ports<10 circuits/Facility/TN(days)
B.2.3.1.1.2	P-1	Switch Ports<10 circuits/Equipment/TN(days)
B.2.3.1.1.3	P-1	Switch Ports<10 circuits/Other/TN(days)
B.2.3.1.2.1	P-1	Switch Ports>=10 circuits/Facility/TN(days)
B.2.3.1.2.2	P-1	Switch Ports>=10 circuits/Equipment/TN(days)
B.2.3.1.2.3	P-1	Switch Ports>=10 circuits/Other/TN(days)
B.2.3.2.1.1	P-1	Local Interoffice Transport<10 circuits/Facility/TN(days)
B.2.3.2.1.2	P-1	Local Interoffice Transport<10 circuits/Equipment/TN(days)
B.2.3.2.1.3	P-1	Local Interoffice Transport<10 circuits/Other/TN(days)
B.2.3.2.2.1	P-1	Local Interoffice Transport>=10 circuits/Facility/TN(days)
B.2.3.2.2.2	P-1	Local Interoffice Transport>=10 circuits/Equipment/TN(days)
B.2.3.2.2.3	P-1	Local Interoffice Transport>=10 circuits/Other/TN(days)
B.2.3.3.1.1	P-1	Loop + Port Combinations<10 circuits/Facility/TN(days)
B.2.3.3.1.2	P-1	Loop + Port Combinations<10 circuits/Equipment/TN(days)
B.2.3.3.1.3	P-1	Loop + Port Combinations<10 circuits/Other/TN(days)
B.2.3.3.2.1	P-1	Loop + Port Combinations>=10 circuits/Facility/TN(days)
B.2.3.3.2.2	P-1	Loop + Port Combinations>=10 circuits/Equipment/TN(days)
B.2.3.3.2.3	P-1	Loop + Port Combinations>=10 circuits/Other/TN(days)
B.2.3.4.1.1	P-1	Combo Other<10 circuits/Facility/TN(days)
B.2.3.4.1.2	P-1	Combo Other<10 circuits/Equipment/TN(days)
B.2.3.4.1.3	P-1	Combo Other<10 circuits/Other/TN(days)
B.2.3.4.2.1	P-1	Combo Other>=10 circuits/Facility/TN(days)
B.2.3.4.2.2	P-1	Combo Other>=10 circuits/Equipment/TN(days)
B.2.3.4.2.3	P-1	Combo Other>=10 circuits/Other/TN(days)
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/TN(days)
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/TN(days)
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Other/TN(days)
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/TN(days)
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/TN(days)
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/TN(days)
B.2.3.6.1.1	P-1	UNE ISDN<10 circuits/Facility/TN(days)
B.2.3.6.1.2	P-1	UNE ISDN<10 circuits/Equipment/TN(days)
B.2.3.6.1.3	P-1	UNE ISDN<10 circuits/Other/TN(days)
B.2.3.6.2.1	P-1	UNE ISDN>=10 circuits/Facility/TN(days)
B.2.3.6.2.2	P-1	UNE ISDN>=10 circuits/Equipment/TN(days)
B.2.3.6.2.3	P-1	UNE ISDN>=10 circuits/Other/TN(days)
B.2.3.7.1.1	P-1	Line Sharing<10 circuits/Facility/TN(days)
B.2.3.7.1.2	P-1	Line Sharing<10 circuits/Equipment/TN(days)
B.2.3.7.1.3	P-1	Line Sharing<10 circuits/Other/TN(days)
B.2.3.7.2.1	P-1	Line Sharing>=10 circuits/Facility/TN(days)
B.2.3.7.2.2	P-1	Line Sharing>=10 circuits/Equipment/TN(days)
B.2.3.7.2.3	P-1	Line Sharing>=10 circuits/Other/TN(days)
B.2.3.8.1.1	P-1	2W Analog Loop Design<10 circuits/Facility/TN(days)
B.2.3.8.1.2	P-1	2W Analog Loop Design<10 circuits/Equipment/TN(days)
B.2.3.8.1.3	P-1	2W Analog Loop Design<10 circuits/Other/TN(days)
B.2.3.8.2.1	P-1	2W Analog Loop Design>=10 circuits/Facility/TN(days)
B.2.3.8.2.2	P-1	2W Analog Loop Design>=10 circuits/Equipment/TN(days)
B.2.3.8.2.3	P-1	2W Analog Loop Design>=10 circuits/Other/TN(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design<10 circuits/Facility/TN(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design<10 circuits/Equipment/TN(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design<10 circuits/Other/TN(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design>=10 circuits/Facility/TN(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design>=10 circuits/Equipment/TN(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design>=10 circuits/Other/TN(days)

Benchmark / Analog

Digital Loop >= DS1
Digital Loop >= DS1

14 days
7 days

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/DS3 - Interoffice
DS1/DS3 - Interoffice
DS1/DS3 - Interoffice
DS1/DS3 - Interoffice
DS1/DS3 - Interoffice

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

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R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

R&B - Disp

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B.2.3.10.1.1	P-1	2W Analog Loop w/NP Design/≤10 circuits/Facility/TN(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/NP Design/≤10 circuits/Equipment/TN(days)
B.2.3.10.1.3	P-1	2W Analog Loop w/NP Design/≤10 circuits/Other/TN(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/NP Design/≥10 circuits/Facility/TN(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/NP Design/≥10 circuits/Equipment/TN(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/NP Design/≥10 circuits/Other/TN(days)
B.2.3.11.1	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Facility/TN(days)
B.2.3.11.2	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Equipment/TN(days)
B.2.3.11.3	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Other/TN(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Facility/TN(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Equipment/TN(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Other/TN(days)
B.2.3.12.1	P-1	2W Analog Loop w/NP Design/≤10 circuits/Facility/TN(days)
B.2.3.12.2	P-1	2W Analog Loop w/NP Design/≤10 circuits/Equipment/TN(days)
B.2.3.12.3	P-1	2W Analog Loop w/NP Design/≤10 circuits/Other/TN(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/NP Design/≥10 circuits/Facility/TN(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/NP Design/≥10 circuits/Equipment/TN(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/NP Design/≥10 circuits/Other/TN(days)
B.2.3.13.1	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Facility/TN(days)
B.2.3.13.2	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Equipment/TN(days)
B.2.3.13.3	P-1	2W Analog Loop w/NP Non-Design/≤10 circuits/Other/TN(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Facility/TN(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Equipment/TN(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/NP Non-Design/≥10 circuits/Other/TN(days)
B.2.3.14.1	P-1	Other Design/≤10 circuits/Facility/TN(days)
B.2.3.14.2	P-1	Other Design/≤10 circuits/Equipment/TN(days)
B.2.3.14.3	P-1	Other Design/≤10 circuits/Other/TN(days)
B.2.3.14.2.1	P-1	Other Design/≥10 circuits/Facility/TN(days)
B.2.3.14.2.2	P-1	Other Design/≥10 circuits/Equipment/TN(days)
B.2.3.14.2.3	P-1	Other Design/≥10 circuits/Other/TN(days)
B.2.3.15.1	P-1	Other Non-Design/≤10 circuits/Facility/TN(days)
B.2.3.15.2	P-1	Other Non-Design/≤10 circuits/Equipment/TN(days)
B.2.3.15.3	P-1	Other Non-Design/≤10 circuits/Other/TN(days)
B.2.3.15.2.1	P-1	Other Non-Design/≥10 circuits/Facility/TN(days)
B.2.3.15.2.2	P-1	Other Non-Design/≥10 circuits/Equipment/TN(days)
B.2.3.15.2.3	P-1	Other Non-Design/≥10 circuits/Other/TN(days)
B.2.3.16.1	P-1	INP (Standalone) ≤10 circuits/Facility/TN(days)
B.2.3.16.2	P-1	INP (Standalone) ≤10 circuits/Equipment/TN(days)
B.2.3.16.3	P-1	INP (Standalone) ≤10 circuits/Other/TN(days)
B.2.3.16.2.1	P-1	INP (Standalone) ≥10 circuits/Facility/TN(days)
B.2.3.16.2.2	P-1	INP (Standalone) ≥10 circuits/Equipment/TN(days)
B.2.3.16.2.3	P-1	INP (Standalone) ≥10 circuits/Other/TN(days)
B.2.3.17.1	P-1	LNP (Standalone) ≤10 circuits/Facility/TN(days)
B.2.3.17.2	P-1	LNP (Standalone) ≤10 circuits/Equipment/TN(days)
B.2.3.17.3	P-1	LNP (Standalone) ≤10 circuits/Other/TN(days)
B.2.3.17.2.1	P-1	LNP (Standalone) ≥10 circuits/Facility/TN(days)
B.2.3.17.2.2	P-1	LNP (Standalone) ≥10 circuits/Equipment/TN(days)
B.2.3.17.2.3	P-1	LNP (Standalone) ≥10 circuits/Other/TN(days)
B.2.3.18.1	P-1	Digital Loop < DS1/≤10 circuits/Facility/TN(days)
B.2.3.18.2	P-1	Digital Loop < DS1/≤10 circuits/Equipment/TN(days)
B.2.3.18.3	P-1	Digital Loop < DS1/≤10 circuits/Other/TN(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/≥10 circuits/Facility/TN(days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/≥10 circuits/Equipment/TN(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/≥10 circuits/Other/TN(days)
B.2.3.19.1	P-1	Digital Loop ≥ DS1/≤10 circuits/Facility/TN(days)
B.2.3.19.2	P-1	Digital Loop ≥ DS1/≤10 circuits/Equipment/TN(days)
B.2.3.19.3	P-1	Digital Loop ≥ DS1/≤10 circuits/Other/TN(days)
B.2.3.19.2.1	P-1	Digital Loop ≥ DS1/≥10 circuits/Facility/TN(days)
B.2.3.19.2.2	P-1	Digital Loop ≥ DS1/≥10 circuits/Equipment/TN(days)
B.2.3.19.2.3	P-1	Digital Loop ≥ DS1/≥10 circuits/Other/TN(days)

% Jeopardies - Mechanized

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	7.52	145	0.00	0	7.640			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	8.69	16	0.00	0	14.354			YES
R&B - Disp	0.00	0	0.00	0				
R&B - Disp	0.00	0	0.00	0				
R&B (POTS) excl SB Or	7.52	145	0.00	0	7.640			
R&B (POTS) excl SB Or	0.00	0	0.00	0				
R&B (POTS) excl SB Or	8.69	16	0.00	0	14.018			
R&B (POTS) excl SB Or	0.00	0	0.00	0				
R&B (POTS) excl SB Or	0.00	0	0.00	0				
R&B - Disp	7.52	145	0.00	0	7.640			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	8.69	16	0.00	0	14.354			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	7.52	145	0.00	0	7.640			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				
R&B (POTS) excl SB Or	8.69	16	0.00	0	14.018			
R&B (POTS) excl SB Or	0.00	0	0.00	0				
R&B (POTS) excl SB Or	0.00	0	0.00	0				
Design	48.38	16	0.00	0	72.186			YES
Design	0.00	0	0.00	0				YES
Design	19.25	4	0.00	0	13.720			YES
Design	0.00	0	0.00	0				
Design	0.00	0	0.00	0				
R&B	7.52	145	0.00	0	7.640			YES
R&B	0.00	0	0.00	0				YES
R&B	8.69	16	0.00	0	14.018			YES
R&B	0.00	0	0.00	0				
R&B	0.00	0	0.00	0				
R&B (POTS)	7.52	145	0.00	0	7.640			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	8.69	16	0.00	0	14.018			YES
R&B (POTS)	0.00	0	0.00	0				
R&B (POTS)	0.00	0	0.00	0				
R&B (POTS)	7.52	145	0.00	0	7.640			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	8.69	16	0.00	0	14.018			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	3.00	2	0.00	0	0.000			YES
Digital Loop < DS1	0.00	0	0.00	0				
Digital Loop < DS1	0.00	0	0.00	0				
Digital Loop < DS1	3.33	3	0.00	0	1.155			YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	272.50	2	0.00	0	181.726			YES
Digital Loop < DS1	0.00	0	0.00	0				
Digital Loop < DS1	0.00	0	0.00	0				

BellSouth Monthly State Summary **Tennessee, August 2001**

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2.9.1	P-2	Switch Ports/TN(hours)								Diagnostic
B 2.9.2	P-2	Local Interface Transport/TN(hours)								Diagnostic
B 2.9.3	P-2	Loop + Port Combinations/TN(hours)			240.00	2				Diagnostic
B 2.9.4	P-2	Combo Other/TN(hours)								Diagnostic
B 2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)			82.31	42				Diagnostic
B 2.9.6	P-2	UNE (SDN)/TN(hours)			338.67	18				Diagnostic
B 2.9.7	P-2	Line Sharing/TN(hours)								Diagnostic
B 2.9.8	P-2	2W Analog Loop Design/TN(hours)			165.60	10				Diagnostic
B 2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)								Diagnostic
B 2.9.10	P-2	2W Analog Loop w/NP Design/TN(hours)								Diagnostic
B 2.9.11	P-2	2W Analog Loop w/NP Non-Design/TN(hours)								Diagnostic
B 2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)								Diagnostic
B 2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)								Diagnostic
B 2.9.14	P-2	Other Design/TN(hours)								Diagnostic
B 2.9.15	P-2	Other Non-Design/TN(hours)								Diagnostic
B 2.9.16	P-2	INP (Standalone)/TN(hours)			150.60	56				Diagnostic
B 2.9.17	P-2	LNP (Standalone)/TN(hours)			226.50	64				Diagnostic
B 2.9.18	P-2	Digital Loop < DS1/TN(hours)								Diagnostic
B 2.9.19	P-2	Digital Loop >= DS1/TN(hours)			283.38	26				Diagnostic
	P-2	Digital Loop >= DS1/TN(hours)			214.80	40				Diagnostic
	% Jeopardy Notice >= 48 hours - Mechanized									
B 2.10.1	P-2	Switch Ports/TN(%)								
B 2.10.2	P-2	Local Interface Transport/TN(%)								
B 2.10.3	P-2	Loop + Port Combinations/TN(%)			72.73%	11				NO
B 2.10.4	P-2	Combo Other/TN(%)								
B 2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)			0.00%	98				NO
B 2.10.6	P-2	UNE (SDN)/TN(%)			100.00%	1				YES
B 2.10.7	P-2	Line Sharing/TN(%)								
B 2.10.8	P-2	2W Analog Loop Design/TN(%)								
B 2.10.9	P-2	2W Analog Loop Non-Design/TN(%)			100.00%	5				YES
B 2.10.10	P-2	2W Analog Loop w/NP Design/TN(%)								
B 2.10.11	P-2	2W Analog Loop w/NP Non-Design/TN(%)								
B 2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)								
B 2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)								
B 2.10.14	P-2	Other Design/TN(%)								
B 2.10.15	P-2	Other Non-Design/TN(%)			97.30%	37				YES
B 2.10.16	P-2	INP (Standalone)/TN(%)								
B 2.10.17	P-2	LNP (Standalone)/TN(%)								
B 2.10.18	P-2	Digital Loop < DS1/TN(%)			80.00%	5				NO
B 2.10.19	P-2	Digital Loop >= DS1/TN(%)			98.55%	29				YES
	% Jeopardy Notice >= 48 hours - Non-Mechanized									
B 2.11.1	P-2	Switch Ports/TN(%)								Diagnostic
B 2.11.2	P-2	Local Interface Transport/TN(%)								Diagnostic
B 2.11.3	P-2	Loop + Port Combinations/TN(%)			100.00%	2				Diagnostic
B 2.11.4	P-2	Combo Other/TN(%)								Diagnostic
B 2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)			75.00%	42				Diagnostic
B 2.11.6	P-2	UNE (SDN)/TN(%)			100.00%	18				Diagnostic
B 2.11.7	P-2	Line Sharing/TN(%)								Diagnostic
B 2.11.8	P-2	2W Analog Loop Design/TN(%)			100.00%	10				Diagnostic
B 2.11.9	P-2	2W Analog Loop Non-Design/TN(%)								Diagnostic
B 2.11.10	P-2	2W Analog Loop w/NP Design/TN(%)								Diagnostic
B 2.11.11	P-2	2W Analog Loop w/NP Non-Design/TN(%)								Diagnostic
B 2.11.12	P-2	2W Analog Loop w/LNP Design/TN(%)								Diagnostic
B 2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)			0.00%	56				Diagnostic
B 2.11.14	P-2	Other Design/TN(%)								Diagnostic
B 2.11.15	P-2	Other Non-Design/TN(%)			95.31%	64				Diagnostic
B 2.11.16	P-2	INP (Standalone)/TN(%)								Diagnostic
B 2.11.17	P-2	LNP (Standalone)/TN(%)								Diagnostic
B 2.11.18	P-2	Digital Loop < DS1/TN(%)			96.15%	26				Diagnostic
B 2.11.19	P-2	Digital Loop >= DS1/TN(%)			92.30%	40				Diagnostic
	Coordinated Customers Conversions									

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B.2.12.1	P-7	Loops with INPT/N(%)
B.2.12.2	P-7	Loops with LNP/T(N(%)
% Hot Cuts > 15 minutes Early		
B.2.13.1	P-7A	Time-Specific SL1/T(N(%)
B.2.13.2	P-7A	Time-Specific SL2/T(N(%)
B.2.13.3	P-7A	Non-Time Specific SL1/T(N(%)
B.2.13.4	P-7A	Non-Time Specific SL2/T(N(%)
Hot Cut Timeliness		
B.2.14.1	P-7A	Time-Specific SL1/T(N(%)
B.2.14.2	P-7A	Time-Specific SL2/T(N(%)
B.2.14.3	P-7A	Non-Time Specific SL1/T(N(%)
B.2.14.4	P-7A	Non-Time Specific SL2/T(N(%)
% Hot Cuts > 15 minutes Late		
B.2.15.1	P-7A	Time-Specific SL1/T(N(%)
B.2.15.2	P-7A	Time-Specific SL2/T(N(%)
B.2.15.3	P-7A	Non-Time Specific SL1/T(N(%)
B.2.15.4	P-7A	Non-Time Specific SL2/T(N(%)
Average Recovery Time - CCC		
B.2.16.1	P-7B	Loops with INPT/N(time units)
B.2.16.2	P-7B	Loops with LNP/T(N(time units)
% Provisioning Troubles within 7 Days - Hot Cuts		
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/T(N(%)
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/T(N(%)
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/T(N(%)
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/T(N(%)
% Missed Installation Appointments		
B.2.18.1.1.1	P-3	Switch Ports<10 circuits/Dispatch/T(N(%)
B.2.18.1.1.2	P-3	Switch Ports<10 circuits/Non-Dispatch/T(N(%)
B.2.18.1.2	P-3	Switch Ports>=10 circuits/Dispatch/T(N(%)
B.2.18.1.3	P-3	Switch Ports>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.2.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/T(N(%)
B.2.18.2.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/T(N(%)
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.3.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/T(N(%)
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/T(N(%)
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Dispatch/T(N(%)
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.3.2	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/T(N(%)
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/T(N(%)
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/T(N(%)
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.4.1	P-3	Combo Other/<10 circuits/Dispatch/T(N(%)
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/T(N(%)
B.2.18.4.1.2	P-3	Combo Other/>=10 circuits/Dispatch/T(N(%)
B.2.18.4.2	P-3	Combo Other/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/T(N(%)
B.2.18.4.2.2	P-3	Combo Other/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.5.1	P-3	xDSL (ADSL, HDSL and UCLY/<10 circuits/Dispatch/T(N(%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCLY/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCLY/>=10 circuits/Dispatch/T(N(%)
B.2.18.5.2	P-3	xDSL (ADSL, HDSL and UCLY/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.5.2.1	P-3	UNE ISDN/<10 circuits/Dispatch/T(N(%)
B.2.18.5.2.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.6.1	P-3	UNE ISDN/>=10 circuits/Dispatch/T(N(%)
B.2.18.6.1.1	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.6.1.2	P-3	UNE ISDN/>=10 circuits/Dispatch/T(N(%)
B.2.18.6.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/T(N(%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.7.1	P-3	Line Sharing/<10 circuits/Dispatch/T(N(%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Non-Dispatch/T(N(%)
B.2.18.7.1.2	P-3	Line Sharing/>=10 circuits/Dispatch/T(N(%)
B.2.18.7.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/T(N(%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/T(N(%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/T(N(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
>= 95% w in 15 min								
>= 95% w in 15 min			95.49%	783				YES
<= 5%								
<= 5%			0.00%	227				YES
<= 5%								
<= 5%			0.00%	32				YES
>= 95% w in 15 min								
>= 95% w in 15 min			96.48%	227				YES
>= 95% w in 15 min								
>= 95% w in 15 min			100.00%	32				YES
<= 5%								
<= 5%			3.52%	227				YES
<= 5%								
<= 5%			0.00%	32				YES
Diagnostic								Diagnostic
<= 5%								
<= 5%			3.19%	690				YES
<= 5%								
<= 5%								

R&B (POTS)	6.23%	27,585							
R&B (POTS)	0.22%	308,052							
R&B (POTS)	7.87%	89							
R&B (POTS)	0.00%	2							
DS1/DS3	2.21%	905	0.00%	3		0.08502	0.2599	YES	
DS1/DS3									
DS1/DS3									
R&B	6.14%	28,061	10.41%	269		0.01471	-2.8993	NO	
R&B	0.22%	309,383	0.46%	4,757		0.00068	-3.5691	NO	
R&B	0.00%	165,194	0.00%	2,169		0.00008	0.1972	YES	
R&B	0.47%	144,193	0.85%	2,588		0.00135	-2.8286	NO	
R&B	7.22%	97	20.00%	5		0.11867	-1.0773	YES	
R&B	0.00%	53	0.00%	1		0.00000		YES	
R&B	0.00%	21	0.00%	1		0.00000		YES	
R&B	0.00%	32							
R&B	6.10%	29,792							
R&B&D - Disp									
R&B&D - Disp	7.14%	98							
R&B&D - Disp									
R&B&D - Disp	5.10%	3,449	1.12%	269		0.01393	2.8625	YES	
ADSL to Retail	0.00%	136							
ADSL to Retail	0.00%	7	0.00%	1		0.00000		YES	
ADSL to Retail									
ISDN - BRI	10.39%	365	5.96%	151		0.02930	1.5118	YES	
ISDN - BRI	1.81%	498							
ISDN - BRI									
ISDN - BRI									
ADSL to Retail	5.10%	3,449							
ADSL to Retail	0.00%	136	0.00%	46		0.00000		YES	
ADSL to Retail	0.00%	7							
ADSL to Retail									

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B.2.18.8.1.1	P-3	2W Analog Loop Design<10 circuits/Dispatch/TN(%)
B.2.18.8.1.2	P-3	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.8.2.1	P-3	2W Analog Loop Design>=10 circuits/Dispatch/TN(%)
B.2.18.8.2.2	P-3	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.9.1.2	P-3	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.9.2.2	P-3	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.10.1.1	P-3	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1.1	P-3	2W Analog Loop w/NP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.11.1.2	P-3	2W Analog Loop w/NP Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.2	P-3	2W Analog Loop w/NP Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.13.1.2	P-12	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.2	P-12	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.14.1.1	P-3	Other Design<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3	Other Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.2.1	P-3	Other Design>=10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design<10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design>=10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standalone)<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standalone)>=10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standalone)>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standalone)<10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standalone)<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-12	LNP (Standalone)>=10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-12	LNP (Standalone)>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1<10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop < DS1>=10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1<10 circuits/Dispatch/TN(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1>=10 circuits/Dispatch/TN(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports>=10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports>=10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1.1	P-9	Local Interface Transport<10 circuits/Dispatch/TN(%)
B.2.19.2.1.2	P-9	Local Interface Transport<10 circuits/Non-Dispatch/TN(%)
B.2.19.2.2.1	P-9	Local Interface Transport>=10 circuits/Dispatch/TN(%)
B.2.19.2.2.2	P-9	Local Interface Transport>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations<10 circuits/Dispatch/TN(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations>=10 circuits/Dispatch/TN(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	6.14%	28,061	3.65%	274		0.01458	1.7109	YES
R&B - Disp	6.14%	28,061						
R&B - Disp	7.22%	97	0.00%	1		0.26009	0.2775	YES
R&B - Disp	7.22%	97						
R&B (POTS) excl SB Or	6.23%	27,584	100.00%	1		0.24167	-3.8801	NO
R&B (POTS) excl SB Or	0.46%	143,468						
R&B (POTS) excl SB Or	7.87%	89						
R&B (POTS) excl SB Or								
R&B - Disp	6.14%	28,061	0.00%	2		0.16980	0.3618	YES
R&B - Disp	6.14%	28,061						
R&B - Disp	7.22%	97						
R&B - Disp	7.22%	97						
R&B (POTS) excl SB Or	6.23%	27,584						
R&B (POTS) excl SB Or	0.46%	143,468						
R&B (POTS) excl SB Or	7.87%	89						
R&B (POTS) excl SB Or								
R&B - Disp	6.14%	28,061	0.35%	284		0.01432	4.0456	YES
R&B - Disp	6.14%	28,061						
R&B - Disp	7.22%	97	0.00%	1		0.26009	0.2775	YES
R&B - Disp	7.22%	97						
R&B (POTS) excl SB Or	6.23%	27,584						
R&B (POTS) excl SB Or	0.46%	143,468						
R&B (POTS) excl SB Or	7.87%	89						
R&B (POTS) excl SB Or								
Design	5.30%	1,735	1.32%	152		0.01896	2.1033	YES
Design	1.75%	399						
Design	0.00%	1						
Design	0.00%	18						
R&B	6.14%	28,061	10.00%	10		0.07595	-0.5077	YES
R&B	0.22%	309,383	0.00%	2		0.03304	0.0662	YES
R&B	7.22%	97						
R&B	0.00%	53						
R&B (POTS)	6.23%	27,585						
R&B (POTS)	0.22%	308,052	0.00%	2		0.03294	0.0660	YES
R&B (POTS)	7.87%	89						
R&B (POTS)	0.00%	2						
R&B (POTS)	6.23%	27,585	0.00%	2		0.17089	0.3644	YES
R&B (POTS)	0.22%	308,052	0.00%	337		0.00254	0.8566	YES
R&B (POTS)	7.87%	89						
R&B (POTS)	0.00%	2	0.00%	5		0.00000		YES
R&B (POTS)	7.96%	201	3.00%	367		0.02375	2.0895	YES
Digital Loop < DS1	0.00%	217	0.00%	1				
Digital Loop < DS1								
Digital Loop >= DS1	11.04%	154	11.68%	214		0.03311	-0.1943	YES
Digital Loop >= DS1	2.56%	39						
Digital Loop >= DS1								
Digital Loop >= DS1								

R&B (POTS)	7.31%	23,695						
R&B (POTS)	3.49%	266,855						
R&B (POTS)	9.78%	92						
R&B (POTS)	0.00%	2						
DS1/DS3	0.49%	816	0.00%	2		0.04944	0.0991	YES
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	7.25%	23,955	9.80%	204		0.01824	-1.3974	YES
R&B	3.46%	267,915	4.63%	3261		0.00323	-3.5691	NO
R&B	3.55%	111,846	4.08%	1,202		0.00537	-0.9733	YES
R&B	3.46%	133,201	4.95%	2,059		0.00406	-3.6733	NO

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B.2.19.3.2.1	P-9	Loop + Port Combinations/>>=10 circuits/Dispatch/TN(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>>=10 circuits/Switch Based Orders/TN(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>>=10 circuits/Dispatch In/TN(%)
B.2.19.4.1.1	P-9	Combo Other/><10 circuits/Dispatch/TN(%)
B.2.19.4.1.4	P-9	Combo Other/><10 circuits/Dispatch In/TN(%)
B.2.19.4.2.1	P-9	Combo Other/>>=10 circuits/Dispatch/TN(%)
B.2.19.4.2.4	P-9	Combo Other/>>=10 circuits/Dispatch In/TN(%)
B.2.19.5.1.1	P-9	XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.19.5.1.2	P-9	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.5.2.1	P-9	XDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.19.5.2.2	P-9	XDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1.1	P-9	UNE ISDN/><10 circuits/Dispatch/TN(%)
B.2.19.6.1.2	P-9	UNE ISDN/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.2.1	P-9	UNE ISDN/><10 circuits/Dispatch/TN(%)
B.2.19.6.2.2	P-9	UNE ISDN/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.7.1.1	P-9	Line Sharing/><10 circuits/Dispatch/TN(%)
B.2.19.7.1.2	P-9	Line Sharing/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.7.2.1	P-9	Line Sharing/><10 circuits/Dispatch/TN(%)
B.2.19.7.2.2	P-9	Line Sharing/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/><10 circuits/Dispatch/TN(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/><10 circuits/Dispatch/TN(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/NP Design/><10 circuits/Dispatch/TN(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/NP Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/NP Design/><10 circuits/Dispatch/TN(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/NP Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/NP Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/NP Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/><10 circuits/Dispatch/TN(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/><10 circuits/Dispatch/TN(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.14.1.1	P-9	Other Design/><10 circuits/Dispatch/TN(%)
B.2.19.14.1.2	P-9	Other Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.14.2.1	P-9	Other Design/><10 circuits/Dispatch/TN(%)
B.2.19.14.2.2	P-9	Other Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.15.1.1	P-9	Other Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.15.1.2	P-9	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.15.2.1	P-9	Other Non-Design/><10 circuits/Dispatch/TN(%)
B.2.19.15.2.2	P-9	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.16.1.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.16.2.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/(<10 circuits/Dispatch/TN(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/(>=10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	8.41%	107	0.00%	2		0.19809	0.4246	YES
R&B	0.00%	50	0.00%	4		0.00000		YES
R&B	0.00%	28						
R&B	0.00%	22	0.00%	4		0.00000		YES
R&B	6.83%	26,573						
R&B - Disp	8.77%	114						
R&B - Disp	10.22%	3,805	4.40%	318		0.01768	3.2915	YES
R&B - Disp	12.98%	131				0.50918	0.6547	YES
ADSL to Retail	33.33%	6	0.00%	1		0.02989	-0.5319	YES
ADSL to Retail	7.20%	403	8.79%	91				
ISDN - BRI	0.50%	401						
ISDN - BRI	33.33%	3						
ISDN - BRI	0.00%	1						
ADSL to Retail	10.22%	3,805				0.05180	2.5051	YES
ADSL to Retail	12.98%	131	0.00%	62				
ADSL to Retail	33.33%	6						
ADSL to Retail	7.26%	23,955	8.78%	262		0.01611	-0.9454	YES
R&B - Disp	7.26%	23,955						
R&B - Disp	8.41%	107						
R&B - Disp	8.41%	107						
R&B (POTS) excl SB Or	7.30%	23,692						
R&B (POTS) excl SB Or	3.48%	132,641						
R&B (POTS) excl SB Or	9.78%	92						
R&B (POTS) excl SB Or	0.00%	1						
R&B - Disp	7.26%	23,955	0.00%	1		0.25941	0.2797	YES
R&B - Disp	7.26%	23,955						
R&B - Disp	8.41%	107						
R&B - Disp	8.41%	107						
R&B (POTS) excl SB Or	7.30%	23,692						
R&B (POTS) excl SB Or	3.48%	132,641						
R&B (POTS) excl SB Or	9.78%	92						
R&B (POTS) excl SB Or	0.00%	1						
R&B - Disp	7.26%	23,955	2.80%	321		0.01458	3.0568	YES
R&B - Disp	7.26%	23,955						
R&B - Disp	8.41%	107						
R&B - Disp	8.41%	107						
R&B (POTS) excl SB Or	7.30%	23,692						
R&B (POTS) excl SB Or	3.48%	132,641						
R&B (POTS) excl SB Or	9.78%	92						
R&B (POTS) excl SB Or	0.00%	1						
Design	2.94%	2,621	12.50%	16		0.04234	-2.2582	NO
Design	0.68%	591						
Design	14.29%	7						
Design	0.00%	11						
R&B	7.26%	23,955	0.00%	32		0.04589	1.5811	YES
R&B	3.48%	267,915	0.00%	1		0.18323	0.1898	YES
R&B	8.41%	107						
R&B	0.00%	50						
R&B (POTS)	7.31%	23,695						
R&B (POTS)	3.49%	266,855	0.00%	1		0.18356	0.1902	YES
R&B (POTS)	9.78%	92						
R&B (POTS)	0.00%	2						
R&B (POTS)	2.35%	426	5.47%	311		0.01129	-2.7619	NO
Digital Loop < DS1	0.79%	126						

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B 2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/≥=10 circuits/Dispatch w/TN(hours)
B 2.21.14.1	P-5	Other Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.14.1.2	P-5	Other Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.14.2.1	P-5	Other Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.14.2.2	P-5	Other Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.15.1	P-5	Other Non-Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.15.1.2	P-5	Other Non-Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.15.2.1	P-5	Other Non-Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.15.2.2	P-5	Other Non-Design/≥=10 circuits/Dispatch/TN(hours)
B 2.21.16.1	P-5	NP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.16.1.2	P-5	NP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.16.2.1	P-5	NP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.16.2.2	P-5	NP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.17.1	P-5	LNP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.17.1.2	P-5	LNP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.17.2	P-5	LNP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.17.2.2	P-5	LNP (Standalone)≥=10 circuits/Dispatch/TN(hours)
B 2.21.18.1	P-5	Digital Loop < DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.18.1.2	P-5	Digital Loop < DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.18.2	P-5	Digital Loop < DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.18.2.2	P-5	Digital Loop < DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.19.1	P-5	Digital Loop ≥= DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.19.1.2	P-5	Digital Loop ≥= DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.19.2	P-5	Digital Loop ≥= DS1/≥=10 circuits/Dispatch/TN(hours)
B 2.21.19.2.2	P-5	Digital Loop ≥= DS1/≥=10 circuits/Dispatch/TN(hours)

Average Completion Notice Interval: Non-Mechanized	
P-5	Switch Ports<10 circuits/Dispatch/TN(hours)
P-5	Switch Ports<10 circuits/Non-Dispatch/TN(hours)
P-5	Switch Ports>=10 circuits/Dispatch/TN(hours)
P-5	Switch Ports>=10 circuits/Non-Dispatch/TN(hours)
P-5	Local Interface Transport<10 circuits/Dispatch/TN(hours)
P-5	Local Interface Transport<10 circuits/Non-Dispatch/TN(hours)
P-5	Local Interface Transport>=10 circuits/Dispatch/TN(hours)
P-5	Local Interface Transport>=10 circuits/Non-Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/TN(hours)
P-5	Loop + Port Combinations<10 circuits/Dispatch w/TN(hours)
P-5	Loop + Port Combinations>=10 circuits/Dispatch/TN(hours)
P-5	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(hours)
P-5	Loop + Port Combinations>=10 circuits/Switch Based Orders/TN(hours)
P-5	Loop + Port Combinations>=10 circuits/Dispatch w/TN(hours)
P-5	Combo Other<10 circuits/Dispatch/TN(hours)
P-5	Combo Other<10 circuits/Dispatch w/TN(hours)
P-5	Combo Other>=10 circuits/Dispatch/TN(hours)
P-5	Combo Other>=10 circuits/Dispatch w/TN(hours)
P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(hours)
P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(hours)
P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(hours)
P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(hours)
P-5	UNE ISDN<10 circuits/Dispatch/TN(hours)
P-5	UNE ISDN<10 circuits/Non-Dispatch/TN(hours)
P-5	UNE ISDN>=10 circuits/Dispatch/TN(hours)
P-5	UNE ISDN>=10 circuits/Non-Dispatch/TN(hours)
P-5	Line Sharing<10 circuits/Dispatch/TN(hours)
P-5	Line Sharing<10 circuits/Non-Dispatch/TN(hours)
P-5	Line Sharing>=10 circuits/Dispatch/TN(hours)
P-5	Line Sharing>=10 circuits/Non-Dispatch/TN(hours)
P-5	2W Analog Loop Design<10 circuits/Dispatch/TN(hours)
P-5	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog

R&B (POTS) excl SB Or	Design
R&B (POTS) excl SB Or	Design
	Design
	Design
	R&B
	R&B
	R&B
	R&B (POTS)
	R&B (POTS)
	R&B (POTS)
	R&B (POTS)
	R&B (POTS)
	R&B (POTS)
	R&B (POTS)
	Digital Loop < DS1
	Digital Loop < DS1
	Digital Loop < DS1
	Digital Loop < DS1
	Digital Loop >= DS1
	Digital Loop >= DS1
	Digital Loop >= DS1

[illegible][illegible]

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B 2,22,8,2,1	P-5	2W Analog Loop Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,8,2,2	P-5	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,9,1,1	P-5	2W Analog Loop Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,9,1,4	P-5	2W Analog Loop Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,9,2,1	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,9,2,4	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,10,1,1	P-5	2W Analog Loop w/NP Design/><10 circuits/Dispatch/TN(hours)
B 2,22,10,1,2	P-5	2W Analog Loop w/NP Design/><10 circuits/Non-Dispatch/TN(hours)
B 2,22,10,2,1	P-5	2W Analog Loop w/NP Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,10,2,2	P-5	2W Analog Loop w/NP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,11,1,1	P-5	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,11,1,4	P-5	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,11,2,1	P-5	2W Analog Loop w/NP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,11,2,4	P-5	2W Analog Loop w/NP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,12,1,1	P-5	2W Analog Loop w/NP Design/><10 circuits/Dispatch/TN(hours)
B 2,22,12,1,2	P-5	2W Analog Loop w/NP Design/><10 circuits/Non-Dispatch/TN(hours)
B 2,22,12,2,1	P-5	2W Analog Loop w/NP Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,12,2,2	P-5	2W Analog Loop w/NP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,13,1,1	P-5	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,13,1,4	P-5	2W Analog Loop w/NP Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,13,2,1	P-5	2W Analog Loop w/NP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,13,2,4	P-5	2W Analog Loop w/NP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,14,1,1	P-5	Other Design/><10 circuits/Dispatch/TN(hours)
B 2,22,14,1,2	P-5	Other Design/><10 circuits/Non-Dispatch/TN(hours)
B 2,22,14,2,1	P-5	Other Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,14,2,2	P-5	Other Design/>>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,15,1,1	P-5	Other Non-Design/><10 circuits/Dispatch/TN(hours)
B 2,22,15,1,2	P-5	Other Non-Design/><10 circuits/Non-Dispatch/TN(hours)
B 2,22,15,2,1	P-5	Other Non-Design/>>=10 circuits/Dispatch/TN(hours)
B 2,22,15,2,2	P-5	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,16,1,1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)
B 2,22,16,1,2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B 2,22,16,2,1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B 2,22,16,2,2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,17,1,1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)
B 2,22,17,1,2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B 2,22,17,2,1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B 2,22,17,2,2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,18,1,1	P-5	Digital Loop < DS1/(<10 circuits/Dispatch/TN(hours)
B 2,22,18,1,2	P-5	Digital Loop < DS1/(>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,18,2,1	P-5	Digital Loop < DS1/(<10 circuits/Non-Dispatch/TN(hours)
B 2,22,18,2,2	P-5	Digital Loop < DS1/(>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,19,1,1	P-5	Digital Loop >= DS1/(<10 circuits/Dispatch/TN(hours)
B 2,22,19,1,2	P-5	Digital Loop >= DS1/(>=10 circuits/Non-Dispatch/TN(hours)
B 2,22,19,2,1	P-5	Digital Loop >= DS1/(<10 circuits/Dispatch/TN(hours)
B 2,22,19,2,2	P-5	Digital Loop >= DS1/(>=10 circuits/Non-Dispatch/TN(hours)

Total Service Order Cycle Time - Mechanized	
P-10	Switch Ports<10 circuits/Dispatch/TN(days)
P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
P-10	Combo Other<10 circuits/Dispatch/TN(days)
P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			16.67	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			51.96	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			34.65	146				Diagnostic
Diagnostic			20.07	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			53.46	20				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			29.83	7				Diagnostic
Diagnostic			14.00	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.00	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			11.80	12				Diagnostic
Diagnostic			19.29	287				Diagnostic
Diagnostic								Diagnostic
Diagnostic			43.80	268				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			43.37	139				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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Total Service Order Cycle Time - Partially Mechanized

P-10	B 2.25.1.1.1	Switch Ports<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.1.1.2	Switch Ports<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.1.2	Switch Ports>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.1.2.2	Switch Ports>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.2.1	Local Interface Transport<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.2.1.2	Local Interface Transport<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.2.2	Local Interface Transport>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.2.2.2	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.3.1	Loop + Port Combinations<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.3.1.1	Loop + Port Combinations<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.3.1.2	Loop + Port Combinations<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.3.2	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.3.2.2	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.4.1	Combo Other<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.4.1.2	Combo Other<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.4.2	Combo Other>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.4.2.2	Combo Other>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.5.1	XDSL (ADSL, HDSL, and UCL y<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.5.1.2	XDSL (ADSL, HDSL, and UCL y<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.5.2	XDSL (ADSL, HDSL, and UCL y>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.5.2.2	XDSL (ADSL, HDSL, and UCL y>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.6.1	UNE ISDN<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.6.1.2	UNE ISDN<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.6.2	UNE ISDN>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.6.2.2	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.7.1	Line Sharing<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.7.1.2	Line Sharing<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.7.2	Line Sharing>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.7.2.2	Line Sharing>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.8.1	2W Analog Loop Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.8.1.2	2W Analog Loop Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.8.2	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.8.2.2	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.9.1	2W Analog Loop Non-Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.9.1.2	2W Analog Loop Non-Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.9.2	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.9.2.2	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.10.1	2W Analog Loop w/NP Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.10.1.2	2W Analog Loop w/NP Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.10.2	2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.10.2.2	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.11.1	2W Analog Loop w/NP Non-Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.11.1.2	2W Analog Loop w/NP Non-Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.11.2	2W Analog Loop w/NP Non-Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.11.2.2	2W Analog Loop w/NP Non-Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.12.1	2W Analog Loop w/LNP Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.12.1.2	2W Analog Loop w/LNP Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.12.2	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.12.2.2	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.13.1	2W Analog Loop w/LNP Non-Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.13.1.2	2W Analog Loop w/LNP Non-Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.13.2	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-14	B 2.25.13.2.2	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.14.1	Other Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.14.1.2	Other Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.14.2	Other Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.14.2.2	Other Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.15.1	Other Non-Design<=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.15.1.2	Other Non-Design<=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.15.2	Other Non-Design>=10 circuits/Dispatch/TN(days)	Diagnostic						Diagnostic
P-10	B 2.25.15.2.2	Other Non-Design>=10 circuits/Non-Dispatch/TN(days)	Diagnostic						Diagnostic

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B 2.25.16.1.1	P-10	INP (Standalone) ≤ 10 circuits/Dispatch/TN(days)
B 2.25.16.1.2	P-10	INP (Standalone) < 10 circuits/Non-Dispatch/TN(days)
B 2.25.16.2.1	P-10	INP (Standalone) ≥ 10 circuits/Dispatch/TN(days)
B 2.25.16.2.2	P-10	INP (Standalone) ≥ 10 circuits/Non-Dispatch/TN(days)
B 2.25.17.1.1	P-14	LNP (Standalone) ≤ 10 circuits/Dispatch/TN(days)
B 2.25.17.1.2	P-14	LNP (Standalone) < 10 circuits/Non-Dispatch/TN(days)
B 2.25.17.2.1	P-14	LNP (Standalone) ≥ 10 circuits/Dispatch/TN(days)
B 2.25.17.2.2	P-14	LNP (Standalone) ≥ 10 circuits/Non-Dispatch/TN(days)
B 2.25.18.1.1	P-10	Digital Loop $< DS1/1 < 10$ circuits/Dispatch/TN(days)
B 2.25.18.1.2	P-10	Digital Loop $< DS1/1 < 10$ circuits/Non-Dispatch/TN(days)
B 2.25.18.2.1	P-10	Digital Loop $> DS1/1 \geq 10$ circuits/Dispatch/TN(days)
B 2.25.18.2.2	P-10	Digital Loop $> DS1/1 \geq 10$ circuits/Non-Dispatch/TN(days)
B 2.25.19.1.1	P-10	Digital Loop $\geq DS1/1 < 10$ circuits/Dispatch/TN(days)
B 2.25.19.1.2	P-10	Digital Loop $\geq DS1/1 < 10$ circuits/Non-Dispatch/TN(days)
B 2.25.19.2.1	P-10	Digital Loop $\geq DS1/1 \geq 10$ circuits/Dispatch/TN(days)
B 2.25.19.2.2	P-10	Digital Loop $\geq DS1/1 \geq 10$ circuits/Non-Dispatch/TN(days)

P-10	Switch Ports<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Switch Ports<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Combo Other/<10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	Combo Other/>=10 circuits/Dispatch/TN(days)	3.2, 26.6, 11.2
P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	UNE ISDN<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	UNE ISDN<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	Line Sharing<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	Line Sharing<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	Line Sharing>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	Line Sharing>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1
P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/TN(days)	2.26, 6.5, 1.1

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			8.01	103				Diagnostic
Diagnostic								Diagnostic
Diagnostic			9.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.31	13				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			12.33	6				Diagnostic
Diagnostic			1.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			1.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.00	1				Diagnostic
Diagnostic			1.36	114				Diagnostic
Diagnostic								Diagnostic
Diagnostic			2.67	2				Diagnostic
Diagnostic			9.84	203				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7.70	92				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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P-14	2W Analog Loop w/ NP Design<10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Design<10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Design>=10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Design>=10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Non-Design<10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Non-Design<10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Non-Design<10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Non-Design>=10 circuits/Dispatch/TN(days)
P-14	2W Analog Loop w/ NP Non-Design>=10 circuits/Dispatch/TN(days)
P-10	Other Design<10 circuits/Dispatch/TN(days)
P-10	Other Design>=10 circuits/Dispatch/TN(days)
P-10	Other Design>=10 circuits/Dispatch/TN(days)
P-10	Other Non-Design<10 circuits/Dispatch/TN(days)
P-10	Other Non-Design<10 circuits/Dispatch/TN(days)
P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)
P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)
P-10	INP (Standalone)<10 circuits/Dispatch/TN(days)
P-10	INP (Standalone)>=10 circuits/Dispatch/TN(days)
P-10	INP (Standalone)>=10 circuits/Dispatch/TN(days)
P-14	INP (Standalone)<10 circuits/Dispatch/TN(days)
P-14	INP (Standalone)>=10 circuits/Dispatch/TN(days)
P-14	INP (Standalone)>=10 circuits/Dispatch/TN(days)
P-14	Digital Loop < DS17<10 circuits/Dispatch/TN(days)
P-10	Digital Loop < DS17<10 circuits/Dispatch/TN(days)
P-10	Digital Loop < DS17>=10 circuits/Dispatch/TN(days)
P-10	Digital Loop < DS17>=10 circuits/Dispatch/TN(days)
P-10	Digital Loop >= DS17<10 circuits/Dispatch/TN(days)
P-10	Digital Loop >= DS17>=10 circuits/Dispatch/TN(days)
P-10	Digital Loop >= DS17>=10 circuits/Dispatch/TN(days)
P-10	Digital Loop >= DS17>=10 circuits/Dispatch/TN(days)

Total Service Order Cycle Time (offered) - Mechanized	
P-10	Switch Ports<10 circuits/Dispatch/TN(days)
P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport<10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport<10 circuits/Non-Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Dispatch/TN(days)
P-10	Local Interface Transport>=10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
P-10	Combo Other<10 circuits/Dispatch/TN(days)
P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
P-10	Combo Other>=10 circuits/Dispatch/TN(days)
P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
P-10	ADSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
P-10	ADSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
P-10	ADSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
P-10	ADSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
P-10	Line Shaming<10 circuits/Dispatch/TN(days)
P-10	Line Shaming<10 circuits/Non-Dispatch/TN(days)
P-10	Line Shaming>=10 circuits/Dispatch/TN(days)
P-10	Line Shaming>=10 circuits/Non-Dispatch/TN(days)

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P-10	2W Analog Loop	Design<=10 circuits/Dispatch/TN(days)
B 2,28,8,1,1		
P-10	2W Analog Loop	Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,8,1,2		
P-10	2W Analog Loop	Design>=10 circuits/Dispatch/TN(days)
B 2,28,8,1,3		
P-10	2W Analog Loop	Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,8,2,1		
P-10	2W Analog Loop	Non-Design<=10 circuits/Dispatch/TN(days)
B 2,28,9,1,1		
P-10	2W Analog Loop	Non-Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,9,1,2		
P-10	2W Analog Loop	Non-Design>=10 circuits/Dispatch/TN(days)
B 2,28,9,2,1		
P-10	2W Analog Loop	Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,9,2,2		
P-10	2W Analog Loop w/NP	Design<=10 circuits/Dispatch/TN(days)
B 2,28,10,1,1		
P-10	2W Analog Loop w/NP	Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,10,1,2		
P-10	2W Analog Loop w/NP	Design>=10 circuits/Dispatch/TN(days)
B 2,28,10,2,1		
P-10	2W Analog Loop w/NP	Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,10,2,2		
P-10	2W Analog Loop w/NP	Design<=10 circuits/Dispatch/TN(days)
B 2,28,11,1,1		
P-10	2W Analog Loop w/NP	Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,11,1,2		
P-10	2W Analog Loop w/NP	Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,11,2,1		
P-10	2W Analog Loop w/NP	Non-Design>=10 circuits/Dispatch/TN(days)
B 2,28,11,2,2		
P-14	2W Analog Loop w/LNP	Design<=10 circuits/Dispatch/TN(days)
B 2,28,12,1,1		
P-14	2W Analog Loop w/LNP	Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,12,1,2		
P-14	2W Analog Loop w/LNP	Design>=10 circuits/Dispatch/TN(days)
B 2,28,12,2,1		
P-14	2W Analog Loop w/LNP	Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,12,2,2		
P-14	2W Analog Loop w/LNP	Non-Design<=10 circuits/Dispatch/TN(days)
B 2,28,13,1,1		
P-14	2W Analog Loop w/LNP	Non-Design<=10 circuits/Non-Dispatch/TN(days)
B 2,28,13,1,2		
P-14	2W Analog Loop w/LNP	Non-Design>=10 circuits/Dispatch/TN(days)
B 2,28,13,2,1		
P-14	2W Analog Loop w/LNP	Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,28,13,2,2		
P-10	Other Design<=10 circuits/Dispatch/TN(days)	
B 2,28,14,1,1		
P-10	Other Design<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,14,1,2		
P-10	Other Design>=10 circuits/Dispatch/TN(days)	
B 2,28,14,2,1		
P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,15,1,1		
P-10	Other Non-Design<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,15,1,2		
P-10	Other Non-Design<=10 circuits/Dispatch/TN(days)	
B 2,28,15,2,1		
P-10	Other Non-Design>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,15,2,2		
P-10	INP (Standalone)<=10 circuits/Dispatch/TN(days)	
B 2,28,16,1,1		
P-10	INP (Standalone)<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,16,1,2		
P-10	INP (Standalone)>=10 circuits/Dispatch/TN(days)	
B 2,28,16,2,1		
P-10	INP (Standalone)>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,16,2,2		
P-14	LNP (Standalone)<=10 circuits/Dispatch/TN(days)	
B 2,28,17,1,1		
P-14	LNP (Standalone)<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,17,1,2		
P-14	LNP (Standalone)>=10 circuits/Dispatch/TN(days)	
B 2,28,17,2,1		
P-14	LNP (Standalone)>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,17,2,2		
P-10	Digital Loop < DS1<=10 circuits/Dispatch/TN(days)	
B 2,28,18,1,1		
P-10	Digital Loop < DS1<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,18,1,2		
P-10	Digital Loop < DS1>=10 circuits/Dispatch/TN(days)	
B 2,28,18,2,1		
P-10	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,18,2,2		
P-10	Digital Loop >= DS1<=10 circuits/Dispatch/TN(days)	
B 2,28,19,1,1		
P-10	Digital Loop >= DS1<=10 circuits/Non-Dispatch/TN(days)	
B 2,28,19,1,2		
P-10	Digital Loop >= DS1>=10 circuits/Dispatch/TN(days)	
B 2,28,19,2,1		
P-10	Digital Loop >= DS1>=10 circuits/Non-Dispatch/TN(days)	
B 2,28,19,2,2		

Total Service Order Cycle Time (offered) - Partially Mechanized	
P-10	Switch Ports<10 circuits/Dispatch/TN(days)
P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)

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B-229.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B-229.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B-229.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B-229.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B-229.5.1.1	P-10	xDSL ADSL HDSL and UCLY<10 circuits/Dispatch/TN(days)
B-229.5.1.2	P-10	xDSL ADSL HDSL and UCLY<10 circuits/Non-Dispatch/TN(days)
B-229.5.2.1	P-10	xDSL ADSL HDSL and UCLY>=10 circuits/Dispatch/TN(days)
B-229.5.2.2	P-10	xDSL ADSL HDSL and UCLY>=10 circuits/Non-Dispatch/TN(days)
B-229.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B-229.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B-229.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
B-229.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
B-229.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B-229.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B-229.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B-229.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B-229.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B-229.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B-229.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B-229.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B-229.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B-229.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B-229.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B-229.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B-229.10.1.1	P-10	2W Analog Loop w/NP Design<10 circuits/Dispatch/TN(days)
B-229.10.1.2	P-10	2W Analog Loop w/NP Design<10 circuits/Non-Dispatch/TN(days)
B-229.10.2.1	P-10	2W Analog Loop w/NP Design>=10 circuits/Dispatch/TN(days)
B-229.10.2.2	P-10	2W Analog Loop w/NP Design>=10 circuits/Non-Dispatch/TN(days)
B-229.11.1	P-10	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B-229.11.2	P-10	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B-229.12.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B-229.12.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(days)
B-229.13.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B-229.13.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B-229.13.2.1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B-229.13.2.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B-229.14.1.1	P-10	Other Design<10 circuits/Dispatch/TN(days)
B-229.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/TN(days)
B-229.14.2.1	P-10	Other Design>=10 circuits/Dispatch/TN(days)
B-229.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)
B-229.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/TN(days)
B-229.15.1.2	P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)
B-229.15.2.1	P-10	Other Non-Design>=10 circuits/Non-Dispatch/TN(days)
B-229.15.2.2	P-10	Other Non-Design>=10 circuits/Dispatch/TN(days)
B-229.16.1.1	P-10	INP (Standalone)<10 circuits/Dispatch/TN(days)
B-229.16.1.2	P-10	INP (Standalone)<10 circuits/Non-Dispatch/TN(days)
B-229.16.2.1	P-10	INP (Standalone)>=10 circuits/Dispatch/TN(days)
B-229.16.2.2	P-10	INP (Standalone)>=10 circuits/Non-Dispatch/TN(days)
B-229.17.1.1	P-14	LNP (Standalone)<10 circuits/Dispatch/TN(days)
B-229.17.1.2	P-14	LNP (Standalone)<10 circuits/Non-Dispatch/TN(days)
B-229.17.2.1	P-14	LNP (Standalone)>=10 circuits/Dispatch/TN(days)
B-229.17.2.2	P-14	LNP (Standalone)>=10 circuits/Non-Dispatch/TN(days)
B-229.18.1	P-10	Digital Loop < DS1<10 circuits/Dispatch/TN(days)
B-229.18.2	P-10	Digital Loop < DS1<10 circuits/Non-Dispatch/TN(days)
B-229.18.2.1	P-10	Digital Loop < DS1>=10 circuits/Dispatch/TN(days)
B-229.18.2.2	P-10	Digital Loop < DS1>=10 circuits/Non-Dispatch/TN(days)
B-229.19.1.1	P-10	Digital Loop >= DS1<10 circuits/Dispatch/TN(days)
B-229.19.1.2	P-10	Digital Loop >= DS1<10 circuits/Non-Dispatch/TN(days)

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B 2,29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(days)
B 2,29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(days)
	Total Service Order Cycle Time (offered) - Non-Mechanized	
B 2,30.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B 2,30.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B 2,30.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B 2,30.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B 2,30.2.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B 2,30.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
B 2,30.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B 2,30.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
B 2,30.3.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B 2,30.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B 2,30.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B 2,30.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B 2,30.4.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B 2,30.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B 2,30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)
B 2,30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)
B 2,30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN(days)
B 2,30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN(days)
B 2,30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
B 2,30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(days)
B 2,30.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B 2,30.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B 2,30.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
B 2,30.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
B 2,30.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B 2,30.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B 2,30.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B 2,30.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B 2,30.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B 2,30.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B 2,30.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B 2,30.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B 2,30.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B 2,30.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B 2,30.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.10.1.1	P-10	2W Analog Loop w/HP Design<10 circuits/Dispatch/TN(days)
B 2,30.10.1.2	P-10	2W Analog Loop w/HP Design<10 circuits/Non-Dispatch/TN(days)
B 2,30.10.2.1	P-10	2W Analog Loop w/HP Design>=10 circuits/Dispatch/TN(days)
B 2,30.10.2.2	P-10	2W Analog Loop w/HP Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.11.1	P-10	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B 2,30.11.1.2	P-10	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B 2,30.11.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B 2,30.11.2.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.12.1	P-10	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B 2,30.12.1.2	P-10	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B 2,30.12.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B 2,30.13.1.1	P-10	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B 2,30.13.1.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B 2,30.13.2.1	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.13.2.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.14.1.1	P-10	Other Design<10 circuits/Dispatch/TN(days)
B 2,30.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/TN(days)
B 2,30.14.2.1	P-10	Other Design>=10 circuits/Dispatch/TN(days)
B 2,30.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)
B 2,30.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/TN(days)
B 2,30.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			11.00	1				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			3.50	14				Diagnostic Diagnostic
Diagnostic Diagnostic			3.25	179				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			7.13	117				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			12.99	92				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			5.67	33				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			9.03	86				Diagnostic Diagnostic
Diagnostic Diagnostic			8.00	1				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			8.00	1				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			8.12	100				Diagnostic Diagnostic
Diagnostic Diagnostic			9.00	1				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			7.92	12				Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic								Diagnostic Diagnostic
Diagnostic Diagnostic			12.33	6				Diagnostic Diagnostic
Diagnostic Diagnostic			1.50	2				Diagnostic Diagnostic

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
P-10 Other Non-Design/>>=10 circuits/Dispatch/TN(days)								Diagnostic
P-10 Other Non-Design/>>=10 circuits/Non-Dispatch/TN(days)								Diagnostic
P-10 INP (Standalone)/<10 circuits/Dispatch/TN(days)								Diagnostic
P-10 INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)			1.50	2				Diagnostic
P-10 INP (Standalone)/>=10 circuits/Dispatch/TN(days)								Diagnostic
P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)								Diagnostic
P-14 LNP (Standalone)/<10 circuits/Dispatch/TN(days)			13.00	1				Diagnostic
P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)			1.36	114				Diagnostic
P-14 LNP (Standalone)/>=10 circuits/Dispatch/TN(days)			2.67	2				Diagnostic
P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)			9.91	195				Diagnostic
P-10 Digital Loop < DS1/<10 circuits/Dispatch/TN(days)								Diagnostic
P-10 Digital Loop < DS1/≥10 circuits/Dispatch/TN(days)								Diagnostic
P-10 Digital Loop < DS1/≥10 circuits/Non-Dispatch/TN(days)								Diagnostic
P-10 Digital Loop ≥ DS1/<10 circuits/Dispatch/TN(days)			7.68	91				Diagnostic
P-10 Digital Loop ≥ DS1/<10 circuits/Non-Dispatch/TN(days)								Diagnostic
P-10 Digital Loop ≥ DS1/≥10 circuits/Dispatch/TN(days)								Diagnostic
P-10 Digital Loop ≥ DS1/≥10 circuits/Non-Dispatch/TN(days)								Diagnostic

	Disconnect Timeouts		>= 95% w in 15 min	
	P-13	LNPTN(%)		
B.2.3.1.1				
% Cooperative Test Attempts for xDSL				
B.2.3.3.1	P-8	xDSL (ADSL, HDSL and UCL)TN(%)		
B.2.3.3.2	P-8	xDSL OtherTN(%)	99.57%	232
				YES

	Service Order Accuracy	>= 95%	>= 85%	>= 70%	No
B 2 34 1 1 1	P-11 Design (Specialty < 10 circuits) Dispatch/TN (%)	82.13%	267		
B 2 34 1 1 2	P-11 Design (Specialty < 10 circuits) Non-Dispatch/TN (%)		151		
B 2 34 1 1 2	P-11 Design (Specialty < 10 circuits) Dispatch/TN (%)	72.19%			
B 2 34 1 2	P-11 Design (Specialty >= 10 circuits) Dispatch/TN (%)		2		
B 2 34 2 1	P-11 Design (Specialty < 10 circuits) Dispatch/TN (%)	0.00%			
B 2 34 2 1	P-11 Design (Specialty < 10 circuits) Non-Dispatch/TN (%)	78.43%	51		
B 2 34 2 1	P-11 Design (Specialty < 10 circuits) Dispatch/TN (%)	72.88%	531		
B 2 34 2 1	P-11 Design (Specialty < 10 circuits) Non-Dispatch/TN (%)	80.00%	5		
B 2 34 2 2	P-11 Design (Specialty >= 10 circuits) Dispatch/TN (%)	73.33%	15		
B 2 34 2 2	P-11 Design (Specialty >= 10 circuits) Non-Dispatch/TN (%)				

Unbundled Network Elements - Maintenance and Repair

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Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN(%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN(%)
B.3.2.2.1	M&R-2	Local Interface Transport/Dispatch/TN(%)
B.3.2.2.2	M&R-2	Local Interface Transport/Non-Dispatch/TN(%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN(%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN(%)
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN(%)
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN(%)
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN(%)
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN(%)
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN(%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN(%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN(%)
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN(%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN(%)
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN(%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN(%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN(%)

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN(hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN(hours)
B.3.3.2.1	M&R-3	Local Interface Transport/Dispatch/TN(hours)
B.3.3.2.2	M&R-3	Local Interface Transport/Non-Dispatch/TN(hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN(hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN(hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN(hours)
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN(hours)
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(hours)
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(hours)
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN(hours)
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN(hours)
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN(hours)
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN(hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN(hours)
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN(hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN(hours)
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN(hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN(hours)
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN(hours)
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN(hours)
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN(hours)
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN(hours)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN(hours)

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)
B.3.4.2.1	M&R-4	Local Interface Transport/Dispatch/TN(%)
B.3.4.2.2	M&R-4	Local Interface Transport/Non-Dispatch/TN(%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)

Benchmark / Analog

R&B (POTS)	R&B (POTS)
DS/DS3	DS/DS3
DS/DS3	DS/DS3
R&B	R&B
R&B	R&B
R&B&D - Disp	R&B&D - Disp
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
R&B - Disp	R&B - Disp
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
Design	Design
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

Benchmark / Analog

R&B (POTS)	R&B (POTS)
DS/DS3	DS/DS3
DS/DS3	DS/DS3
R&B	R&B
R&B	R&B
R&B&D - Disp	R&B&D - Disp
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
R&B - Disp	R&B - Disp
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
Design	Design
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

Benchmark / Analog

R&B (POTS)	R&B (POTS)
DS/DS3	DS/DS3
DS/DS3	DS/DS3
R&B	R&B
R&B	R&B
R&B&D - Disp	R&B&D - Disp
R&B&D - Disp	R&B&D - Disp
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
ISDN - BRI	ISDN - BRI
ISDN - BRI	ISDN - BRI
ADSL to Retail	ADSL to Retail
ADSL to Retail	ADSL to Retail
R&B - Disp	R&B - Disp
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
R&B (POTS) excl SB FT	R&B (POTS) excl SB FT
Design	Design
Design	Design
R&B	R&B
R&B (POTS)	R&B (POTS)
R&B (POTS)	R&B (POTS)

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B.3.4.5.2	M&R.4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.4.6.1	M&R.4	UNE (SDN)/Dispatch/TN(%)
B.3.4.6.2	M&R.4	UNE (SDN)/Non-Dispatch/TN(%)
B.3.4.7.1	M&R.4	Line Sharing/Dispatch/TN(%)
B.3.4.7.2	M&R.4	Line Sharing/Non-Dispatch/TN(%)
B.3.4.8.1	M&R.4	2W Analog Loop Design/Dispatch/TN(%)
B.3.4.8.2	M&R.4	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.4.9.1	M&R.4	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.4.9.2	M&R.4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.4.10.1	M&R.4	Other Design/Dispatch/TN(%)
B.3.4.10.2	M&R.4	Other Design/Non-Dispatch/TN(%)
B.3.4.11.1	M&R.4	Other Non-Design/Dispatch/TN(%)
B.3.4.11.2	M&R.4	Other Non-Design/Non-Dispatch/TN(%)
B.3.4.12.1	M&R.4	LNP (Standalone)/Dispatch/TN(%)
B.3.4.12.2	M&R.4	LNP (Standalone)/Non-Dispatch/TN(%)

Out of Service > 24 hours

B.3.5.1.1	M&R.5	Switch Ports/Dispatch/TN(%)
B.3.5.1.2	M&R.5	Switch Ports/Non-Dispatch/TN(%)
B.3.5.2.1	M&R.5	Local Interface Transport/Dispatch/TN(%)
B.3.5.2.2	M&R.5	Local Interface Transport/Non-Dispatch/TN(%)
B.3.5.3.1	M&R.5	Loop + Port Combinations/Dispatch/TN(%)
B.3.5.3.2	M&R.5	Loop + Port Combinations/Non-Dispatch/TN(%)
B.3.5.4.1	M&R.5	Combo Other/Dispatch/TN(%)
B.3.5.4.2	M&R.5	Combo Other/Non-Dispatch/TN(%)
B.3.5.5.1	M&R.5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.3.5.5.2	M&R.5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.3.5.6.1	M&R.5	UNE (SDN)/Dispatch/TN(%)
B.3.5.6.2	M&R.5	UNE (SDN)/Non-Dispatch/TN(%)
B.3.5.7.1	M&R.5	Line Sharing/Dispatch/TN(%)
B.3.5.7.2	M&R.5	Line Sharing/Non-Dispatch/TN(%)
B.3.5.8.1	M&R.5	2W Analog Loop Design/Dispatch/TN(%)
B.3.5.8.2	M&R.5	2W Analog Loop Design/Non-Dispatch/TN(%)
B.3.5.9.1	M&R.5	2W Analog Loop Non-Design/Dispatch/TN(%)
B.3.5.9.2	M&R.5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)
B.3.5.10.1	M&R.5	Other Design/Dispatch/TN(%)
B.3.5.10.2	M&R.5	Other Design/Non-Dispatch/TN(%)
B.3.5.11.1	M&R.5	Other Non-Design/Dispatch/TN(%)
B.3.5.11.2	M&R.5	Other Non-Design/Non-Dispatch/TN(%)
B.3.5.12.1	M&R.5	LNP (Standalone)/Dispatch/TN(%)
B.3.5.12.2	M&R.5	LNP (Standalone)/Non-Dispatch/TN(%)

Unbundled Network Elements - Billing

B.4.1	Invoice Accuracy	
B.4.1	B-1	TN(%)
B.4.2	Mean Time to Deliver Invoices - CRIS	
B.4.2	B-2	Region(business days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	22.73%	44	7.69%	13		0.13229	1.1365	YES
ISDN - BRI	33.05%	466	17.76%	45		0.07343	2.0795	YES
ISDN - BRI	31.24%	493	7.69%	13		0.13022	1.8080	YES
ADSL to Retail	23.58%	492						
ADSL to Retail	22.73%	44	63.64%	11		0.14127	-2.8958	NO
R&B - Disp	23.40%	61,176	11.85%	422		0.02068	5.5844	YES
R&B - Disp	23.40%	61,176	10.83%	157		0.03383	3.7151	YES
R&B (POTS) excl SB FT	23.46%	60,342						
R&B (POTS) excl SB FT	20.74%	27,732						
Design	40.54%	1,734	75.00%	4		0.24577	-1.4020	YES
Design	38.89%	1,746	100.00%	1		0.48764	-1.2532	YES
R&B	23.40%	61,176	15.00%	20		0.09468	0.8868	YES
R&B	20.35%	30,897	7.69%	13		0.11169	1.1337	YES
R&B (POTS)	23.50%	60,579						
R&B (POTS)	20.46%	30,557						

R&B (POTS)	44.59%	39,430						
R&B (POTS)	25.90%	10,974						
DS1/DS3	0.54%	552	0.00%	1		0.07359	0.0739	YES
DS1/DS3	0.00%	337	0.00%	4		0.00000		YES
R&B	44.25%	39,783	13.16%	433		0.02400	12.9543	YES
R&B	25.55%	11,141	2.82%	177		0.03304	6.8786	YES
R&B&D - Disp	42.61%	41,502	0.00%	8		0.17485	2.4372	YES
R&B&D - Disp	42.61%	41,502	0.00%	2		0.34968	1.2187	YES
ADSL to Retail	0.00%	1	6.06%	33		0.06000		NO
ADSL to Retail	16.52%	466	6.67%	45		0.05798	1.7002	YES
ISDN - BRI	2.44%	491	7.69%	13		0.04339	-1.2096	YES
ISDN - BRI	0.00%	1						
ADSL to Retail								
R&B - Disp	44.25%	39,783	4.27%	422		0.02431	16.4514	YES
R&B - Disp	44.25%	39,783	3.82%	157		0.03972	10.1795	YES
R&B (POTS) excl SB FT	44.60%	39,415						
R&B (POTS) excl SB FT	25.92%	10,962						
Design	4.79%	1,734	0.00%	4		0.10686	0.4479	YES
Design	1.15%	1,744	0.00%	1		0.10650	0.1077	YES
R&B	44.25%	39,783	8.33%	12		0.14340	2.5048	YES
R&B	25.55%	11,141	0.00%	4		0.21812	1.1716	YES
R&B (POTS)	44.59%	39,430						
R&B (POTS)	25.90%	10,974						

BST - State	99.02%	\$199,231,620	99.85%	\$1,145,614	0.00009	-90.5309	YES
BST - Region	3.98	1	3.54	1,208			YES

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Benchmark /
Analog

Equity

ZScore

Standard
Error

Standard
Deviation

CLEC
Volume

CLEC
Measure

BST
Volume

BST
Measure

Local Interconnection Trunks - Ordering									
C.1.1	% Rejected Service Requests								
	O-7 Local Interconnection Trunks/TN(%)								Diagnostic
C.1.2	Reject Interval								
	O-8 Local Interconnection Trunks/TN(%)								>= 85% w in 4 days
C.1.3	FOC Timeliness								
	O-9 Local Interconnection Trunks/TN(%)								>= 95% w in 10 days
C.1.4	FOC & Reject Response Completeness								
	O-11 Local Interconnection Trunks/TN(%)								>= 95%
C.1.5	FOC & Reject Response Completeness (Multiple Responses)								
	O-11 Local Interconnection Trunks/TN(%)								>= 95%

Local Interconnection Trunks - Provisioning									
C.2.1	Order Completion Interval								
	P-4 Local Interconnection Trunks/TN(days)								Parity w Retail
C.2.2	Held Orders								
	P-1 Local Interconnection Trunks/TN(days)								Parity w Retail
C.2.3	% Jeopardies								
	P-2 Local Interconnection Trunks/TN(%)								Parity w Retail
C.2.4	Average Jeopardy Notice Interval								
	P-2 Local Interconnection Trunks/TN(hours)								95% >= 48 hrs
C.2.5	% Missed Installation Appointments								
	P-3 Local Interconnection Trunks/TN(%)								Parity w Retail
C.2.6	% Provisioning Troubles within 30 Days								
	P-9 Local Interconnection Trunks/TN(%)								Parity w Retail
C.2.7	Average Completion Notice Interval								
	P-5 Local Interconnection Trunks/TN(hours)								Parity w Retail
C.2.8	Total Service Order Cycle Time								
	P-10 Local Interconnection Trunks/TN(days)								Diagnostic
C.2.9	Total Service Order Cycle Time (offered)								
	P-10 Local Interconnection Trunks/TN(days)								Diagnostic

Service Order Accuracy									
C.2.11.1.1	P-11 Local Interconnection Trunks<10 circuits/Dispatch/TN(%)								>= 95%
C.2.11.1.2	P-11 Local Interconnection Trunks<10 circuits/Non-Dispatch/TN(%)								>= 95%
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)								>= 95%
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)								>= 95%

Local Interconnection Trunks - Maintenance and Repair									
C.3.1.1	Missed Repair Appointments								
C.3.1.2	MAR-1 Local Interconnection Trunks/Dispatch/TN(%)								Parity w Retail
	MAR-1 Local Interconnection Trunks/Non-Dispatch/TN(%)								Parity w Retail
C.3.2.1	Customer Trouble Report Rate								
C.3.2.2	MAR-2 Local Interconnection Trunks/Dispatch/TN(%)								Parity w Retail
	MAR-2 Local Interconnection Trunks/Non-Dispatch/TN(%)								Parity w Retail
C.3.3.1	Maintenance Average Duration								
C.3.3.2	MAR-3 Local Interconnection Trunks/Dispatch/TN(hours)								Parity w Retail
	MAR-3 Local Interconnection Trunks/Non-Dispatch/TN(hours)								Parity w Retail

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Tennessee, August 2001

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BellSouth Monthly State Summary Tennessee, August 2001

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC									
D.1.1.1	OSS-2	EDIRRegion(%)	>= 99.5%					100.00%	YES
D.1.1.2	OSS-2	HALRegion(%)	>= 99.5%					100.00%	YES
D.1.1.3	OSS-2	LENSRegion(%)	>= 99.5%					99.98%	YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%					100.00%	YES
D.1.1.5	OSS-2	LEO UNIV/Region(%)	>= 99.5%					100.00%	YES
D.1.1.6	OSS-2	LESOCRegion(%)	>= 99.5%					100.00%	YES
D.1.1.7	OSS-2	TACRegion(%)	>= 99.5%					99.96%	YES
D.1.1.8	OSS-2	PSIMSRegion(%)	>= 99.5%					100.00%	YES

% Interface Availability - BST & CLEC									
D.1.2.1	OSS-2	ATLAS/COFFRegion(%)	>= 99.5%					99.98%	YES
D.1.2.2	OSS-2	BOCRISRegion(%)	>= 99.5%					99.98%	YES
D.1.2.3	OSS-2	DSAPRegion(%)	>= 99.5%					99.97%	YES
D.1.2.4	OSS-2	RSAGRegion(%)	>= 99.5%					99.98%	YES
D.1.2.5	OSS-2	SOCRegion(%)	>= 99.5%					99.98%	YES
D.1.2.6	OSS-2	SONGSRegion(%)	>= 99.5%					99.98%	YES
D.1.2.7	OSS-2	DOERegion(%)	>= 99.5%					100.00%	YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%					100.00%	YES
D.1.2.9	OSS-2	COGRegion(%)	>= 99.5%					100.00%	YES
D.1.2.10	OSS-2	DOMRegion(%)	>= 99.5%					100.00%	YES
D.1.2.11	OSS-2	SOCRegion(%)	>= 99.5%					100.00%	YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

D.1.3.1.1	OSS-1	RSAG by TN/Region (seconds)	2.95	3,427,277	1.66	380,527	YES
D.1.3.1.2	OSS-1	RSAG by TN/Region (seconds)	3.42	7,932	1.66	380,527	YES
D.1.3.1.3	OSS-1	RSAG by ADDR/Region (seconds)	3.09	9,624,558	1.50	226,720	YES
D.1.3.1.4	OSS-1	RSAG by ADDR/Region (seconds)	5.76	705,143	1.50	226,720	YES
D.1.3.1.5	OSS-1	ATLAS/Region (seconds)	2.68	308,812	1.09	86,848	YES
D.1.3.1.6	OSS-1	ATLAS/Region (seconds)	2.67	331,119	0.81	2,958	YES
D.1.3.1.7	OSS-1	DSAP/Region (seconds)	3.35	5,359,212	1.41	1,226,058	YES
D.1.3.1.8	OSS-1	CRSECSRU/Region (seconds)	3.25	5,272,219	1.41	1,226,058	YES
D.1.3.1.9	OSS-1	COFFVUSOC/Region (seconds)	4.13	11,468,794	1.39	47,829	YES
D.1.3.1.10	OSS-1	COFFVUSOC/Region (seconds)	4.38	686,974	1.39	47,829	YES
D.1.3.1.11	OSS-1	PSIMS/ORB/Region (seconds)	4.13	11,468,794	0.03	103,421	YES
D.1.3.1.12	OSS-1	PSIMS/ORB/Region (seconds)	4.38	686,974	0.03	103,421	YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

D.1.4.1.1	OSS-1	RSAG by TN/Region (seconds)	2.95	3,427,277	1.67	242,529	YES
D.1.4.1.2	OSS-1	RSAG by TN/Region (seconds)	3.42	7,932	1.67	242,529	YES
D.1.4.1.3	OSS-1	RSAG by ADDR/Region (seconds)	3.09	9,624,558	2.07	50,495	YES
D.1.4.1.4	OSS-1	RSAG by ADDR/Region (seconds)	5.76	705,143	2.07	50,495	YES
D.1.4.1.5	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.6	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.7	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.8	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.9	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.10	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.11	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.12	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.13	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.14	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.15	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.16	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.17	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.18	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.19	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.20	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.21	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.22	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.23	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.24	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.25	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.26	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.27	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.28	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.29	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.30	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.31	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.32	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.33	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.34	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.35	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.36	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.37	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.38	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.39	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.40	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.41	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.42	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.43	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.44	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.45	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.46	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.47	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.48	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.49	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.50	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.51	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.52	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.53	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.54	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.55	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.56	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.57	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.58	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.59	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.60	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.61	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.62	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.63	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.64	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.65	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.66	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.67	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.68	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.69	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.70	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.71	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.72	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.73	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.74	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.75	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.76	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.77	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.78	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.79	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.80	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.81	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.82	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.83	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.84	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.85	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.86	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.87	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.88	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.89	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.90	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.91	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic
D.1.4.1.92	OSS-1	ATLAS - MLV/Region (seconds)					Diagnostic

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Operations Support Systems - Maintenance and Repair

	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.2.1.1		100.00%							YES
D.2.2.1				100.00%					YES
D.2.2.2				100.00%					YES
D.2.3.1				99.98%					YES
D.2.3.2				99.99%					YES
D.2.3.3				100.00%					YES
D.2.3.4				100.00%					YES
D.2.3.5				100.00%					YES
D.2.3.6				100.00%					YES
D.2.3.7				99.98%					YES
D.2.4.1.1	Parity w Retail	95.63%	2,038,959	94.89%	102,038		0.00065	12.3892	NO
D.2.4.1.2	Parity w Retail	98.85%	2,038,959	99.30%	102,038		0.00034	-12.1811	YES
D.2.4.1.3	Parity w Retail	1.11%	2,038,959	0.70%	102,038		0.00034	-12.1811	YES
D.2.4.2.1	Parity w Retail	10.25%	54,659	11.60%	905		0.01016	-1.3332	YES
D.2.4.2.2	Parity w Retail	81.47%	54,659	85.17%	905		0.01302	-5.9125	YES
D.2.4.2.3	Parity w Retail	18.53%	54,659	10.83%	905		0.01302	-5.9125	YES
D.2.4.3.1	Parity w Retail	5.62%	37,312	19.87%	35,799		0.00170	-83.5915	YES
D.2.4.3.2	Parity w Retail	88.70%	37,312	97.82%	35,799		0.00234	-38.9446	YES
D.2.4.3.3	Parity w Retail	11.30%	37,312	2.10%	35,799		0.00019	7.9602	NO
D.2.4.3.4	Parity w Retail	99.66%	2,038,896	99.51%	102,157		0.00015	2.4160	NO
D.2.4.4.1	Parity w Retail	0.22%	2,038,896	0.25%	102,157		0.00015	-2.4160	NO
D.2.4.4.2	Parity w Retail	97.61%	1,520,904	96.98%	61,925		0.00063	9.9834	NO
D.2.4.4.3	Parity w Retail	99.79%	1,520,904	99.51%	61,925		0.00019	-14.7625	NO
D.2.4.5.1	Parity w Retail	0.21%	1,520,904	0.49%	61,925		0.00063	5.4206	NO
D.2.4.5.2	Parity w Retail	99.76%	140,789	99.42%	6,218		0.00044	1.0416	YES
D.2.4.6.1	Parity w Retail	99.88%	140,789	99.84%	6,218		0.00044	1.0416	YES
D.2.4.6.2	Parity w Retail	0.12%	140,789	0.16%	6,218		0.00044	1.0416	YES
D.2.4.6.3	Parity w Retail	32.82%	9,345	26.78%	463		0.02236	2.7007	NO
D.2.4.7.1	Parity w Retail	32.82%	9,345	26.78%	463		0.02236	2.7007	NO
D.2.4.7.2	Parity w Retail	37.18%	9,345	73.22%	463		0.02236	-2.7007	NO
D.2.4.7.3	Parity w Retail	43.74%	9,614	35.16%	128		0.04414	1.9444	NO
D.2.4.8.1	Parity w Retail	97.38%	9,614	93.75%	128		0.01422	2.5528	NO
D.2.4.8.2	Parity w Retail	2.62%	9,614	6.25%	128		0.01422	-2.5528	NO
D.2.4.8.3	Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	-5.1842	YES
D.2.4.9.1	Parity w Retail	20.81%	78,823	24.20%	4,045		0.00654	-5.1842	YES
D.2.4.9.2	Parity w Retail	79.19%	78,823	75.80%	4,045		0.00654	5.1842	YES
D.2.4.10.1	Parity w Retail	99.83%	291,650	99.90%	16,386		0.00033	-1.9964	YES
D.2.4.10.2	Parity w Retail	99.83%	291,650	99.99%	16,386		0.00010	-0.9353	YES
D.2.4.10.3	Parity w Retail	0.02%	291,650	0.01%	16,386		0.00010	0.9353	YES
D.2.4.11.1	Parity w Retail	79.85%	78,369	77.81%	4,124		0.00641	3.1776	NO
D.2.4.11.2	Parity w Retail	99.53%	78,369	99.61%	4,124		0.00109	-0.7471	YES
D.2.4.11.3	Parity w Retail	0.47%	78,369	0.39%	4,124		0.00109	0.7471	YES

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COLLOCATION - Collocation															
Average Response Time															
E.1.1.1	C-1	Virtual/TN (calendar days)													
E.1.1.2	C-1	Physical-Caged/TN (business days)													
E.1.1.3	C-1	Physical-Cageless/TN (business days)													
Average Arrangement Time															
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)													
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)													
E.1.2.3	C-2	Physical Caged-Ordinary/TN (calendar days)													
E.1.2.4	C-2	Physical Cageless-Ordinary/TN (calendar days)													
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN (calendar days)													
% Due Dates Missed															
E.1.3.1	C-3	Virtual/TN (%)													
E.1.3.2	C-3	Physical/TN (%)													
Benchmark / Analog			BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore						
			Equity												
			</												

BellSouth Monthly State Summary Tennessee, August 2001

	General - Flow Through	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.1.1.1	% Flow Through Service Requests									
F.1.1.2	O-3 Summary/Region(%)	Diagnostic			91.50%	291,914				Diagnostic
F.1.1.3	O-3 Aggregate/Region(%)	Diagnostic			91.50%	291,914				Diagnostic
F.1.1.4	O-3 Residence/Region(%)	>= 95%			91.21%	198,197				NO
F.1.1.5	O-3 Business/Region(%)	>= 90%			80.72%	7,613				NO
	O-3 UNE/Region(%)	>= 85%			93.13%	86,104				YES
F.1.2.1	% Flow Through Service Requests - Achieved									
F.1.2.2	O-3 Summary/Region(%)	Diagnostic			82.04%	325,592				Diagnostic
F.1.2.3	O-3 Aggregate/Region(%)	Diagnostic			82.04%	325,592				Diagnostic
F.1.2.4	O-3 Residence/Region(%)	Diagnostic			84.25%	214,563				Diagnostic
F.1.2.5	O-3 Business/Region(%)	Diagnostic			59.41%	10,343				Diagnostic
	O-3 UNE/Region(%)	Diagnostic			79.64%	100,686				Diagnostic
F.1.3.1	% Flow Through Service Requests - LNP									
F.1.3.2	O-3 Summary/Region(%)	>= 85%			84.40%	4,679				NO
F.1.3.3	O-3 Aggregate/Region(%)	>= 85%			84.40%	4,679				NO
F.1.3.4	O-3 Residence/Region(%)	Diagnostic								Diagnostic
	O-3 Business/Region(%)	Diagnostic								Diagnostic
F.2.1	General - Pre-Ordering									
	Loop Makeup Inquiry (Manual)									
	PO-1 Loops/TN(%)	>= 95% w in 3 bus days			100.00%	6				YES
F.2.2	Loop Makeup Inquiry (Electronic)									
	PO-2 Loops/TN(%)	>= 95% w in 1 min			100.00%	404				YES
	General - Ordering									
	Service Inquiry with Firm Order									
F.3.1.1	O-10 xDSL (ADSL, HDSL and UCL)TN(%)	>= 95% w in 5 bus days			98.68%	151				YES
F.3.1.2	O-10 Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days								
F.4.1	General - Ordering									
	Average Speed of Answer									
	O-12 Region(seconds)	Parity w Retail		194.82	7,246,589	24.50	28,767			YES
F.5.1	General - Maintenance Center									
	Average Answer Time									
	M&R-6 Region(seconds)	Parity w Retail		144.10	1,909,630	26.05	100,575			YES
	General - Operator Services (Toll)									
	Average Speed to Answer									
F.6.1	OS-1 1TN(seconds)	PBD			5.66					PBD
F.6.2	% Answered in 10 seconds	PBD			78.00%					PBD
	OS-2 1TN (%)									
	General - Directory Assistance									
	Average Speed to Answer									
F.7.1	DA-1 1TN(seconds)	PBD			6.32					PBD
	% Answered in 10 seconds									
F.7.2	DA-2 1TN (%)	PBD			76.80%					PBD

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	General - E911	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.8.1	Mean Interval E-3 TN(hours)	PBD			1.44	2,104				PBD
F.8.2	% Accuracy E-2 TN(%)	PBD			94.37%	272,903				PBD
F.8.3	% Timeliness E-1 TN(%)	PBD			100.00%	2,104				PBD
	General - Billing									
F.9.1	Usage Data Delivery Accuracy B-3 Region(%)	Parity w Retail	99.86%	6,318	100.00%	18,563	0.00055	-2.5931		YES
F.9.2	Usage Data Delivery Timeliness B-5 Region(%)	Parity w Retail	98.80%	34,467	98.30%	254,987,840	0.00059	8.3870		NO
F.9.3	Usage Data Delivery Completeness B-4 Region(%)	Parity w Retail	99.75%	34,467	99.76%	254,987,840	0.00027	-1.2047		YES
F.9.4	Mean Time to Deliver Usage B-5 Region(days)	Parity w Retail	3.37	34,467	3.60	254,987,840				NO
F.9.5.1	Recurring Charge Completeness B-7 Resale(TN(%)	Parity w Retail	76.70%	\$9,468,199	93.48%	\$206,032	0.00195	-86.0204		YES
F.9.5.2	B-7 UNE(TN(%)	>= 90%			94.92%	\$131,179				YES
F.9.5.3	B-7 Interconnection(TN(%)	>= 90%			99.05%	\$4,195				YES
F.9.6.1	Non-Recurring Charge Completeness B-8 Resale(TN(%)	Parity w Retail	87.97%	\$10,681,539	99.01%	\$362,002	0.00159	-69.6208		YES
F.9.6.2	B-8 UNE(TN(%)	>= 90%			99.18%	\$606,716				YES
F.9.6.3	B-8 Interconnection(TN(%)	>= 90%			97.25%	\$145,353				YES
	General - Change Management									
F.10.1	% Software Release Notices Sent On Time CM-1 TN(%)	>= 95% w in 30 days			100.00%	2				YES
F.10.2	Average Software Release Notice Delay Days CM-2 TN(average)	>= 22 days prior to release								
F.10.3	% Change Management Documentation Sent On Time CM-3A TN(%)	>= 95% w in 30 days			66.87%	3				NO
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time CM-3B TN(%)	>= 95% w in 5 days								
F.10.5	Average Documentation Release Delay Days CM-4 TN(average)	>= 22 days prior to release			0	1				NO
F.10.6	% CLEC Interface Outages Sent within 15 Minutes CM-5 TN(%)	>= 97% w in 15 min			100.00%	29				YES
	General - New Business Requests									
F.11.1	% New Business Requests Processed within 30 Business Days BFR-1 Region(%)	>= 90% w in 30 bus days			100.00%	9				YES
F.11.2.1	% Quotes Provided within X Business Days BFR-2A Region(%)	>= 90% w in 10 bus days			100.00%	2				YES
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days								

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General - Ordering									
Acknowledgement Message Timeliness									
F.12.1.1	O-1	EDIRegion(%)	>= 95% w in 30 min >= 95% w in 30 min						NO YES
	O-1	TAGRegion(%)							
F.12.2.1	O-2	EDIRegion(%)	100% 100%						NO NO
	O-2	TAGRegion(%)							
General - Database Updates									
Average Database Update Interval									
F.13.1.1	D-1	LDB(TN)(hours)	PBD PBD PBD						PBD PBD PBD
	D-1	Directory Listings(TN)(hours)							
F.13.1.3	D-1	Directory Assistance(TN)(hours)							
	D-1	Directory Assistance(TN)(hours)							
% Update Accuracy									
F.13.2.1	D-2	LDB(TN)(%)	>= 95% >= 95% >= 95%						YES NO YES
	D-2	Directory Listings(TN)(%)							
F.13.2.3	D-2	Directory Assistance(TN)(%)							
	D-2	Directory Assistance(TN)(%)							
F.13.3	% NXXs / LRNs Loaded by LERG Effective Date		100%						NO
	D-3	Region(%)							
General - Network Outage Notification									
Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7 / Region (minutes)		Parity w Retail						YES
	M&R-7 / Region (minutes)								

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% Completions w/o Notice or < 24 hours (Resale)

A.2.24.1.1	P-6	Residence/Dispatch/TN (%)
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)
A.2.24.2.1	P-6	Business/Dispatch/TN (%)
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)

% Completions w/o Notice or < 24 hours (UNE)

B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)
B.2.32.2.1	P-6	Local Interface Transport/Dispatch/TN (%)
B.2.32.2.2	P-6	Local Interface Transport/Non-Dispatch/TN (%)
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			100.00%	469				Diagnostic
Diagnostic			100.00%	10,674				Diagnostic
Diagnostic			100.00%	103				Diagnostic
Diagnostic			100.00%	413				Diagnostic
Diagnostic			100.00%	2				Diagnostic
Diagnostic			100.00%	8				Diagnostic
Diagnostic			100.00%	14				Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic			100.00%	2				Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic			100.00%	9				Diagnostic

Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	152				Diagnostic
Diagnostic			100.00%	3,667				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	173				Diagnostic
Diagnostic			100.00%	117				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	44				Diagnostic
Diagnostic			100.00%	166				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	54				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	10				Diagnostic
Diagnostic			100.00%	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	116				Diagnostic
Diagnostic			100.00%	264				Diagnostic

BellSouth Monthly State Summary Tennessee, August 2001

B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)
		% Completions w/o Notice or < 24 hours (LT)
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			100.00%	124				Diagnostic
Diagnostic								Diagnostic
Diagnostic			100.00%	8				Diagnostic
Diagnostic								Diagnostic

**BellSouth Monthly State Summary
Tennessee, May 2001
(Georgia Format)**

Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/GA (calendar days)	<= 20 days <= 30 days		16	8				YES
E.1.1.2	C-1	Physical/GA (calendar days)								
Average Arrangement Time										
E.1.2.1	C-2	Virtual/GA (calendar days)	<= 50 days <= 75 days <= 90 days <= 60 days <= 90 days							
E.1.2.2	C-2	Virtual (Extraordinary)/GA (calendar days)								
E.1.2.3	C-2	Physical Caged/GA (calendar days)								
E.1.2.4	C-2	Physical Cageless/GA (calendar days)								
E.1.2.5	C-2	Physical Cageless (Extraordinary)/GA (calendar days)								
% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA (%)	< 5% missed < 5% missed		2.00%	91				YES
E.1.3.2	C-3	Physical/GA (%)								

**BellSouth Monthly State Summary
Tennessee, June 2001
(Georgia Format)**

Collocation - Collocation										
Average Response Time			<= 20 days <= 30 days	12	35					YES
E.1.1.1	C-1	Virtual/GA (calendar days)								
E.1.1.2	C-1	Physical/GA (calendar days)								
Average Arrangement Time			<= 50 days <= 75 days <= 90 days <= 60 days <= 90 days							
E.1.2.1	C-2	Virtual/GA (calendar days)								
E.1.2.2	C-2	Virtual (Extraordinary)/GA (calendar days)								
E.1.2.3	C-2	Physical Capex/GA (calendar days)								
E.1.2.4	C-2	Physical Capexless/GA (calendar days)								
E.1.2.5	C-2	Physical Capexless (Extraordinary)/GA (calendar days)								
% Due Dates Missed			< 5% missed < 5% missed	0.00%	5					YES
E.1.3.1	C-3	Virtual/GA (%)								
E.1.3.2	C-3	Physical/GA (%)								

**BellSouth Monthly State Summary
Tennessee, July 2001
(Georgia Format)**

Collocation - Collocation									
Average Response Time									
E.1.1.1	C-1	Virtual/GA (calendar days)	<= 20 days <= 30 days		6	2			YES
E.1.1.2	C-1	Physical/GA (calendar days)							
Average Arrangement Time									
E.1.2.1	C-2	Virtual/GA (calendar days)	<= 50 days <= 75 days <= 90 days <= 60 days <= 90 days		31 53	5 1			YES YES YES
E.1.2.2	C-2	Virtual (Extraordinary/GA (calendar days)							
E.1.2.3	C-2	Physical Caped/GA (calendar days)							
E.1.2.4	C-2	Physical Capless/GA (calendar days)							
E.1.2.5	C-2	Physical Capless (Extraordinary/GA (calendar days)							
% Due Dates Missed									
E.1.3.1	C-3	Virtual/GA (%)	< 5% missed < 5% missed		0.00%	6			YES
E.1.3.2	C-3	Physical/GA (%)							

**BellSouth Monthly State Summary
Tennessee, August 2001
(Georgia Format)**

Collocation - Collocation		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
E.1.1.1 E.1.1.2	Average Response Time									
	C-1	Virtual/GA (calendar days)				13				YES
	C-1	Physical/GA (calendar days)				18				YES
E.1.2.1 E.1.2.2 E.1.2.3 E.1.2.4 E.1.2.5	Average Arrangement Time									
	C-2	Virtual/GA (calendar days)								
	C-2	Virtual (Extraordinary)/GA (calendar days)								
	C-2	Physical Caped/GA (calendar days)				44				YES
	C-2	Physical Capelless/GA (calendar days)				41				YES
E.1.3.1 E.1.3.2	% Due Dates Missed									
	C-3	Virtual/GA (%)				0.00%				YES
	C-3	Physical/GA (%)								

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV.2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info																
Name	RESH / OCN	Mechanized Interface Used				LESOG			Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Rejects		Pending Supps (Z Status)	Validated	System Fallout	BST Caused Fallout				CLCC Caused Fallout	Issued SO's
						Manual	Auto Clarification									
#1		0	71	0	71	10	22	0	39	7	1	6	32	74.42%	82.05%	96.97%
#2		0	729	0	729	157	152	0	420	153	23	130	267	59.73%	63.57%	92.07%
#3		0	14	0	14	2	3	0	9	0	0	0	9	81.82%	100.00%	100.00%
#4		0	4	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
#5		0	6	0	6	2	0	0	4	1	1	0	3	50.00%	75.00%	75.00%
#6		0	76	0	76	29	2	0	45	3	0	3	42	59.15%	93.33%	100.00%
#7		0	56	0	56	20	12	0	24	2	1		22	51.16%	91.67%	95.65%
#8		97	0	0	97	11	15	3	68	15	7	8	53	74.65%	77.94%	88.33%
#9		1696	0	0	1696	307	135	19	1235	131	80	51	1104	74.04%	89.39%	93.24%
#10		10	0	0	10	1	0	1	8	4	3	1	4	50.00%	50.00%	57.14%
#11		6	0	0	6	0	1	0	5	1	0	1	4	100.00%	80.00%	100.00%
#12		2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
#13		41	0	0	41	3	9	3	26	8	4	4	18	72.00%	69.23%	81.82%
#14		36	0	0	36	2	7	1	26	2	2	0	24	85.71%	92.31%	92.31%
#15		7	0	0	7	0	1	0	6	2	0	2	4	100.00%	66.67%	100.00%
#16		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#17		12	0	0	12	3	1	0	8	6	4	2	2	22.22%	25.00%	33.33%
#18		500	0	0	500	83	56	1	360	41	11	30	319	77.24%	88.61%	96.67%
#19		0	69	0	69	28	8	3	30	9	4	5	21	39.62%	70.00%	84.00%
#20		0	656	0	656	420	76	8	152	35	22	13	117	20.93%	76.97%	84.17%
#21		0	159	0	159	46	45	3	65	16	4	12	49	49.49%	75.38%	92.45%
#22		23	0	0	23	11	0	0	12	3	2	1	9	40.91%	75.00%	81.82%
#23		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#24		339	0	0	339	67	29	2	241	20	12	8	221	73.67%	91.70%	94.85%
#25		1152	0	0	1152	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#26		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
#27		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#28		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#29		1145	0	0	1145	99	143	1	902	43	33	10	859	86.68%	95.23%	96.30%
#30		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#31		24	0	0	24	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#32		1082	0	0	1082	90	263	9	720	68	20	48	652	85.56%	90.56%	97.02%
#33		501	0	0	501	33	27	0	441	14	7	7	427	91.43%	96.83%	98.39%
#34		12	0	0	12	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
#35		1226	0	0	1226	93	43	5	1085	31	25	6	1054	89.93%	97.14%	97.68%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES			LSR PROCESSING										FLOWTHROUGH			
Company Info			LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated	Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through			
		Total Mech LSR's		Manual Total	Auto Clarification	Total System Fallout	BST Caused Fallout		GTCC Caused Fallout	Issued SO's						
		LENS	EDI	TAG	Manual									Manual		
#36		1902	0	0	1902	84	154	5	1659	155	67	88	1504	90.66%	95.74%	
#37		42	0	0	42	9	2	1	30	9	5	4	21	60.00%	80.77%	
#38		92	0	0	92	19	6	3	64	10	4	6	54	70.13%	93.10%	
#39		401	0	0	401	8	21	0	372	6	6	0	366	96.32%	98.39%	
#40		38	0	0	38	1	7	5	25	7	2	5	18	85.71%	90.00%	
#41		328	0	0	328	35	23	2	268	25	21	4	243	81.27%	92.05%	
#42		14	0	0	14	0	2	0	12	3	2	1	9	81.82%	81.82%	
#43		0	292	0	292	19	74	6	193	65	48	17	128	65.64%	72.73%	
#44		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	
#45		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	
#46		2297	0	0	2297	126	225	16	1930	196	152	44	1734	86.18%	91.94%	
#47		13	0	0	13	2	3	0	8	2	0	2	6	75.00%	100.00%	
#48		12	0	0	12	1	5	1	5	1	1	0	4	66.67%	80.00%	
#49		18	0	0	18	0	5	0	13	2	0	2	11	100.00%	100.00%	
#50		82	0	0	82	5	2	1	74	17	13	4	57	76.00%	81.43%	
#51		28	0	0	28	4	5	0	19	1	1	0	18	78.26%	94.74%	
#52		0	0	15024	15024	2896	2194	170	9764	1555	719	836	8209	69.43%	91.95%	
#53		0	0	704	704	265	112	11	316	57	26	31	259	47.09%	90.88%	
#54		7334	0	0	7334	491	337	25	6481	623	457	166	5858	86.07%	92.76%	
#55		491	0	0	491	133	77	5	276	77	51	26	199	51.96%	79.60%	
#56		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	93.21%	
#57		328	0	0	328	48	39	1	240	8	7	1	232	80.84%	97.07%	
#58		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	97.32%	
#59		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.85%	
#60		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	95.63%	
#61		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	99.24%	
#62		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	95.24%	
#63		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	94.91%	
#64		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	99.12%	
#65		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	96.75%	
#66		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	
#67		0	640	0	640	285	101	4	250	59	17	42	191	38.74%	91.83%	
#68		741	0	0	741	98	91	16	536	63	15	48	473	80.72%	96.93%	
#69		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	
#70		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	93.77%	

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

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ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual Total		Rejects	Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Fallout	Auto Clarification	Total System Fallout	BST Caused Fallout	OTCC Caused Fallout						
#106		634	0	0	634	89	67	5	473	54	39	15	419	76.60%	88.58%	91.48%
#107		371	0	0	371	46	100	18	207	103	49	54	104	52.26%	50.24%	67.97%
#108		7	0	0	7	3	0	0	4	0	0	0	4	57.14%	100.00%	100.00%
#109		203	0	0	203	47	11	1	144	8	6	2	136	71.96%	94.44%	95.77%
#110		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%
#111		115	0	0	115	17	5	0	93	1	1	0	92	83.64%	98.92%	98.92%
#112		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#113		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%
#114		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#115		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.96%	96.07%
#116		835	0	0	835	126	133	2	574	46	39	7	528	76.19%	91.99%	93.12%
#117		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%
#118		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.88%
#119		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%
#120		495	0	0	495	64	30	2	399	45	26	19	354	79.73%	88.72%	93.16%
#121		10	0	0	10	4	0	0	6	0	0	0	6	60.00%	100.00%	100.00%
#122		2551	0	0	2551	307	187	7	2050	115	93	22	1935	82.87%	94.39%	95.41%
#123		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%
#124		148	0	0	148	14	6	0	128	3	2	1	125	88.65%	97.66%	98.43%
#125		13	0	0	13	10	0	0	3	2	0	2	1	9.09%	33.33%	100.00%
#126		15	0	0	15	7	0	0	8	2	0	2	6	46.15%	75.00%	100.00%
#127		1194	0	0	1194	241	126	2	825	47	40	7	778	73.47%	94.30%	95.11%
#128		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%
#129		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#130		2868	0	0	2868	212	193	22	2441	338	302	36	2103	80.36%	86.15%	87.44%
#131		0	0	7	7	2	0	0	5	2	1	1	3	50.00%	60.00%	75.00%
#132		25	0	0	25	4	6	1	14	3	2	1	11	64.71%	78.57%	84.62%
#133		70	0	0	70	11	6	0	53	9	6	3	44	72.13%	83.02%	88.00%
#134		792	0	0	792	41	46	0	705	18	11	7	687	92.96%	97.45%	98.42%
#135		0	0	11192	11192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61%
#136		3726	0	0	3726	354	253	26	3093	213	141	72	2880	85.33%	93.11%	95.33%
#137		212	0	0	212	32	29	2	149	40	28	12	109	64.50%	73.15%	79.56%
#138		5	0	0	5	2	0	0	3	2	1	1	1	25.00%	33.33%	50.00%
#139		0	982	0	982	192	163	6	621	77	41	36	544	70.01%	87.60%	92.99%
#140		462	0	0	462	98	51	16	297	67	44	23	230	61.83%	77.44%	83.94%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESO															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Manual Falloff	Auto Clarification	Auto			Total System Falloff	BST Caused Falloff				
#141		1257	0	0	1257	137	137	173	173	17	930	132	65	67	79.80%	85.81%	92.47%
#142		0	50	0	50	11	11	8	0	0	31	11	9	2	50.00%	64.52%	68.97%
#143		0	375	0	375	109	109	55	0	0	211	33	19	14	58.17%	84.36%	90.36%
#144		520	0	0	520	84	84	42	6	6	388	76	52	24	69.64%	80.41%	85.71%
#145		2526	0	0	2526	352	352	201	32	32	1941	308	198	110	74.81%	84.13%	89.19%
#146		2947	0	0	2947	310	310	469	28	28	2140	240	69	171	83.37%	88.79%	96.50%
#147		4070	0	0	4070	468	468	571	32	32	2999	290	120	170	82.17%	90.33%	95.76%
#148		34	0	0	34	1	1	6	0	0	27	7	3	4	83.33%	74.07%	86.96%
#149		1997	0	0	1997	301	301	562	16	16	1118	426	278	148	54.45%	61.90%	71.34%
#150		259	0	0	259	67	67	9	6	6	177	129	123	6	20.17%	27.12%	28.07%
#151		21	0	0	21	1	1	0	0	0	20	0	0	0	95.24%	100.00%	100.00%
#152		39	0	0	39	11	11	1	0	0	27	1	1	0	68.42%	96.30%	96.30%
#153		12	0	0	12	3	3	1	0	0	8	1	0	1	70.00%	87.50%	100.00%
#154		0	0	38	38	7	7	2	0	0	29	1	1	0	77.78%	96.55%	96.55%
#155		22	0	0	22	2	2	1	1	1	18	5	4	1	68.42%	72.22%	76.47%
#156		210	0	0	210	21	21	19	1	1	169	7	5	2	86.17%	95.86%	97.01%
#157		156	0	0	156	32	32	24	1	1	99	36	34	2	48.84%	63.64%	64.95%
#158		0	0	1	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#159		166	0	0	166	19	19	25	7	7	115	12	5	7	81.10%	89.57%	95.37%
#160		33	0	0	33	8	8	4	2	2	19	6	1	5	59.09%	68.42%	92.86%
#161		100	0	0	100	10	10	4	1	1	85	15	7	8	80.46%	82.35%	90.91%
#162		146	0	0	146	31	31	21	1	1	93	15	8	7	66.67%	83.87%	90.70%
#163		14	0	0	14	3	3	3	0	0	8	5	2	3	37.50%	37.50%	60.00%
#164		699	0	0	699	71	71	63	3	3	562	28	18	10	85.71%	95.02%	96.74%
#165		84	0	0	84	12	12	9	0	0	63	3	3	0	80.00%	95.24%	95.24%
#166		0	924	0	924	24	24	66	0	0	834	49	39	10	92.57%	94.12%	95.27%
#167		0	5077	0	5077	94	94	1453	0	0	3530	864	450	414	83.05%	75.52%	85.56%
#168		4	0	0	4	2	2	1	0	0	1	1	0	1	0.00%	0.00%	0.00%
#169		0	40094	0	40094	3883	3883	4907	4	4	31300	1010	283	727	87.91%	96.77%	99.07%
#170		27	0	0	27	1	1	12	0	0	14	1	1	0	86.67%	92.86%	92.86%
#171		218	0	0	218	24	24	26	0	0	168	6	3	3	85.71%	96.43%	98.18%
#172		3	0	0	3	1	1	0	0	0	2	2	2	0	0.00%	0.00%	0.00%
#173		88	0	0	88	12	12	9	0	0	67	8	5	3	77.63%	88.06%	92.19%
#174		13	0	0	13	3	3	2	0	0	8	4	3	1	40.00%	50.00%	57.14%
#175		67	0	0	67	3	3	5	0	0	59	1	1	0	93.55%	98.31%	98.31%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Rejects		Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total			Auto Clarification	Total System Failure					BST Caused Failure	CRCC Caused Failure
#176		0	0	5	5	4	1	0	0	0	0	0.00%	0.00%	0.00%		
#177		0	0	3	3	0	3	0	0	0	0	0.00%	0.00%	0.00%		
#178		0	0	1	1	1	0	0	0	0	0	0.00%	0.00%	0.00%		
#179		0	0	7	7	6	1	0	0	0	0	0.00%	0.00%	0.00%		
#180		151	0	0	151	19	23	2	107	17	9	8	76.27%	84.11%	90.91%	
#181		53	0	0	53	9	17	0	27	3	0	3	72.73%	88.89%	100.00%	
#182		16	0	0	16	0	1	0	15	3	1	2	92.31%	80.00%	92.31%	
#183		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%	
#184		10	0	0	10	1	2	0	7	0	0	0	87.50%	100.00%	100.00%	
#185		161	0	0	161	35	28	3	95	12	8	4	65.87%	87.37%	91.21%	
#186		9	0	0	9	0	0	0	9	1	0	1	100.00%	88.89%	100.00%	
#187		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%	
#188		12	0	0	12	0	2	0	10	2	1	1	88.89%	80.00%	88.89%	
#189		20	0	0	20	6	5	1	8	2	1	1	46.15%	75.00%	85.71%	
#190		413	0	0	413	61	21	0	331	12	10	2	81.79%	96.37%	96.96%	
#191		0	17	0	17	5	1	0	11	6	0	6	50.00%	45.45%	100.00%	
#192		1794	0	0	1794	158	215	3	1418	81	52	29	86.43%	94.29%	96.26%	
#193		2495	0	0	2495	268	275	41	1911	127	56	71	84.63%	93.35%	96.96%	
#194		390	0	0	390	75	42	6	267	36	17	19	71.52%	86.52%	93.15%	
#195		111	0	0	111	20	15	0	76	15	8	7	68.54%	80.26%	88.41%	
#196		16	0	0	16	2	1	0	13	2	1	1	78.57%	84.62%	91.67%	
#197		0	0	3452	3452	14	555	32	2841	733	496	237	80.52%	74.20%	80.95%	
#198		7	0	0	7	0	2	0	5	1	1	0	80.00%	80.00%	80.00%	
#199		0	0	13	13	0	3	3	7	1	1	0	85.71%	85.71%	85.71%	
#200		0	0	12	12	11	0	0	1	1	1	0	0.00%	0.00%	0.00%	
#201		0	0	32	32	7	1	0	24	3	2	1	70.00%	87.50%	91.30%	
#202		0	0	175	175	61	30	3	81	28	17	11	40.46%	65.43%	75.71%	
#203		0	0	18	18	1	10	1	6	2	1	1	66.67%	66.67%	80.00%	
#204		0	0	160	160	32	49	1	78	33	8	25	52.94%	57.69%	84.91%	
#205		0	0	49	49	8	7	2	32	8	7	1	61.54%	75.00%	77.42%	
#206		0	0	26	26	0	10	0	16	9	5	4	58.33%	43.75%	58.33%	
#207		3	0	0	3	0	0	0	3	3	0	3	0.00%	0.00%	0.00%	
#208		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%	
#209		39	0	0	39	3	6	0	30	3	1	2	87.10%	90.00%	96.43%	
#210		0	0	10	10	6	0	0	4	1	1	0	30.00%	75.00%	75.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used			Rejects			Pending Supps (Z Status)	Validated LSR's	Total System Fallout	Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Manual				BST Caused Fallout	OTCC Caused Fallout			
#211		0	0	17	17	12	12	1	2	0	0	0	14.29%	100.00%	100.00%
#212		7	0	0	7	4	4	0	3	2	2	0	14.29%	33.33%	33.33%
#213		9	0	0	9	1	1	0	3	1	0	1	66.67%	66.67%	100.00%
#214		0	0	39	39	3	3	3	23	3	3	0	76.92%	86.96%	86.96%
#215		0	0	22	22	4	4	0	13	7	4	3	42.86%	46.15%	60.00%
#216		0	0	23	23	10	10	0	10	8	4	4	12.50%	20.00%	33.33%
#217		21	0	0	21	2	2	0	16	0	0	0	88.89%	100.00%	100.00%
#218		2	0	0	2	2	2	0	0	0	0	0	0.00%	0.00%	0.00%
#219		880	0	0	880	103	103	11	655	70	23	47	82.28%	89.31%	96.22%
#220		5	0	0	5	0	0	0	5	0	0	0	100.00%	100.00%	100.00%
#221		0	0	12	12	7	7	0	0	0	0	0	0.00%	0.00%	0.00%
#222		113	0	0	113	2	2	0	102	8	0	8	97.92%	92.16%	100.00%
#223		0	0	49	49	22	22	1	21	6	2	4	38.46%	71.43%	88.24%
#224		0	0	9	9	0	0	0	9	1	1	0	88.89%	88.89%	88.89%
#225		209	0	0	209	19	19	2	183	69	10	59	79.72%	62.30%	91.94%
#226		23	0	0	23	2	2	0	19	5	4	1	70.00%	73.68%	77.78%
#227		266	0	0	266	23	23	2	189	8	5	3	86.60%	95.77%	97.31%
#228		100	0	0	100	24	24	0	68	22	17	5	52.87%	67.65%	73.02%
#229		68	0	0	68	5	5	0	56	5	3	2	86.44%	91.07%	94.44%
#230		0	0	4185	4185	222	222	14	3870	346	306	40	86.97%	91.06%	92.01%
#231		10985	0	0	10985	809	809	4	9679	230	185	45	90.48%	97.62%	98.08%
#232		18	0	0	18	1	1	0	7	1	1	0	75.00%	85.71%	85.71%
#233		4	0	0	4	1	1	0	2	0	0	0	66.67%	100.00%	100.00%
#234		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%
#235		4	0	0	4	0	0	0	3	0	0	0	15.38%	50.00%	80.00%
#236		0	0	40	40	21	21	0	8	4	1	3	75.31%	91.05%	94.98%
#237		6234	0	0	6234	1108	1108	51	4426	396	213	183	88.77%	97.58%	98.22%
#238		3279	0	0	3279	275	275	4	2600	63	46	17	0.00%	0.00%	0.00%
#239		1	0	0	1	1	1	0	0	0	0	0	0.00%	0.00%	0.00%
#240		49	0	0	49	12	12	0	37	2	2	0	71.43%	94.59%	94.59%
#241		3	0	0	3	1	1	0	1	0	0	0	50.00%	100.00%	100.00%
#242		29	0	0	29	0	0	0	29	1	1	0	96.55%	96.55%	96.55%
#243		1578	0	0	1578	167	167	8	1244	117	65	52	82.93%	90.59%	94.55%
#244		105	0	0	105	18	18	0	70	7	4	3	74.12%	90.00%	94.03%
#245		244	0	0	244	38	38	0	195	5	5	0	81.55%	97.44%	97.44%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Auto Clarification			Total System Fallout	BST Caused Fallout				
#246		0	0	2303	2303	80	190	0	2033	84	65	19	93.08%	95.87%	96.77%
#247		110	0	0	110	13	8	5	84	7	5	2	81.05%	91.67%	93.90%
#248		4	0	0	4	0	2	0	2	0	0	0	100.00%	100.00%	100.00%
#249		221	0	0	221	87	1	0	133	7	4	3	58.06%	94.74%	96.92%
#250		1	0	0	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#251		99	0	0	99	10	3	0	86	4	4	0	85.42%	95.35%	95.35%
#252		975	0	0	975	100	30	2	843	61	60	1	83.01%	92.76%	92.87%
#253		0	0	136	136	2	17	1	116	6	4	2	94.83%	94.83%	96.49%
#254		13	0	0	13	0	0	0	13	0	0	0	100.00%	100.00%	100.00%
#255		0	0	75	75	14	16	4	41	12	6	6	59.18%	70.73%	82.86%
#256		0	0	12	12	0	2	0	10	1	0	1	100.00%	90.00%	100.00%
#257		0	0	17	17	4	7	0	6	1	1	0	50.00%	83.33%	83.33%
#258		0	0	24	24	12	0	0	12	5	1	4	35.00%	58.33%	87.50%
#259		0	0	38	38	9	7	1	21	8	4	4	50.00%	61.90%	76.47%
#260		0	0	39	39	5	5	0	29	6	2	4	76.67%	79.31%	92.00%
#261		113	0	0	113	11	12	0	90	2	0	2	88.89%	97.78%	100.00%
#262		18	0	0	18	4	5	0	9	1	0	1	66.67%	88.89%	100.00%
#263		6	0	0	6	2	0	0	4	0	0	0	66.67%	100.00%	100.00%
#264		20	0	0	20	1	2	0	17	9	3	6	66.67%	47.06%	72.73%
#265		51	0	0	51	18	9	0	24	6	4	2	45.00%	75.00%	81.82%
#266		62	0	0	62	7	17	0	38	4	3	1	77.27%	89.47%	91.89%
#267		3964	0	0	3964	444	249	25	3246	105	70	35	85.94%	96.77%	97.82%
#268		49	0	0	49	15	12	1	21	11	11	0	27.78%	47.62%	47.62%
#269		1282	0	0	1282	161	152	1	968	43	33	10	82.66%	95.56%	96.56%
#270		165	0	0	165	36	7	0	122	3	3	0	75.32%	97.54%	97.54%
#271		0	2	0	2	0	1	0	1	1	0	1	0.00%	0.00%	0.00%
#272		564	0	0	564	81	46	2	435	15	9	6	82.35%	96.55%	97.90%
#273		136	0	0	136	19	27	1	89	4	3	1	79.44%	95.51%	96.59%
#274		0	0	1972	1972	184	159	87	1542	430	358	72	87.23%	72.11%	75.65%
#275		2278	0	0	2278	139	831	2	1306	32	29	3	88.35%	97.55%	97.77%
#276		0	0	985	985	10	88	1	886	7	6	1	98.21%	99.21%	99.32%
#277		60	0	0	60	7	6	2	45	4	1	3	83.67%	91.11%	97.62%
#278		1727	0	0	1727	180	87	2	1458	52	43	9	86.31%	96.43%	97.03%
#279		2	0	0	2	0	1	0	1	0	0	0	100.00%	100.00%	100.00%
#280		97	0	0	97	3	7	0	87	8	8	0	87.78%	90.80%	90.80%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Rejects			Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Auto Clarification			Total System Fallout	BST Caused Fallout					OTEC Caused Fallout
#281		108	0	0	108	18	2	0	88	3	1	85	81.73%	96.59%	98.84%	
#282		0	3493	0	3493	525	655	3	2310	70	48	2240	79.63%	96.97%	97.90%	
#283		128	0	0	128	7	11	0	110	24	24	86	73.50%	78.18%	78.18%	
#284		497	0	0	497	46	15	1	435	14	10	421	88.26%	96.78%	97.68%	
#285		404	0	0	404	39	21	1	343	16	16	327	85.60%	95.34%	95.34%	
#286		2084	0	0	2084	247	167	6	1664	48	29	1616	85.41%	97.12%	98.24%	
#287		800	0	0	800	107	112	1	580	17	14	563	82.31%	97.07%	97.57%	
#288		917	0	0	917	109	26	0	782	12	10	770	86.61%	98.47%	98.72%	
#289		39	0	0	39	4	2	1	32	3	3	29	80.56%	90.63%	90.63%	
#290		1852	0	0	1852	191	80	5	1576	49	33	1527	87.21%	96.89%	97.88%	
#291		232	0	0	232	13	11	0	208	5	5	203	91.86%	97.60%	97.60%	
#292		7	0	0	7	0	2	0	5	3	0	2	100.00%	40.00%	100.00%	
#293		21	0	0	21	1	0	0	20	1	1	19	90.48%	95.00%	95.00%	
#294		143	0	0	143	3	27	0	113	11	10	102	88.70%	90.27%	91.07%	
#295		315	0	0	315	79	16	3	217	20	16	197	67.47%	90.78%	92.49%	
#296		20	0	0	20	0	4	0	16	2	2	14	87.50%	87.50%	87.50%	
#297		146	0	0	146	35	31	0	80	11	2	69	65.09%	86.25%	97.18%	
#298		105	0	0	105	27	15	1	62	7	4	55	63.95%	88.71%	93.22%	
#299		1297	0	0	1297	181	106	3	1007	30	24	977	82.66%	97.02%	97.60%	
#300		411	0	0	411	41	17	5	348	7	6	341	87.89%	97.99%	98.27%	
#301		138	0	0	138	46	7	4	81	13	10	68	54.84%	83.95%	87.18%	
#302		0	144	0	144	58	51	0	35	29	3	6	8.96%	17.14%	66.67%	
#303		3	0	0	3	1	0	0	2	0	0	2	66.67%	100.00%	100.00%	
#304		12	0	0	12	2	1	3	6	2	2	4	50.00%	66.67%	66.67%	
#305		2	0	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#306		4	0	0	4	3	0	0	1	0	0	1	25.00%	100.00%	100.00%	
#307		1	0	0	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#308		4235	0	0	4235	537	237	9	3452	201	169	3251	82.16%	94.18%	95.06%	
#309		8959	0	0	8959	712	539	10	7698	431	285	7267	87.94%	94.40%	96.23%	
#310		20	0	0	20	0	2	0	18	0	0	18	100.00%	100.00%	100.00%	
#311		2	0	0	2	0	1	0	1	0	0	1	100.00%	100.00%	100.00%	
#312		1374	0	0	1374	113	87	3	1171	67	49	1104	87.20%	94.28%	95.75%	
#313		865	0	0	865	89	56	1	719	33	30	686	85.22%	95.41%	95.81%	
#314		13	0	0	13	0	6	0	7	0	0	7	100.00%	100.00%	100.00%	
#315		13	0	0	13	0	3	0	10	0	0	10	100.00%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Pending Supps (Z Status)	Validated	Total System Fallout	Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Auto Classification				BST Caused Fallout	CLCC Caused Fallout			
#316		450	0	0	450	57	27	1	365	18	17	1	82.42%	95.07%	95.33%
#317		334	0	0	334	20	32	1	281	7	1	6	92.88%	97.51%	99.64%
#318		0	2404	0	2404	942	342	20	1100	271	152	119	43.11%	75.36%	84.51%
#319		315	0	0	315	88	55	3	169	32	16	16	56.85%	81.07%	89.54%
#320		2983	0	0	2983	237	175	17	2554	213	156	57	85.63%	91.66%	93.75%
#321		420	0	0	420	54	38	3	325	51	42	9	74.05%	84.31%	86.71%
#322		0	0	1	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#323		14	0	0	14	2	0	0	12	0	0	0	85.71%	100.00%	100.00%
#324		200	0	0	200	28	23	2	147	38	9	29	74.66%	74.15%	92.37%
#325		86	0	0	86	4	8	1	73	17	10	7	80.00%	76.71%	84.85%
#326		84	0	0	84	7	5	0	72	7	5	2	84.42%	90.28%	92.86%
#327		0	0	31	31	5	4	0	22	3	0	3	79.17%	86.36%	100.00%
#328		0	0	72	72	14	10	0	48	8	4	4	68.97%	83.33%	90.91%
#329		506	0	0	506	43	29	1	433	19	15	4	87.71%	95.61%	96.50%
#330		451	0	0	451	52	22	2	375	71	64	7	72.38%	81.07%	82.61%
#331		31	0	0	31	6	1	0	24	1	1	0	76.67%	95.83%	95.83%
#332		31	0	0	31	3	1	0	27	0	0	0	90.00%	100.00%	100.00%
#333		0	0	3	3	0	2	0	1	0	0	0	100.00%	100.00%	100.00%
#334		0	0	63	63	26	3	0	34	1	1	0	55.00%	97.06%	97.06%
#335		12	0	0	12	0	0	0	12	3	1	2	90.00%	75.00%	90.00%
#336		0	0	482	482	24	38	0	420	11	5	6	93.38%	97.38%	98.79%
#337		91	0	0	91	0	33	3	55	0	0	0	100.00%	100.00%	100.00%
#338		64	0	0	64	13	4	0	47	4	4	0	71.67%	91.49%	91.49%
#339		3	0	0	3	0	0	0	3	2	1	1	50.00%	33.33%	50.00%
#340		639	0	0	639	59	91	1	488	44	38	6	82.07%	90.98%	92.12%
#341		504	0	0	504	83	52	2	367	36	18	18	76.62%	90.19%	94.84%
#342		67	0	0	67	8	18	0	41	5	3	2	76.60%	87.80%	92.31%
#343		6	0	0	6	0	0	1	5	2	0	2	100.00%	60.00%	100.00%
#344		189	0	0	189	38	26	3	122	11	8	3	70.70%	90.98%	93.28%
#345		10	0	0	10	3	2	0	5	1	1	0	50.00%	80.00%	80.00%
#346		0	5968	0	5968	773	1383	0	3812	91	48	43	81.92%	97.61%	98.73%
#347		0	8139	0	8139	1366	1974	4	4795	186	89	97	76.01%	96.12%	98.11%
#348		129	0	0	129	9	20	1	99	4	4	0	87.96%	95.96%	95.96%
#349		366	0	0	366	20	72	0	274	13	11	2	89.38%	95.26%	95.96%
#350		7	0	0	7	1	1	0	5	0	0	0	83.33%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit A JV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Pending Supps (Z Status)	Validated	Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total	Auto Clarification	Total System Fallout			BST Caused Fallout	CTEC Caused Fallout				Issued SO's
#351		1220	0	0	1220	94	0	75	0	1051	22	18	4	1029	97.91%	98.28%	
#352		1	0	0	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%	
#353		1868	0	0	1868	220	0	289	9	1350	100	53	47	1250	92.59%	95.93%	
#354		11	0	0	11	4	0	2	0	5	0	0	0	5	100.00%	100.00%	
#355		0	0	220	220	51	0	12	2	155	7	7	0	148	95.48%	95.48%	
#356		0	0	515	515	100	0	39	6	370	46	31	15	324	87.57%	91.27%	
#357		3454	0	0	3454	126	0	107	14	3207	69	37	32	3138	95.06%	98.83%	
#358		11287	0	0	11287	379	0	1298	14	9596	252	192	60	9344	97.37%	97.99%	
#359		0	32	0	32	1	0	7	0	24	2	0	2	22	91.67%	100.00%	
#360		4	0	0	4	0	0	1	0	3	0	0	0	3	100.00%	100.00%	
#361		9	0	0	9	0	0	3	0	6	3	2	1	3	60.00%	60.00%	
#362		599	0	0	599	21	0	54	0	524	11	8	3	513	94.65%	98.46%	
#363		4762	0	0	4762	482	0	533	8	3739	241	188	53	3498	93.55%	94.90%	
#364		3	0	0	3	2	0	1	0	0	0	0	0	0	0.00%	0.00%	
#365		7	0	0	7	0	0	1	0	6	2	1	1	4	80.00%	80.00%	
#366		114	0	0	114	9	0	4	0	101	7	6	1	94	86.24%	94.00%	
#367		61	0	0	61	3	0	4	0	54	4	3	1	50	89.29%	94.34%	
#368		0	473	0	473	241	0	91	15	126	50	32	18	76	60.32%	70.37%	
#369		0	48	0	48	18	0	14	1	15	1	1	0	14	42.42%	93.33%	
#370		4218	0	0	4218	1746	0	196	21	2255	87	47	40	2168	54.73%	97.88%	
#371		1159	0	0	1159	136	0	100	24	899	207	134	73	692	71.93%	83.78%	
#372		103	0	0	103	13	0	14	0	76	7	5	2	69	79.31%	93.24%	
#373		20	0	0	20	1	0	3	0	16	1	1	0	15	88.24%	93.75%	
#374		32244	0	0	32244	4241	0	2508	67	25428	1211	1085	126	24217	81.97%	95.71%	
#375		1	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	
#376		5	0	0	5	0	0	2	0	3	0	0	0	3	100.00%	100.00%	
#377		8	0	0	8	2	0	0	0	6	0	0	0	6	75.00%	100.00%	
#378		30	0	0	30	3	0	0	0	27	2	1	1	25	86.21%	96.15%	
#379		19	0	0	19	0	0	8	1	10	0	0	0	10	100.00%	100.00%	
#380		27	0	0	27	1	0	6	0	20	0	0	0	20	95.24%	100.00%	
#381		29	0	0	29	4	0	6	1	18	7	0	7	11	73.33%	100.00%	
#382		11	0	0	11	2	0	0	0	9	1	0	1	8	80.00%	100.00%	
#383		240	0	0	240	55	0	36	1	148	3	3	0	145	71.43%	97.97%	
#384		0	0	3	3	0	0	1	0	2	1	0	1	1	100.00%	100.00%	
#385		0	0	1849	1849	294	0	236	9	1310	160	87	73	1150	75.11%	92.97%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Pending Supps (Z Status)	Validated	Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total	Auto Clarification	System Fallout			BST Caused Fallout	OTCC Caused Fallout				
#386		0	0	1007	1007	122	0	152	1	732	78	41	37	654	80.05%	89.34%	94.10%
#387		0	0	3	3	0	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#388		0	0	1882	1882	387	0	287	4	1204	196	89	107	1008	67.92%	83.72%	91.89%
#389		0	0	1157	1157	171	0	205	2	779	128	56	70	653	74.20%	83.83%	92.10%
#390		0	0	974	974	160	0	155	1	658	100	33	67	558	74.30%	84.80%	94.42%
#391		0	0	17	17	2	0	6	0	9	2	0	2	7	77.78%	77.78%	100.00%
#392		4	0	0	4	0	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#393		4	0	0	4	1	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%
#394		1066	0	0	1066	165	0	73	3	825	33	26	7	792	80.57%	96.00%	96.82%
#395		15	0	0	15	1	1	1	0	13	0	0	0	13	92.86%	100.00%	100.00%
#396		11	0	0	11	4	0	0	0	7	1	1	0	6	54.55%	85.71%	85.71%
#397		0	2	0	2	1	0	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#398		58	0	0	58	1	1	7	0	50	3	1	2	47	95.92%	94.00%	97.92%
#399		2611	0	0	2611	492	0	330	16	1773	150	72	78	1623	74.21%	91.54%	95.75%
#400		251	0	0	251	34	0	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#401		276	0	0	276	58	0	17	3	198	19	16	3	179	70.75%	90.40%	91.79%
#402		0	0	1	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#403		1820	0	0	1820	159	0	97	1	1563	46	40	6	1517	88.40%	97.06%	97.43%
#404		168	0	0	168	9	0	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#405		0	88	0	88	0	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#406		120	0	0	120	3	0	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#407		0	0	1140	1140	45	0	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#408		391	0	0	391	78	0	28	2	283	15	11	4	268	75.07%	94.70%	96.06%
#409		2356	0	0	2356	307	0	152	13	1884	83	74	9	1801	82.54%	95.59%	96.05%
#410		165	0	0	165	27	0	11	3	124	22	15	7	102	70.83%	82.26%	87.18%
#411		161	0	0	161	12	0	6	0	143	4	3	1	139	90.26%	97.20%	97.89%
#412		406	0	0	406	29	0	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#413		384	0	0	384	45	0	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#414		540	0	0	540	45	0	13	0	482	6	6	0	476	90.32%	98.76%	98.76%
#415		333	0	0	333	51	0	31	3	248	10	10	0	238	79.60%	95.97%	95.97%
#416		0	28	0	28	6	0	0	2	20	11	10	1	9	36.00%	45.00%	47.37%
#417		0	63	0	63	48	0	1	0	14	3	1	2	11	18.33%	78.57%	91.67%
#418		0	2	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#419		0	28	0	28	20	0	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#420		0	213	0	213	160	0	19	3	31	11	6	5	20	10.75%	64.52%	76.92%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects		Pending Supps (Z Status)	Validated	Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Auto Clarification			Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#421		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#422		3	0	0	3	0	0	1	2	0	0	0	2	100.00%	100.00%	100.00%
#423		64	0	0	64	12	4	0	48	7	6	1	41	69.49%	85.42%	87.23%
#424		496	0	0	496	80	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#425		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#426		0	323	0	323	143	46	6	128	38	27	11	90	34.82%	70.31%	76.92%
#427		83	0	0	83	17	12	4	50	22	5	17	28	56.00%	56.00%	84.85%
#428		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#429		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#430		155	0	0	155	28	24	1	102	10	6	4	92	73.02%	90.20%	93.88%
#431		631	0	0	631	76	74	8	473	73	62	11	400	74.35%	84.57%	86.58%
#432		84	0	0	84	27	1	2	54	16	6	10	38	53.52%	70.37%	86.36%
#433		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
#434		16	0	0	16	4	3	0	9	2	2	0	7	53.85%	77.78%	77.78%
#435		50	0	0	50	6	6	1	37	5	4	1	32	76.19%	86.49%	88.89%
#436		22	0	0	22	0	0	0	22	6	3	3	16	84.21%	72.73%	84.21%
#437		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%
#438		129	0	0	129	2	6	0	121	7	2	5	114	96.61%	94.21%	98.28%
#439		92	0	0	92	7	6	1	78	6	5	1	72	85.71%	92.31%	93.51%
#440		30	0	0	30	7	4	0	19	6	5	1	13	52.00%	68.42%	72.22%
#441		213	0	0	213	40	33	3	137	14	10	4	123	71.10%	89.78%	92.48%
#442		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#443		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#444		56	0	0	56	5	5	0	46	4	0	4	42	89.36%	91.30%	100.00%
#445		71	0	0	71	11	5	1	54	6	2	4	48	78.69%	88.89%	96.00%
#446		98	0	0	98	10	15	3	70	15	9	6	55	74.32%	78.57%	85.94%
#447		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#448		0	0	661	661	87	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#449		0	0	92	92	15	6	0	71	8	0	8	63	80.77%	88.73%	100.00%
#450		0	0	228	228	28	31	0	169	14	8	6	155	81.15%	91.72%	95.09%
#451		0	0	353	353	63	25	0	265	19	11	8	246	76.88%	92.83%	95.72%
#452		0	0	229	229	36	27	1	165	18	8	10	147	76.96%	89.09%	94.84%
#453		16	0	0	16	3	0	0	13	1	1	0	12	75.00%	92.31%	92.31%
#454		648	0	0	648	61	46	4	537	43	16	27	494	86.51%	91.99%	96.86%
#455		139	0	0	139	6	6	3	124	13	5	8	111	90.98%	89.52%	95.69%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES																		
Company Info																		
Name	RESH / OCN	Mechanized Interface Used						LESOG		Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Rejects	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLCC Caused Fallout	Issued SO's					
																	Manual	Auto
#456		213	0	0	213	27	18	5	163	19	12	7	144	78.69%	88.34%	92.31%		
#457		927	0	0	927	115	76	13	723	77	49	28	646	79.75%	89.35%	92.95%		
#458		983	0	0	983	126	79	4	774	74	58	16	700	79.19%	90.44%	92.35%		
#459		1929	0	0	1929	174	53	5	1697	86	75	11	1611	86.61%	94.93%	95.55%		
#460		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%		
#461		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%		
#462		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%		
#463		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.28%		
LENS Subtotal		251759	0	0	251759	28667	25697	1279	196116	16279	10652	5627	179837	82.06%	91.70%	94.41%		
EDI Subtotal		0	74628	0	74628	11278	12080	90	51180	3354	1527	1827	47826	78.88%	93.45%	96.91%		
TAG Subtotal		0	0	56696	56696	5935	6075	403	44283	4844	2946	1898	39439	81.62%	89.06%	93.05%		
TOTAL INTERFACES		251759	74628	56696	383083	45880	43852	1772	291679	24477	15126	9352	267102	81.41%	91.61%	94.64%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)

Supplemental Exhibit A JV-2
Attachment 2C

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
#1		0	4	0	4	1	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
#2		0	18	0	18	0	0	2	0	16	5	0	5	11	100.00%	68.75%	100.00%
#3		0	1	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		0	1	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		0	2	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#6		10	0	0	10	1	1	4	0	5	0	0	0	5	83.33%	100.00%	100.00%
#7		2	0	0	2	0	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#8		6	0	0	6	3	3	1	0	2	1	1	0	1	20.00%	50.00%	50.00%
#9		1	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#10		174	0	0	174	18	18	15	0	141	8	5	3	133	85.26%	94.33%	96.38%
#11		1152	0	0	1152	108	108	122	1	921	18	14	4	903	88.10%	98.05%	98.47%
#12		0	0	1	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		1144	0	0	1144	99	99	143	1	901	42	33	9	859	86.68%	95.34%	96.30%
#14		2	0	0	2	0	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#15		24	0	0	24	6	6	3	0	15	1	1	0	14	66.67%	93.33%	93.33%
#16		9	0	0	9	0	0	2	0	7	1	0	1	6	100.00%	85.71%	100.00%
#17		500	0	0	500	33	33	27	0	440	14	7	7	426	91.42%	96.82%	98.38%
#18		12	0	0	12	2	2	0	1	9	4	2	2	5	55.56%	55.56%	71.43%
#19		1208	0	0	1208	93	93	41	4	1070	29	24	5	1041	89.90%	97.29%	97.75%
#20		1902	0	0	1902	84	84	154	5	1659	155	67	88	1504	90.88%	90.66%	95.74%
#21		21	0	0	21	0	0	4	0	17	1	0	1	16	100.00%	94.12%	100.00%
#22		401	0	0	401	8	8	21	0	372	6	6	0	366	96.32%	98.39%	98.39%
#23		16	0	0	16	1	1	1	1	13	4	1	3	9	81.82%	69.23%	90.00%
#24		321	0	0	321	35	35	22	2	262	22	19	3	240	81.63%	91.60%	92.66%
#25		14	0	0	14	0	0	2	0	12	3	2	1	9	81.82%	75.00%	81.82%
#26		0	2	0	2	0	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#27		2277	0	0	2277	125	125	223	15	1914	190	146	44	1724	86.42%	90.07%	92.19%
#28		3	0	0	3	0	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#29		12	0	0	12	1	1	5	1	5	1	1	0	4	66.67%	80.00%	80.00%
#30		18	0	0	18	0	0	5	0	13	2	0	2	11	100.00%	84.62%	100.00%
#31		50	0	0	50	4	4	2	0	44	9	6	3	35	77.78%	79.55%	85.37%
#32		28	0	0	28	4	4	5	0	19	1	1	0	18	78.26%	94.74%	94.74%
#33		0	0	24	24	4	4	13	2	5	4	1	3	1	16.67%	20.00%	50.00%
#34		0	0	535	535	167	167	81	8	279	42	18	24	237	56.16%	84.95%	92.94%
#35		69	0	0	69	7	7	39	1	22	6	0	6	16	69.57%	72.73%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual		Validated		Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Rejects	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
#36		232	0	0	232	17	44	5	166	39	25	14	127	75.15%	76.51%	83.55%
#37		220	0	0	220	52	5	0	163	12	11	1	151	70.56%	92.64%	93.21%
#38		327	0	0	327	48	39	1	239	7	6	1	232	81.12%	97.07%	97.48%
#39		514	0	0	514	42	19	3	450	14	12	2	436	88.98%	96.89%	97.32%
#40		385	0	0	385	29	6	0	350	5	4	1	345	91.27%	98.57%	98.85%
#41		261	0	0	261	36	9	1	215	18	9	9	197	81.40%	91.63%	95.63%
#42		0	0	307	307	2	41	0	264	3	2	1	261	98.49%	98.86%	99.24%
#43		29	0	0	29	0	5	1	23	3	1	2	20	95.24%	86.96%	95.24%
#44		541	0	0	541	82	18	2	439	29	22	7	410	79.77%	93.39%	94.91%
#45		0	0	1545	1545	11	54	3	1477	15	13	2	1462	98.38%	98.98%	99.12%
#46		191	0	0	191	8	23	1	159	10	5	5	149	91.98%	93.71%	96.75%
#47		15	0	0	15	2	0	0	13	2	2	0	11	73.33%	84.62%	84.62%
#48		6	0	0	6	1	1	0	4	0	0	0	4	80.00%	100.00%	100.00%
#49		386	0	0	386	17	7	1	361	30	22	8	331	89.46%	91.69%	93.77%
#50		56	0	0	56	8	0	0	48	7	6	1	41	74.55%	85.42%	87.23%
#51		0	0	1756	1756	234	151	9	1362	212	156	56	1150	74.68%	84.43%	88.06%
#52		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#53		17	0	0	17	3	1	0	13	0	0	0	13	81.25%	100.00%	100.00%
#54		0	0	889	889	6	102	0	781	13	9	4	768	98.08%	98.34%	98.84%
#55		75	0	0	75	2	5	4	64	4	0	4	60	96.77%	93.75%	100.00%
#56		13	0	0	13	0	2	0	11	0	0	0	11	100.00%	100.00%	100.00%
#57		14	0	0	14	2	8	0	4	0	0	0	4	66.67%	100.00%	100.00%
#58		136	0	0	136	13	9	1	113	12	11	1	101	80.80%	89.38%	90.18%
#59		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#60		30227	0	0	30227	3289	6150	257	20531	3982	2180	1802	16549	75.16%	80.60%	88.36%
#61		342	0	0	342	36	27	1	278	7	5	2	271	86.86%	97.48%	98.19%
#62		43	0	0	43	14	3	0	26	2	2	0	24	60.00%	92.31%	92.31%
#63		25	0	0	25	0	3	1	21	6	1	5	15	93.75%	71.43%	93.75%
#64		1683	0	0	1683	272	39	6	1366	227	207	20	1139	70.40%	83.38%	84.62%
#65		34	0	0	34	2	25	0	7	0	0	0	7	77.78%	100.00%	100.00%
#66		64	0	0	64	4	6	1	53	1	0	1	52	92.86%	98.11%	100.00%
#67		1885	0	0	1885	235	276	2	1372	33	26	7	1339	83.69%	97.59%	98.10%
#68		610	0	0	610	39	34	4	533	45	33	12	488	87.14%	91.56%	93.67%
#69		975	0	0	975	119	53	0	803	24	22	2	779	84.67%	97.01%	97.25%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		Total Mech LSR's		TAG	EDI	LENS	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout
#70		128	0	0	128	23	10	1	94	9	8	1	85	73.28%	90.43%	91.40%	
#71		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#72		17	0	0	17	1	3	0	13	5	1	4	8	80.00%	61.54%	88.89%	
#73		0	0	96	96	25	35	4	32	11	7	4	21	39.62%	65.63%	75.00%	
#74		565	0	0	565	76	59	5	425	48	36	12	377	77.10%	88.71%	91.28%	
#75		11	0	0	11	0	6	0	5	0	0	0	5	100.00%	100.00%	100.00%	
#76		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
#77		202	0	0	202	46	11	1	144	8	6	2	136	72.34%	94.44%	95.77%	
#78		45	0	0	45	4	5	0	36	3	1	2	33	86.84%	91.67%	97.06%	
#79		104	0	0	104	10	5	0	89	1	1	0	88	88.89%	98.88%	98.88%	
#80		623	0	0	623	88	8	0	527	15	15	0	512	83.25%	97.15%	97.15%	
#81		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%	
#82		223	0	0	223	31	9	1	182	11	7	4	171	81.82%	93.96%	96.07%	
#83		828	0	0	828	125	132	2	569	46	39	7	523	76.13%	91.92%	93.06%	
#84		308	0	0	308	48	20	1	239	20	16	4	219	77.39%	91.63%	93.19%	
#85		495	0	0	495	21	24	0	450	15	14	1	435	92.55%	96.67%	96.88%	
#86		10	0	0	10	1	2	0	7	0	0	0	7	87.50%	100.00%	100.00%	
#87		493	0	0	493	64	30	2	397	44	26	18	353	79.68%	88.92%	93.14%	
#88		2544	0	0	2544	302	187	7	2048	115	93	22	1933	83.03%	94.38%	95.41%	
#89		92	0	0	92	8	6	3	75	30	24	6	45	58.44%	60.00%	65.22%	
#90		147	0	0	147	14	6	0	127	3	2	1	124	88.57%	97.64%	98.41%	
#91		4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%	
#92		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#93		1186	0	0	1186	239	126	2	819	44	38	6	775	73.67%	94.63%	95.33%	
#94		0	2720	0	2720	1545	318	0	857	153	126	27	704	29.64%	82.15%	84.82%	
#95		2868	0	0	2868	212	193	22	2441	338	302	36	2103	80.36%	86.15%	87.44%	
#96		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#97		16	0	0	16	0	6	1	9	0	0	0	9	100.00%	100.00%	100.00%	
#98		68	0	0	68	11	6	0	51	7	5	2	44	73.33%	86.27%	89.80%	
#99		791	0	0	791	41	46	0	704	18	11	7	686	92.95%	97.44%	98.42%	
#100		0	0	11192	11192	69	584	8	10531	301	250	51	10230	96.98%	97.14%	97.61%	
#101		3725	0	0	3725	354	253	26	3092	213	141	72	2879	85.33%	93.11%	95.33%	
#102		73	0	0	73	4	11	1	57	9	3	6	48	87.27%	84.21%	94.12%	
#103		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout					BST Caused Fallout
#104		71	0	0	71	18	13	0	40	8	7	1	32	56.14%	80.00%	82.05%
#105		0	7	0	7	2	1	0	4	0	0	0	4	66.67%	100.00%	100.00%
#106		158	0	0	158	10	10	2	136	13	10	3	123	86.01%	90.44%	92.48%
#107		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#108		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		11	0	0	11	2	3	0	6	1	0	1	5	71.43%	83.33%	100.00%
#110		280	0	0	280	43	48	1	188	25	15	10	163	73.76%	86.70%	91.57%
#111		167	0	0	167	8	4	5	150	114	110	4	36	23.38%	24.00%	24.66%
#112		21	0	0	21	1	0	0	20	0	0	0	20	95.24%	100.00%	100.00%
#113		36	0	0	36	11	0	0	25	1	1	0	24	66.67%	96.00%	96.00%
#114		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#115		201	0	0	201	20	19	1	161	6	4	2	155	86.59%	96.27%	97.48%
#116		156	0	0	156	32	24	1	99	36	34	2	63	48.84%	63.64%	64.95%
#117		5	0	0	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
#118		7	0	0	7	1	0	1	5	0	0	0	5	83.33%	100.00%	100.00%
#119		60	0	0	60	8	4	0	48	3	1	2	45	83.33%	93.75%	97.83%
#120		699	0	0	699	71	63	3	562	28	18	10	534	85.71%	95.02%	96.74%
#121		84	0	0	84	12	9	0	63	3	3	0	60	80.00%	95.24%	95.24%
#122		0	924	0	924	24	66	0	834	49	39	10	785	92.57%	94.12%	95.27%
#123		0	5077	0	5077	94	1453	0	3530	864	450	414	2666	83.05%	75.52%	85.56%
#124		0	328	0	328	40	14	0	274	4	3	1	270	86.26%	98.54%	98.90%
#125		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#126		218	0	0	218	24	26	0	168	6	3	3	162	85.71%	96.43%	98.18%
#127		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#128		67	0	0	67	3	5	0	59	1	1	0	58	93.55%	98.31%	98.31%
#129		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#130		413	0	0	413	61	21	0	331	12	10	2	319	81.79%	96.37%	96.96%
#131		377	0	0	377	27	70	1	279	14	10	4	265	87.75%	94.98%	96.36%
#132		63	0	0	63	10	19	2	32	2	0	2	30	75.00%	93.75%	100.00%
#133		354	0	0	354	62	33	6	253	36	17	19	217	73.31%	85.77%	92.74%
#134		79	0	0	79	13	13	0	53	10	5	5	43	70.45%	81.13%	89.58%
#135		0	0	3423	3423	14	555	31	2823	730	493	237	2093	80.50%	74.14%	80.94%
#136		6	0	0	6	0	2	0	4	1	1	0	3	75.00%	75.00%	75.00%
#137		0	0	27	27	0	2	0	25	2	1	1	23	95.83%	92.00%	95.83%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AUV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout
#138		0	0	3	3	0	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#139		1	0	0	1	0	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#140		10	0	0	10	0	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
#141		0	0	3	3	2	0	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#142		2	0	0	2	0	1	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#143		21	0	0	21	2	3	3	0	16	0	0	0	16	88.89%	100.00%	100.00%
#144		18	0	0	18	5	5	5	0	8	0	0	0	8	61.54%	100.00%	100.00%
#145		5	0	0	5	0	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#146		18	0	0	18	1	2	2	0	15	3	0	3	12	92.31%	80.00%	100.00%
#147		0	0	2	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#148		1	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#149		8	0	0	8	0	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
#150		252	0	0	252	18	50	50	0	184	8	5	3	176	88.44%	95.65%	97.24%
#151		76	0	0	76	20	8	8	0	48	7	5	2	41	62.12%	85.42%	89.13%
#152		67	0	0	67	5	7	7	0	55	5	3	2	50	86.21%	90.91%	94.34%
#153		0	0	4184	4184	222	79	79	14	3869	346	306	40	3523	86.97%	91.06%	92.01%
#154		10985	0	0	10985	809	493	493	4	9679	230	185	45	9449	90.48%	97.62%	98.08%
#155		0	0	2	2	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		450	0	0	450	70	75	75	3	302	31	23	8	271	74.45%	89.74%	92.18%
#157		3277	0	0	3277	273	400	400	4	2600	63	46	17	2537	88.83%	97.58%	98.22%
#158		29	0	0	29	0	0	0	0	29	1	1	0	28	96.55%	96.55%	96.55%
#159		1578	0	0	1578	167	159	159	8	1244	117	65	52	1127	82.93%	90.59%	94.55%
#160		83	0	0	83	10	16	16	0	57	4	2	2	53	81.54%	92.98%	96.36%
#161		228	0	0	228	34	8	8	0	186	4	4	0	182	82.73%	97.85%	97.85%
#162		0	0	2303	2303	80	190	190	0	2033	84	65	19	1949	93.08%	95.87%	96.77%
#163		108	0	0	108	13	7	7	5	83	7	5	2	76	80.85%	91.57%	93.83%
#164		3	0	0	3	0	2	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		87	0	0	87	3	1	1	0	83	4	2	2	79	94.05%	95.18%	97.53%
#166		1	0	0	1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#167		98	0	0	98	10	3	3	0	85	4	4	0	81	85.26%	95.29%	95.29%
#168		963	0	0	963	95	30	30	2	836	61	60	1	775	83.33%	92.70%	92.81%
#169		0	0	136	136	2	17	17	1	116	6	4	2	110	94.83%	94.83%	96.49%
#170		13	0	0	13	0	0	0	0	13	0	0	0	13	100.00%	100.00%	100.00%
#171		4	0	0	4	1	2	2	0	1	0	0	0	1	50.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects	Validated		Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
#172		3962	0	0	3962	444		249	25	3244	105	70	35	3139	85.93%	96.76%	97.82%
#173		48	0	0	48	14		12	1	21	11	11	0	10	28.57%	47.62%	47.62%
#174		1282	0	0	1282	161		152	1	968	43	33	10	925	82.66%	95.56%	96.56%
#175		165	0	0	165	36		7	0	122	3	3	0	119	75.32%	97.54%	97.54%
#176		560	0	0	560	80		46	2	432	13	8	5	419	82.64%	96.99%	98.13%
#177		130	0	0	130	15		26	1	88	4	3	1	84	82.35%	95.45%	96.55%
#178		2261	0	0	2261	134		827	2	1298	30	27	3	1268	88.73%	97.69%	97.92%
#179		0	0	985	985	10		88	1	886	7	6	1	879	98.21%	99.21%	99.32%
#180		60	0	0	60	7		6	2	45	4	1	3	41	83.67%	91.11%	97.62%
#181		1727	0	0	1727	180		87	2	1458	52	43	9	1406	86.31%	96.43%	97.03%
#182		108	0	0	108	18		2	0	88	3	1	2	85	81.73%	96.59%	98.84%
#183		0	3493	0	3493	525		655	3	2310	70	48	22	2240	79.63%	96.97%	97.90%
#184		128	0	0	128	7		11	0	110	24	24	0	86	73.50%	78.18%	78.18%
#185		497	0	0	497	46		15	1	435	14	10	4	421	88.26%	96.78%	97.68%
#186		404	0	0	404	39		21	1	343	16	16	0	327	85.60%	95.34%	95.34%
#187		2084	0	0	2084	247		167	6	1664	48	29	19	1616	85.41%	97.12%	98.24%
#188		792	0	0	792	106		112	1	573	17	14	3	556	82.25%	97.03%	97.54%
#189		917	0	0	917	109		26	0	782	12	10	2	770	86.61%	98.47%	98.72%
#190		39	0	0	39	4		2	1	32	3	3	0	29	80.56%	90.63%	90.63%
#191		1851	0	0	1851	190		80	5	1576	49	33	16	1527	87.26%	96.89%	97.88%
#192		232	0	0	232	13		11	0	208	5	5	0	203	91.86%	97.60%	97.60%
#193		1	0	0	1	0		0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#194		57	0	0	57	26		2	0	29	2	2	0	27	49.09%	93.10%	93.10%
#195		1297	0	0	1297	181		106	3	1007	30	24	6	977	82.66%	97.02%	97.60%
#196		411	0	0	411	41		17	5	348	7	6	1	341	87.89%	97.99%	98.27%
#197		27	0	0	27	8		0	1	18	2	1	1	16	64.00%	88.89%	94.12%
#198		4235	0	0	4235	537		237	9	3452	201	169	32	3251	82.16%	94.18%	95.06%
#199		8959	0	0	8959	712		539	10	7698	431	285	146	7267	87.94%	94.40%	96.23%
#200		20	0	0	20	0		2	0	18	0	0	0	18	100.00%	100.00%	100.00%
#201		1370	0	0	1370	112		87	3	1168	66	49	17	1102	87.25%	94.35%	95.74%
#202		860	0	0	860	89		56	1	714	33	30	3	681	85.13%	95.38%	95.78%
#203		13	0	0	13	0		3	0	10	0	0	0	10	100.00%	100.00%	100.00%
#204		450	0	0	450	57		27	1	365	18	17	1	347	82.42%	95.07%	95.33%
#205		334	0	0	334	20		32	1	281	7	1	6	274	92.88%	97.51%	99.64%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects	Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout		Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				
#206		0	192	0	192	23	43	1	125	27	12	15	98	73.68%	78.40%	89.09%	
#207		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%	
#208		2983	0	0	2983	237	175	17	2554	213	156	57	2341	85.63%	91.66%	93.75%	
#209		412	0	0	412	53	35	3	321	51	42	9	270	73.97%	84.11%	86.54%	
#210		14	0	0	14	2	0	0	12	0	0	0	12	85.71%	100.00%	100.00%	
#211		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%	
#212		84	0	0	84	7	5	0	72	7	5	2	65	84.42%	90.28%	92.86%	
#213		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#214		32	0	0	32	4	0	0	28	1	1	0	27	84.38%	96.43%	96.43%	
#215		31	0	0	31	6	1	0	24	1	1	0	23	76.67%	95.83%	95.83%	
#216		30	0	0	30	3	1	0	26	0	0	0	26	89.66%	100.00%	100.00%	
#217		0	0	34	34	13	2	0	19	1	1	0	18	56.25%	94.74%	94.74%	
#218		0	0	482	482	24	38	0	420	11	5	6	409	93.38%	97.38%	98.79%	
#219		27	0	0	27	0	9	2	16	0	0	0	16	100.00%	100.00%	100.00%	
#220		57	0	0	57	7	4	0	46	4	4	0	42	79.25%	91.30%	91.30%	
#221		3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%	
#222		636	0	0	636	58	91	1	486	43	38	5	443	82.19%	91.15%	92.10%	
#223		0	5968	0	5968	773	1383	0	3812	91	48	43	3721	81.92%	97.61%	98.73%	
#224		0	8139	0	8139	1366	1974	4	4795	186	89	97	4609	76.01%	96.12%	98.11%	
#225		129	0	0	129	9	20	1	99	4	4	0	95	87.96%	95.96%	95.96%	
#226		366	0	0	366	20	72	0	274	13	11	2	261	89.38%	95.26%	95.96%	
#227		7	0	0	7	1	1	0	5	0	0	0	5	83.33%	100.00%	100.00%	
#228		1220	0	0	1220	94	75	0	1051	22	18	4	1029	90.18%	97.91%	98.28%	
#229		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#230		1868	0	0	1868	220	289	9	1350	100	53	47	1250	82.07%	92.59%	95.93%	
#231		0	0	515	515	100	39	6	370	46	31	15	324	71.21%	87.57%	91.27%	
#232		97	0	0	97	18	21	11	47	20	0	20	27	60.00%	57.45%	100.00%	
#233		11273	0	0	11273	379	1287	12	9595	252	192	60	9343	94.24%	97.37%	97.99%	
#234		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#235		599	0	0	599	21	54	0	524	11	8	3	513	94.65%	97.90%	98.46%	
#236		4762	0	0	4762	482	533	8	3739	241	188	53	3498	83.93%	93.55%	94.90%	
#237		114	0	0	114	9	4	0	101	7	6	1	94	86.24%	93.07%	94.00%	
#238		61	0	0	61	3	4	0	54	4	3	1	50	89.29%	92.59%	94.34%	
#239		0	3	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects	Validated		Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Manual Fallout		Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout				
#240		6	0	0	6	0	4	0	0	2	0	0	2	100.00%	100.00%	100.00%
#241		110	0	0	110	10	13	1	1	86	7	4	3	79	84.95%	95.18%
#242		103	0	0	103	13	14	0	0	76	7	5	2	69	79.31%	93.24%
#243		20	0	0	20	1	3	0	0	16	1	1	0	15	88.24%	93.75%
#244		32243	0	0	32243	4241	2508	67	25427	1211	1085	126	24216	81.97%	95.24%	95.71%
#245		1	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%
#246		6	0	0	6	0	3	0	0	3	0	0	0	3	100.00%	100.00%
#247		11	0	0	11	2	0	0	0	9	1	0	1	8	80.00%	100.00%
#248		234	0	0	234	55	34	1	144	32	25	7	141	70.85%	97.92%	97.92%
#249		1061	0	0	1061	162	73	3	823	32	0	0	791	80.88%	96.11%	96.94%
#250		11	0	0	11	0	1	0	0	10	0	0	10	100.00%	100.00%	100.00%
#251		11	0	0	11	4	0	0	0	7	1	1	6	54.55%	85.71%	85.71%
#252		56	0	0	56	1	6	0	0	49	2	1	47	95.92%	95.92%	97.92%
#253		251	0	0	251	34	24	1	192	16	13	3	176	78.92%	91.67%	93.12%
#254		157	0	0	157	23	13	0	121	5	3	2	116	81.69%	95.87%	97.48%
#255		0	0	1	1	0	0	0	0	1	0	0	1	100.00%	100.00%	100.00%
#256		1814	0	0	1814	159	96	1	1558	45	39	6	1513	88.43%	97.11%	97.49%
#257		168	0	0	168	9	3	0	156	6	4	2	150	92.02%	96.15%	97.40%
#258		0	88	0	88	0	6	0	82	16	9	7	66	88.00%	80.49%	88.00%
#259		120	0	0	120	3	6	0	111	3	3	0	108	94.74%	97.30%	97.30%
#260		0	0	1140	1140	45	146	0	949	23	18	5	926	93.63%	97.58%	98.09%
#261		390	0	0	390	77	28	2	283	15	11	4	268	75.28%	94.70%	96.06%
#262		2319	0	0	2319	291	150	12	1866	83	74	9	1783	83.01%	95.55%	96.02%
#263		165	0	0	165	27	11	3	124	22	15	7	102	70.83%	82.26%	87.18%
#264		160	0	0	160	12	6	0	142	4	3	1	138	90.20%	97.18%	97.87%
#265		406	0	0	406	29	20	0	357	12	8	4	345	90.31%	96.64%	97.73%
#266		384	0	0	384	45	23	6	310	11	8	3	299	84.94%	96.45%	97.39%
#267		540	0	0	540	45	13	0	482	6	6	0	476	90.32%	98.76%	98.76%
#268		311	0	0	311	44	29	3	235	10	10	0	225	80.65%	95.74%	95.74%
#269		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
#270		496	0	0	496	80	29	0	387	9	5	4	378	81.64%	97.67%	98.69%
#271		141	0	0	141	39	5	0	97	9	9	0	88	64.71%	90.72%	90.72%
#272		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#273		101	0	0	101	16	11	1	73	5	4	1	68	77.27%	93.15%	94.44%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info																
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#274		365	0	0	365	47	45	1	272	25	18	7	247	79.17%	90.81%	93.21%
#275		10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%
#276		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#277		63	0	0	63	2	11	2	48	11	5	6	37	84.09%	77.08%	88.10%
#278		0	0	196	196	28	21	1	146	14	7	7	132	79.04%	90.41%	94.96%
#279		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#280		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
#281		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#282		743	0	0	743	42	56	3	642	55	45	10	587	87.09%	91.43%	92.88%
#283		1929	0	0	1929	174	53	5	1697	86	75	11	1611	86.61%	94.93%	95.55%
#284		16	0	0	16	3	1	0	12	1	1	0	11	73.33%	91.67%	91.67%
#285		12	0	0	12	1	2	0	9	1	1	0	8	80.00%	88.89%	88.89%
#286		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#287		605	0	0	605	27	33	2	543	25	20	5	518	91.68%	95.40%	96.28%
LENS Subtotal		191855	0	0	191855	19699	19482	711	151963	10895	7566	3329	141068	83.80%	92.83%	94.91%
EDI Subtotal		0	26971	0	26971	4394	5920	8	16649	1468	824	644	15181	74.42%	91.18%	94.85%
TAG Subtotal		0	0	29784	29784	1060	2241	88	26395	1872	1394	478	24523	90.90%	92.91%	94.62%
TOTAL INTERFACES		191855	26971	29784	248610	25153	27643	807	195007	14235	9784	4451	180772	83.80%	92.70%	94.87%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info																
Name	RESH / OCN	Mechanized Interface Used				LESOG				Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Validated		Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's			
								Pending Supps (Z Status)	LSR's							
#1		6	0	0	6	0	0	0	6	5	3	2	1	25.00%	16.67%	25.00%
#2		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#3		22	0	0	22	10	0	0	12	3	2	1	9	42.86%	75.00%	81.82%
#4		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#5		155	0	0	155	48	9	2	96	12	7	5	84	60.43%	87.50%	92.31%
#6		32	0	0	32	3	4	1	24	3	1	2	21	84.00%	87.50%	95.45%
#7		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
#8		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#9		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#10		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#11		18	0	0	18	0	2	1	15	2	1	1	13	92.86%	86.67%	92.86%
#12		23	0	0	23	5	1	1	16	6	4	2	10	52.63%	62.50%	71.43%
#13		71	0	0	71	19	2	3	47	9	4	5	38	62.30%	80.85%	90.48%
#14		22	0	0	22	0	6	4	12	3	1	2	9	90.00%	75.00%	90.00%
#15		7	0	0	7	0	1	0	6	3	2	1	3	60.00%	50.00%	60.00%
#16		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
#17		20	0	0	20	1	2	1	16	6	6	0	10	58.82%	62.50%	62.50%
#18		10	0	0	10	2	3	0	5	2	0	2	3	60.00%	60.00%	100.00%
#19		32	0	0	32	1	0	1	30	8	7	1	22	73.33%	73.33%	75.86%
#20		0	0	5	5	3	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#21		0	0	111	111	64	11	2	34	14	7	7	20	21.98%	58.82%	74.07%
#22		52	0	0	52	0	12	0	40	10	5	5	30	85.71%	75.00%	85.71%
#23		185	0	0	185	76	12	0	97	36	25	11	61	37.65%	62.89%	70.93%
#24		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#25		0	5	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%
#26		8	0	0	8	0	6	0	2	1	0	1	1	100.00%	50.00%	100.00%
#27		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#28		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#29		15	0	0	15	5	0	0	10	5	3	2	5	38.46%	50.00%	62.50%
#30		8	0	0	8	0	0	1	7	0	0	0	7	100.00%	100.00%	100.00%
#31		197	0	0	197	21	13	0	163	42	39	3	121	66.85%	74.23%	75.63%
#32		11	0	0	11	6	2	0	3	0	0	0	3	33.33%	100.00%	100.00%
#33		1387	0	0	1387	162	227	28	970	339	228	111	631	61.80%	65.05%	73.46%
#34		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#35		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			
#36		8	0	0	8	0	0	0	8	1	0	1	100.00%	87.50%	100.00%
#37		1	0	0	1	0	0	0	1	0	0	0	100.00%	100.00%	100.00%
#38		105	0	0	105	21	7	2	75	26	13	13	59.04%	65.33%	79.03%
#39		3	0	0	3	1	1	0	1	0	0	0	50.00%	100.00%	100.00%
#40		293	0	0	293	51	36	4	202	81	55	26	53.30%	59.90%	68.75%
#41		71	0	0	71	10	6	0	55	7	6	1	75.00%	87.27%	88.89%
#42		55	0	0	55	10	11	1	33	15	10	5	47.37%	54.55%	64.29%
#43		0	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#44		63	0	0	63	13	7	0	43	4	3	1	70.91%	90.70%	92.86%
#45		1	0	0	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#46		3	0	0	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#47		1	0	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#48		11	0	0	11	7	0	0	4	0	0	0	0.00%	0.00%	0.00%
#49		2	0	0	2	0	0	0	2	0	0	0	36.36%	100.00%	100.00%
#50		7	0	0	7	1	1	0	5	0	0	0	100.00%	100.00%	100.00%
#51		7	0	0	7	5	0	0	2	0	0	0	83.33%	100.00%	100.00%
#52		1	0	0	1	0	0	0	1	0	0	0	28.57%	100.00%	100.00%
#53		9	0	0	9	8	0	0	1	1	0	0	100.00%	100.00%	100.00%
#54		14	0	0	14	7	0	0	7	2	0	2	0.00%	0.00%	0.00%
#55		8	0	0	8	2	0	0	6	3	2	1	41.67%	71.43%	100.00%
#56		0	0	5	5	0	0	0	5	2	1	1	42.86%	50.00%	60.00%
#57		9	0	0	9	4	0	0	5	3	2	1	75.00%	60.00%	75.00%
#58		2	0	0	2	0	0	0	2	2	1	1	25.00%	40.00%	50.00%
#59		1	0	0	1	0	0	0	1	0	0	0	0.00%	0.00%	0.00%
#60		1	0	0	1	0	0	0	1	0	0	0	100.00%	100.00%	100.00%
#61		139	0	0	139	28	18	1	92	31	25	6	100.00%	100.00%	100.00%
#62		4	0	0	4	2	0	0	2	1	0	0	53.51%	66.30%	70.93%
#63		369	0	0	369	74	37	9	249	56	37	19	33.33%	50.00%	100.00%
#64		87	0	0	87	21	11	2	53	12	7	5	63.49%	77.51%	83.91%
#65		0	40	0	40	7	7	0	26	10	9	1	59.42%	77.36%	85.42%
#66		339	0	0	339	74	22	4	239	61	42	19	50.00%	61.54%	64.00%
#67		43	0	0	43	3	15	0	25	2	1	1	60.54%	74.48%	80.91%
#68		29	0	0	29	2	6	0	21	6	1	5	85.19%	92.00%	95.83%
#69		49	0	0	49	5	11	1	32	7	3	4	83.33%	71.43%	93.75%
													75.76%	78.13%	89.29%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES			LSR PROCESSING										FLOWTHROUGH				
Company Info			LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
#70		1	0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	
#71		1244	0	0	1244	226	166	9	843	372	262	110	471	49.11%	55.87%	64.26%	
#72		92	0	0	92	59	5	1	27	15	13	2	12	14.29%	44.44%	48.00%	
#73		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#74		10	0	0	10	2	1	0	7	1	0	1	6	75.00%	85.71%	100.00%	
#75		9	0	0	9	1	0	0	8	1	1	0	7	77.78%	87.50%	87.50%	
#76		14	0	0	14	5	2	0	7	0	0	0	7	58.33%	100.00%	100.00%	
#77		17	0	0	17	7	0	1	9	5	1	4	4	33.33%	44.44%	80.00%	
#78		40	0	0	40	2	0	1	37	12	6	6	25	75.76%	67.57%	80.65%	
#79		12	0	0	12	1	2	1	8	0	0	0	8	88.89%	100.00%	100.00%	
#80		9	0	0	9	3	1	0	5	4	2	2	1	16.67%	20.00%	33.33%	
#81		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#82		8	0	0	8	2	2	0	4	2	2	0	2	33.33%	50.00%	50.00%	
#83		0	0	7	7	6	1	0	0	0	0	0	0	0.00%	0.00%	100.00%	
#84		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#85		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#86		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%	
#87		8	0	0	8	4	1	0	3	1	0	1	2	33.33%	66.67%	100.00%	
#88		68	0	0	68	0	0	2	66	3	1	2	63	98.44%	95.45%	98.44%	
#89		11	0	0	11	5	0	0	6	0	0	0	6	54.55%	100.00%	100.00%	
#90		32	0	0	32	7	2	0	23	5	3	2	18	64.29%	78.26%	85.71%	
#91		16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%	
#92		0	0	29	29	0	10	1	18	3	3	0	15	83.33%	83.33%	83.33%	
#93		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#94		0	0	75	75	45	6	0	24	12	8	4	12	18.46%	50.00%	60.00%	
#95		0	0	23	23	0	10	0	13	8	4	4	5	55.56%	38.46%	55.56%	
#96		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%	
#97		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#98		29	0	0	29	3	4	0	22	3	1	2	19	82.61%	86.36%	95.00%	
#99		0	0	7	7	4	0	0	3	1	1	0	2	28.57%	66.67%	66.67%	
#100		0	0	10	10	6	2	0	2	0	0	0	2	25.00%	100.00%	100.00%	
#101		7	0	0	7	4	0	0	3	2	2	0	1	14.29%	33.33%	33.33%	
#102		7	0	0	7	1	4	0	2	1	0	1	1	50.00%	50.00%	100.00%	
#103		0	0	22	22	4	5	0	13	7	4	3	6	42.86%	46.15%	60.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)

Supplemental Exhibit AJV-2
Attachment 2C

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Validated		Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout
#104		2	0	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#105		4	0	0	4	0	2	0	2	0	0	2	100.00%	100.00%	100.00%	
#106		0	0	12	12	7	5	0	0	0	0	0	0.00%	0.00%	0.00%	
#107		95	0	0	95	1	7	0	87	5	0	82	98.80%	94.25%	100.00%	
#108		0	0	32	32	6	5	1	20	6	2	14	63.64%	70.00%	87.50%	
#109		0	0	7	7	0	0	0	7	1	1	6	85.71%	85.71%	85.71%	
#110		49	0	0	49	5	4	0	40	7	7	33	73.33%	82.50%	82.50%	
#111		15	0	0	15	2	2	0	11	3	3	8	81.54%	72.73%	72.73%	
#112		24	0	0	24	4	0	0	20	15	12	5	23.81%	25.00%	29.41%	
#113		1	0	0	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#114		0	0	1	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#115		18	0	0	18	1	10	0	7	1	1	6	75.00%	85.71%	85.71%	
#116		4	0	0	4	1	1	0	2	0	0	2	66.67%	100.00%	100.00%	
#117		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%	
#118		4	0	0	4	0	1	0	3	0	0	3	100.00%	100.00%	100.00%	
#119		0	0	11	11	6	1	0	4	3	0	1	14.29%	25.00%	100.00%	
#120		1280	0	0	1280	426	139	13	702	153	84	69	51.84%	78.21%	86.73%	
#121		2	0	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#122		1	0	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#123		49	0	0	49	12	0	0	37	2	2	35	71.43%	94.59%	94.59%	
#124		3	0	0	3	1	1	0	1	0	0	1	50.00%	100.00%	100.00%	
#125		22	0	0	22	8	1	0	13	3	2	10	50.00%	76.92%	83.33%	
#126		16	0	0	16	4	3	0	9	1	1	8	61.54%	88.89%	88.89%	
#127		2	0	0	2	0	1	0	1	0	0	1	100.00%	100.00%	100.00%	
#128		1	0	0	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#129		133	0	0	133	83	0	0	50	3	2	47	35.61%	94.00%	95.92%	
#130		1	0	0	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#131		12	0	0	12	5	0	0	7	0	0	7	58.33%	100.00%	100.00%	
#132		0	0	13	13	5	7	0	1	0	0	1	16.67%	100.00%	100.00%	
#133		0	0	2	2	0	0	0	2	1	0	1	100.00%	50.00%	100.00%	
#134		0	0	38	38	9	7	1	21	8	4	13	50.00%	61.90%	76.47%	
#135		0	0	1	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	
#136		5	0	0	5	0	1	0	4	2	0	2	100.00%	50.00%	100.00%	
#137		1	0	0	1	0	0	0	1	0	0	1	100.00%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through				
		LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending Supps (Z Status)	LSR's				Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's
#138		1	0	0	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%
#139		45	0	0	45	17	5	0	23	6	4	2	17	17	44.74%	80.95%
#140		2	0	0	2	0	0	0	2	0	0	0	2	2	100.00%	100.00%
#141		2	0	0	2	0	0	0	2	0	0	0	2	2	100.00%	100.00%
#142		1	0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%
#143		0	2	0	2	0	1	0	1	1	0	1	0	0	0.00%	0.00%
#144		4	0	0	4	1	0	0	3	2	1	1	1	1	33.33%	50.00%
#145		6	0	0	6	4	1	0	1	0	0	0	1	1	20.00%	100.00%
#146		17	0	0	17	5	4	0	8	2	2	0	6	6	46.15%	75.00%
#147		1	0	0	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%
#148		97	0	0	97	3	7	0	87	8	8	0	79	79	87.78%	90.80%
#149		8	0	0	8	1	0	0	7	0	0	0	7	7	87.50%	100.00%
#150		1	0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%
#151		142	0	0	142	3	27	0	112	11	10	1	101	101	88.60%	90.99%
#152		14	0	0	14	4	2	0	8	0	0	0	8	8	66.67%	100.00%
#153		13	0	0	13	0	0	0	13	2	2	0	11	11	84.62%	84.62%
#154		22	0	0	22	9	8	0	5	0	0	0	5	5	35.71%	100.00%
#155		31	0	0	31	0	5	1	25	5	2	3	20	20	90.91%	90.91%
#156		111	0	0	111	38	7	3	63	11	9	2	52	52	52.53%	85.25%
#157		3	0	0	3	1	0	0	2	0	0	0	2	2	66.67%	100.00%
#158		12	0	0	12	2	1	3	6	2	2	0	4	4	50.00%	66.67%
#159		2	0	0	2	2	0	0	0	0	0	0	0	0	0.00%	0.00%
#160		4	0	0	4	3	0	0	1	0	0	0	1	1	25.00%	100.00%
#161		1	0	0	1	0	0	0	1	0	0	0	1	1	100.00%	100.00%
#162		1	0	0	1	0	0	0	1	0	0	0	1	1	100.00%	100.00%
#163		4	0	0	4	1	0	0	3	1	0	1	2	2	66.67%	100.00%
#164		5	0	0	5	0	0	0	5	0	0	0	5	5	100.00%	100.00%
#165		0	639	0	639	233	158	7	241	75	50	25	166	166	36.97%	76.85%
#166		158	0	0	158	47	28	2	81	20	10	10	61	61	51.69%	85.92%
#167		8	0	0	8	1	3	0	4	0	0	0	4	4	80.00%	100.00%
#168		191	0	0	191	28	22	1	140	36	9	27	104	104	73.76%	92.04%
#169		3	0	0	3	2	0	0	1	1	0	1	0	0	0.00%	0.00%
#170		0	0	71	71	14	10	0	47	8	4	4	39	39	68.42%	90.70%
#171		10	0	0	10	2	6	0	2	0	0	0	2	2	50.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
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ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)

Supplemental Exhibit AJV-2
Attachment 2C

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout
#206		22	0	0	22	7	2	0	13	0	0	65.00%	100.00%	100.00%	
#207		0	4	0	4	0	0	0	4	0	0	100.00%	100.00%	100.00%	
#208		3	0	0	3	0	0	1	2	0	0	100.00%	100.00%	100.00%	
#209		64	0	0	64	12	4	0	48	7	6	69.49%	85.42%	87.23%	
#210		83	0	0	83	17	12	4	50	22	5	56.00%	56.00%	84.85%	
#211		1	0	0	1	0	0	0	1	1	1	0.00%	0.00%	0.00%	
#212		52	0	0	52	12	11	0	29	5	2	63.16%	82.76%	92.31%	
#213		264	0	0	264	28	29	7	200	48	44	67.86%	76.00%	77.55%	
#214		11	0	0	11	5	0	0	6	1	0	50.00%	83.33%	100.00%	
#215		16	0	0	16	4	3	0	9	2	2	53.85%	77.78%	77.78%	
#216		50	0	0	50	6	6	1	37	5	4	76.19%	86.49%	88.89%	
#217		22	0	0	22	0	0	0	22	6	3	84.21%	72.73%	84.21%	
#218		2	0	0	2	0	1	0	1	0	0	100.00%	100.00%	100.00%	
#219		88	0	0	88	7	6	0	75	6	5	85.19%	92.00%	93.24%	
#220		30	0	0	30	7	4	0	19	6	5	52.00%	68.42%	72.22%	
#221		212	0	0	212	40	33	3	136	14	10	70.93%	89.71%	92.42%	
#222		2	0	0	2	0	1	0	1	0	0	100.00%	100.00%	100.00%	
#223		4	0	0	4	0	2	0	2	0	0	100.00%	100.00%	100.00%	
#224		33	0	0	33	8	3	1	21	4	4	58.62%	80.95%	80.95%	
#225		0	0	2	2	0	0	0	2	0	0	100.00%	100.00%	100.00%	
#226		0	0	2	2	0	0	0	2	0	0	100.00%	100.00%	100.00%	
#227		0	0	33	33	8	6	0	19	4	1	62.50%	78.95%	93.75%	
#228		1	0	0	1	1	0	0	0	0	0	0.00%	0.00%	0.00%	
#229		42	0	0	42	6	6	1	29	4	0	80.65%	86.21%	100.00%	
#230		5	0	0	5	0	0	0	5	0	0	100.00%	100.00%	100.00%	
#231		20	0	0	20	2	2	0	16	2	0	87.50%	87.50%	100.00%	
#232		64	0	0	64	9	5	2	48	9	2	78.00%	81.25%	95.12%	
#233		197	0	0	197	72	8	0	117	18	13	53.80%	84.62%	88.39%	
LENS Subtotal		11540	0	0	11540	2304	1337	156	7743	2012	1337	675	61.15%	74.02%	81.08%
EDI Subtotal		0	738	0	738	260	179	8	291	87	60	27	38.93%	70.10%	77.27%
TAG Subtotal		0	0	601	601	204	91	5	301	91	46	45	45.65%	69.77%	82.03%
TOTAL INTERFACES		11540	738	601	12879	2768	1607	169	8335	2190	1443	747	59.34%	73.73%	80.98%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Validated				Errors		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Rejects	Pending Supps (Z Status)	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			
#1		0	67	0	67	9	22	0	0	36	6	1	5	30	96.77%
#2		0	711	0	711	157	150	0	0	404	148	23	125	256	91.76%
#3		0	13	0	13	2	3	0	0	8	0	0	0	8	100.00%
#4		0	4	0	4	0	0	0	0	4	1	1	0	3	75.00%
#5		0	6	0	6	2	0	0	0	4	1	1	0	3	75.00%
#6		0	75	0	75	29	2	0	0	44	3	0	3	41	100.00%
#7		0	54	0	54	20	12	0	0	22	2	1	1	20	95.24%
#8		97	0	0	97	11	15	3	3	68	15	7	8	53	88.33%
#9		1686	0	0	1686	306	131	19	19	1230	131	80	51	1099	93.21%
#10		10	0	0	10	1	0	1	0	8	4	3	1	4	57.14%
#11		6	0	0	6	0	1	0	0	5	1	0	1	4	100.00%
#12		2	0	0	2	0	0	0	0	2	2	1	1	0	0.00%
#13		39	0	0	39	3	8	3	3	25	8	4	4	17	80.95%
#14		36	0	0	36	2	7	1	1	26	2	2	0	24	92.31%
#15		7	0	0	7	0	1	0	0	6	2	0	2	4	100.00%
#16		7	0	0	7	0	0	0	0	7	0	0	0	7	100.00%
#17		497	0	0	497	83	53	1	1	360	41	11	30	319	96.67%
#18		0	69	0	69	28	8	3	3	30	9	4	5	21	88.61%
#19		0	656	0	656	420	76	8	8	152	35	22	13	117	70.00%
#20		0	159	0	159	46	45	3	3	65	16	4	12	49	84.17%
#21		10	0	0	10	1	5	0	0	4	0	0	0	4	92.45%
#22		0	0	2	2	0	2	0	0	0	0	0	0	0	100.00%
#23		1071	0	0	1071	90	260	9	9	712	66	19	47	646	0.00%
#24		19	0	0	19	4	1	0	0	14	3	1	2	11	97.14%
#25		0	292	0	292	19	74	6	6	193	65	48	17	128	91.67%
#26		0	14995	0	14995	2889	2180	168	168	9758	1550	718	832	8208	66.32%
#27		0	0	58	58	34	20	1	1	3	1	1	0	2	84.12%
#28		7213	0	0	7213	484	286	24	24	6419	607	452	155	5812	66.67%
#29		74	0	0	74	40	21	0	0	13	2	1	1	11	92.78%
#30		0	635	0	635	285	99	4	4	247	59	17	42	188	91.67%
#31		733	0	0	733	98	85	16	16	534	62	15	47	472	91.71%
#32		266	0	0	266	25	40	1	1	200	15	5	10	185	86.05%
#33		32	0	0	32	4	7	0	0	21	8	0	8	13	97.37%
#34		16	0	0	16	4	1	0	0	11	1	0	1	10	100.00%
#35		22	0	0	22	1	9	0	0	12	0	0	0	12	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used			Manual		Rejects		Validated		Errors		Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			
#36		38	0	0	38	6	12	2	18	7	4	3	52.38%	61.11%	73.33%
#37		10	0	0	10	1	4	1	4	0	0	0	80.00%	100.00%	100.00%
#38		5	0	0	5	2	2	0	1	0	0	0	33.33%	100.00%	100.00%
#39		69	0	0	69	7	4	3	55	19	14	5	63.16%	65.45%	72.00%
#40		2	0	0	2	0	0	0	2	0	0	0	100.00%	100.00%	100.00%
#41		2	0	0	2	0	0	0	2	1	0	1	100.00%	50.00%	100.00%
#42		0	0	1	1	0	0	0	1	1	1	0	0.00%	0.00%	0.00%
#43		8	0	0	8	0	3	0	5	0	0	0	100.00%	100.00%	100.00%
#44		0	0	141	141	6	52	15	68	55	31	24	26.00%	19.12%	29.55%
#45		6	0	0	6	0	1	0	5	2	0	2	100.00%	60.00%	100.00%
#46		359	0	0	359	46	93	18	202	103	49	54	51.03%	49.01%	66.89%
#47		2	0	0	2	0	0	0	2	1	0	1	100.00%	50.00%	100.00%
#48		10	0	0	10	4	0	0	6	0	0	0	60.00%	100.00%	100.00%
#49		0	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#50		0	982	0	982	192	163	6	621	77	41	36	70.01%	87.60%	92.99%
#51		22	0	0	22	6	1	7	8	3	0	3	45.45%	62.50%	100.00%
#52		1170	0	0	1170	116	162	15	877	120	58	62	81.31%	86.32%	92.88%
#53		0	3	0	3	2	0	0	1	1	0	1	0.00%	0.00%	0.00%
#54		0	375	0	375	109	55	0	211	33	19	14	58.17%	84.36%	90.36%
#55		23	0	0	23	0	10	0	13	2	0	2	100.00%	84.62%	100.00%
#56		2481	0	0	2481	349	185	32	1915	306	197	109	74.66%	84.02%	89.09%
#57		2915	0	0	2915	306	462	28	2119	234	68	166	83.44%	88.96%	96.52%
#58		4010	0	0	4010	461	557	31	2961	282	117	165	82.25%	90.48%	95.82%
#59		33	0	0	33	0	6	0	27	7	3	4	86.96%	74.07%	86.96%
#60		473	0	0	473	32	348	6	87	29	1	28	63.74%	68.67%	98.31%
#61		0	0	38	38	7	2	0	29	1	1	0	77.78%	96.55%	96.55%
#62		22	0	0	22	2	1	1	18	5	4	1	68.42%	72.22%	76.47%
#63		0	0	1	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#64		147	0	0	147	13	22	7	105	12	5	7	83.78%	88.57%	94.90%
#65		9	0	0	9	0	4	0	5	1	0	1	100.00%	80.00%	100.00%
#66		134	0	0	134	30	19	0	85	15	8	7	64.81%	82.35%	89.74%
#67		5	0	0	5	0	2	0	3	1	0	1	100.00%	66.67%	100.00%
#68		4	0	0	4	2	1	0	1	1	0	1	0.00%	0.00%	0.00%
#69		0	39766	0	39766	3843	4893	4	31026	1006	280	726	87.92%	96.76%	99.08%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
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ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES						LSR PROCESSING									FLOWTHROUGH	
Company Info						LESOG										
Name	RESH / OCN	Mechanized Interface Used			Validated			Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through			
		Total Mech LSR's		Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's						
		LENS	EDI											TAG	Manual	Rejects
#104		0	0	27	27	15	8	0	4	1	1	0	3	15.79%	75.00%	75.00%
#105		4504	0	0	4504	612	435	35	3422	212	106	106	3210	81.72%	93.80%	96.80%
#106		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#107		0	0	62	62	9	9	4	40	12	6	6	28	65.12%	70.00%	82.35%
#108		0	0	12	12	0	2	0	10	1	0	1	9	100.00%	90.00%	100.00%
#109		0	0	17	17	4	7	0	6	1	1	0	5	50.00%	83.33%	83.33%
#110		0	0	22	22	12	0	0	10	4	1	3	6	31.58%	60.00%	85.71%
#111		0	0	38	38	5	5	0	28	6	2	4	22	75.86%	78.57%	91.67%
#112		108	0	0	108	11	11	0	86	0	0	0	86	88.66%	100.00%	100.00%
#113		18	0	0	18	4	5	0	9	1	0	1	8	66.67%	88.89%	100.00%
#114		5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
#115		19	0	0	19	1	1	0	17	9	3	6	8	66.67%	47.06%	72.73%
#116		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#117		60	0	0	60	7	17	0	36	4	3	1	32	76.19%	88.89%	91.43%
#118		0	0	1972	1972	184	159	87	1542	430	358	72	1112	67.23%	72.11%	75.65%
#119		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#120		7	0	0	7	0	2	0	5	3	0	3	2	100.00%	40.00%	100.00%
#121		21	0	0	21	1	0	0	20	1	1	0	19	90.48%	95.00%	95.00%
#122		301	0	0	301	75	14	3	209	20	16	4	189	67.50%	90.43%	92.20%
#123		7	0	0	7	0	4	0	3	0	0	0	3	100.00%	100.00%	100.00%
#124		124	0	0	124	26	23	0	75	11	2	9	64	69.57%	85.33%	96.97%
#125		17	0	0	17	1	8	0	8	0	0	0	8	88.89%	100.00%	100.00%
#126		0	144	0	144	58	51	0	35	29	3	26	6	8.96%	17.14%	66.67%
#127		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		13	0	0	13	0	6	0	7	0	0	0	7	100.00%	100.00%	100.00%
#129		0	1573	0	1573	686	141	12	734	169	90	79	565	42.13%	76.98%	86.26%
#130		150	0	0	150	40	26	1	83	12	6	6	71	60.68%	85.54%	92.21%
#131		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#132		5	0	0	5	0	0	1	4	2	0	2	2	100.00%	50.00%	100.00%
#133		83	0	0	83	2	8	1	72	16	10	6	56	82.35%	77.78%	84.85%
#134		0	0	31	31	5	4	0	22	3	0	3	19	79.17%	86.36%	100.00%
#135		496	0	0	496	41	23	1	431	19	15	4	412	88.03%	95.59%	96.49%
#136		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
#137		0	0	5	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%

AGGREGATE ORDER TYPES			LSR PROCESSING										FLOWTHROUGH				
Company Info			LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through		
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
#138		12	0	0	12	0	0	0	12	3	1	2	9	90.00%	75.00%	90.00%	
#139		479	0	0	479	80	47	2	350	35	18	17	315	76.27%	90.00%	94.59%	
#140		67	0	0	67	8	18	0	41	5	3	2	36	76.60%	87.80%	92.31%	
#141		6	0	0	6	0	0	1	5	2	0	2	3	100.00%	60.00%	100.00%	
#142		188	0	0	188	38	26	3	121	11	8	3	110	70.51%	90.91%	93.22%	
#143		0	0	220	220	51	12	2	155	7	7	0	148	71.84%	95.48%	95.48%	
#144		3357	0	0	3357	108	86	3	3160	49	37	12	3111	95.55%	98.45%	98.82%	
#145		14	0	0	14	0	11	2	1	0	0	0	1	100.00%	100.00%	100.00%	
#146		0	32	0	32	1	7	0	24	2	0	2	22	95.65%	91.67%	100.00%	
#147		9	0	0	9	0	3	0	6	3	2	1	3	60.00%	50.00%	60.00%	
#148		0	472	0	472	240	91	15	126	50	32	18	76	21.84%	60.32%	70.37%	
#149		4100	0	0	4100	1720	143	20	2217	85	46	39	2132	54.69%	96.17%	97.89%	
#150		15	0	0	15	2	7	0	6	0	0	0	6	75.00%	100.00%	100.00%	
#151		5	0	0	5	0	2	0	3	0	0	0	3	100.00%	100.00%	100.00%	
#152		8	0	0	8	2	0	0	6	0	0	0	6	75.00%	100.00%	100.00%	
#153		30	0	0	30	3	0	0	27	2	1	1	25	86.21%	92.59%	96.15%	
#154		19	0	0	19	0	8	1	10	0	0	0	10	100.00%	100.00%	100.00%	
#155		27	0	0	27	1	6	0	20	0	0	0	20	95.24%	100.00%	100.00%	
#156		23	0	0	23	4	3	1	15	7	0	7	8	66.67%	53.33%	100.00%	
#157		0	0	3	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%	
#158		0	0	1831	1831	294	235	9	1293	157	85	72	1136	74.98%	87.86%	93.04%	
#159		0	0	999	999	121	152	1	725	76	39	37	649	80.22%	89.52%	94.33%	
#160		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#161		0	0	1863	1863	384	287	4	1188	190	87	103	998	67.94%	84.01%	91.98%	
#162		0	0	1149	1149	171	204	2	772	125	56	69	647	74.03%	83.81%	92.03%	
#163		0	0	973	973	160	155	1	657	100	33	67	557	74.27%	84.78%	94.41%	
#164		0	0	17	17	2	6	0	9	2	0	2	7	77.78%	77.78%	100.00%	
#165		4	0	0	4	0	2	1	1	1	0	1	0	0.00%	0.00%	0.00%	
#166		4	0	0	4	1	1	0	2	1	0	1	1	50.00%	50.00%	100.00%	
#167		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#168		2600	0	0	2600	491	323	16	1770	150	72	78	1620	74.21%	91.53%	95.74%	
#169		0	28	0	28	6	0	2	20	11	10	1	9	36.00%	45.00%	47.37%	
#170		0	56	0	56	48	1	0	7	1	1	0	6	10.91%	85.71%	85.71%	
#171		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)

REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors			Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's
#172		0	28	0	28	20	0	1	7	5	2	3	2	8.33%	28.57%	50.00%
#173		0	213	0	213	160	19	3	31	11	6	5	20	10.75%	64.52%	76.92%
#174		0	164	0	164	94	22	1	47	15	10	5	32	23.53%	68.09%	76.19%
#175		0	323	0	323	143	46	6	128	38	27	11	90	34.62%	70.31%	76.92%
#176		25	0	0	25	4	3	0	18	2	0	2	16	80.00%	88.89%	100.00%
#177		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#179		73	0	0	73	22	1	2	48	15	6	9	33	54.10%	68.75%	84.62%
#180		53	0	0	53	0	1	2	50	41	31	10	9	22.50%	18.00%	22.50%
#181		127	0	0	127	2	5	0	120	7	2	5	113	96.58%	94.17%	98.26%
#182		4	0	0	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
#183		15	0	0	15	0	0	1	14	2	0	2	12	100.00%	85.71%	100.00%
#184		6	0	0	6	1	0	1	4	1	0	1	3	75.00%	75.00%	100.00%
#185		54	0	0	54	5	4	0	45	4	0	4	41	89.13%	91.11%	100.00%
#186		67	0	0	67	11	3	1	52	6	2	4	46	77.97%	88.46%	95.83%
#187		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#188		0	0	47	47	8	3	0	36	3	1	2	33	78.57%	91.67%	97.06%
#189		0	0	661	661	87	62	2	510	40	23	17	470	81.03%	92.16%	95.33%
#190		0	0	92	92	15	6	0	71	8	0	8	63	80.77%	88.73%	100.00%
#191		0	0	226	226	28	31	0	167	14	8	6	153	80.95%	91.62%	95.03%
#192		0	0	351	351	63	25	0	263	19	11	8	244	76.73%	92.78%	95.69%
#193		15	0	0	15	2	0	0	13	1	1	0	12	80.00%	92.31%	92.31%
#194		604	0	0	604	55	38	3	508	39	16	23	469	86.85%	92.32%	96.70%
#195		134	0	0	134	6	6	3	119	13	5	8	106	90.60%	89.08%	95.50%
#196		190	0	0	190	23	16	5	146	17	12	5	129	78.66%	88.36%	91.49%
#197		861	0	0	861	106	70	11	674	68	47	21	606	79.84%	89.91%	92.80%
#198		43	0	0	43	12	15	1	15	1	0	1	14	53.85%	93.33%	100.00%
#199		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
LENS Subtotal		48364	0	0	48364	6664	4878	412	36410	3372	1749	1623	33038	79.70%	90.74%	94.97%
EDI Subtotal		0	46919	0	46919	6624	5981	74	34240	1799	643	1156	32441	81.70%	94.75%	98.06%
TAG Subtotal		0	0	26311	26311	4671	3743	310	17587	2881	1506	1375	14706	70.42%	83.62%	90.71%
TOTAL INTERFACES		48364	46919	26311	121594	17959	14602	796	88237	8052	3998	4164	80185	78.58%	90.87%	95.36%

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#1		12	
#2		194	
#3		7	
#4		2	
#5		15	
#6		17	
#7		1	
#8		29	
#9		4	
#10		43	
#11		10	
#12		7	
#13		20	
#14		21	
#15		8	
#16		46	
#17		1	
#18		9	
#19		269	
#20		3	
#21		2	
#22		2	
#23		60	
#24		45	
#25		1	
#26		492	
#27		77	
#28		5	
#29		9	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#30		3	
#31		13	
#32		8	
#33		8	
#34		103	
#35		88	
#36		14	
#37		1	
#38		1	
#39		49	
#40		29	
#41		11	
#42		2	
#43		8	
#44		1517	
#45		8	
#46		1	
#47		35	
#48		18	
#49		8	
#50		21	
#51		5	
#52		15	
#53		2	
#54		2	
#55		1	
#56		23	
#57		26	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#58		3	
#59		5	
#60		13	
#61		1	
#62		17	
#63		1	
#64		1	
#65		4	
#66		13	
#67		6	
#68		16	
#69		121	
#70		1	
#71		13	
#72		483	
#73		1	
#74		12	
#75		222	
#76		13	
#77		117	
#78		83	
#79		55	
#80		6	
#81		24	
#82		8	
#83		1	
#84		1	
#85		8	

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#86		6
#87		1
#88		4
#89		23
#90		1
#91		14
#92		530
#93		1
#94		6709
#95		6
#96		2
#97		1
#98		18
#99		4
#100		13
#101		1
#102		3
#103		6
#104		29
#105		67
#106		9
#107		5
#108		241
#109		3
#110		6
#111		55
#112		1
#113		72

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#114		15	
#115		13	
#116		3	
#117		5	
#118		2	
#119		4	
#120		15	
#121		6	
#122		1	
#123		78	
#124		11	
#125		271	
#126		21	
#127		1	
#128		36	
#129		5	
#130		3	
#131		96	
#132		2	
#133		13	
#134		12	
#135		12	
#136		1	
#137		12	
#138		14	
#139		6	
#140		3	
#141		1	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#142		1	
#143		10	
#144		59	
#145		43	
#146		42	
#147		10	
#148		1	
#149		136	
#150		3	
#151		7	
#152		9	
#153		16	
#154		3	
#155		2	
#156		59	
#157		2	
#158		7	
#159		22	
#160		4	
#161		1	
#162		19	
#163		4	
#164		2	
#165		32	
#166		44	
#167		161	
#168		4	
#169		25	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#170		13	
#171		10	
#172		4	
#173		564	
#174		55	
#175		8	
#176		17	
#177		2	
#178		2	
#179		2	
#180		7	
#181		4	
#182		26	
#183		16	
#184		20	
#185		8	
#186		1	
#187		229	
#188		467	
#189		17	
#190		46	
#191		47	
#192		81	
#193		18	
#194		1	
#195		79	
#196		83	
#197		39	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#198		2	
#199		2	
#200		516	
#201		1	
#202		1	
#203		7	
#204		8	
#205		76	
#206		27	
#207		56	
#208		51	
#209		21	
#210		6	
#211		96	
#212		3	
#213		2	
#214		15	
#215		54	
#216		21	
#217		6	
#218		1	
#219		7	
#220		1	
#221		5	
#222		2	
#223		6	
#224		5	
#225		5	

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
#226		21	
#227		68	
#228		6	
#229		2	
#230		12	
#231		13	
#232		1	
#233		2	
#234		5	
#235		3	
#236		34	
#237		7	
#238		32	
#239		32	
#240		29	
#241		19	
#242		1	
#243		5	
Total		17062	

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC
1000	7322	8.10%	8.10%	IF CHNG CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT-	7043	96.19%	9.58%
7020	1747	1.93%	10.04%	NUM= TELNO= TN NOT FOUND IN CRIS	1747	100.00%	2.38%
7040	1	0.00%	10.04%	LOGON ABORTED/FAILED	0	0.00%	0.00%
7055	3635	4.02%	14.06%	NUM= TELNO= ACCOUNT IS FINAL	3631	99.89%	4.94%
7095	20	0.02%	14.09%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	2	10.00%	0.00%
7110	1625	1.80%	15.88%	COFFI NOT AVAILABLE	640	39.38%	0.87%
7115	18	0.02%	15.90%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	10	55.56%	0.01%
7150	3	0.00%	15.91%	UNE - ERROR GENERATING ECCKT	3	100.00%	0.00%
7225	6	0.01%	15.91%	USOC= IS MISSING	6	100.00%	0.01%
7230	3	0.00%	15.92%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	3	100.00%	0.00%
7245	84	0.09%	16.01%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	71	84.52%	0.10%
7250	495	0.55%	16.56%	LSR HOUSENUMBER INCORRECT	493	99.60%	0.67%
7267	10	0.01%	16.57%	UNE - LOC BAN MISSING FOR LNP ORDER	10	100.00%	0.01%
7295	8	0.01%	16.58%	LINE CLASS OF SERVICE MISSING, NUM AND TN REQUIRED	3	37.50%	0.00%
7300	26	0.03%	16.61%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	24	92.31%	0.03%
7315	171	0.19%	16.80%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	150	87.72%	0.20%
7375	43	0.05%	16.84%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	41	95.35%	0.06%
7380	188	0.21%	17.05%	UNE - ACTL INVALID	188	100.00%	0.26%
7400	7812	8.65%	25.70%	CLEC DOES NOT OWN THIS ACCOUNT.	7809	99.96%	10.63%
7435	16	0.02%	25.72%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	16	100.00%	0.02%
7445	66	0.07%	25.79%	UNE - CALL FORWARD TN REQUIRED	65	98.48%	0.09%
7465	2346	2.60%	28.39%	CANNOT CANCEL ORDER	1443	61.51%	1.96%
7495	46	0.05%	28.44%	UNE - DIR LOCATOR PROBLEM	5	10.87%	0.01%
7500	20	0.02%	28.46%	DUE DATE COULD NOT BE DETERMINED	8	40.00%	0.01%
7555	162	0.18%	28.64%	FID MISSING IN FEATURE DETAIL	150	92.59%	0.20%
7570	2	0.00%	28.64%	SEQ1X NOT ALLOWED WITH ZNB	0	0.00%	0.00%
7630	545	0.60%	29.24%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	178	32.66%	0.24%
7640	5	0.01%	29.25%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	1	20.00%	0.00%
7645	1892	2.09%	31.34%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1025	54.18%	1.39%
7660	6	0.01%	31.35%	USOC FUJ1X NOT FOR RESALE	5	83.33%	0.01%
7690	15	0.02%	31.37%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LNP SERVICE	15	100.00%	0.02%
7705	35	0.04%	31.41%	UNE - ACTL/CLLI CODE MISSING	16	45.71%	0.02%
7710	283	0.31%	31.72%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	177	62.54%	0.24%
7715	23	0.03%	31.74%	SOCS TIMEOUT/NOT AVAILABLE	16	69.57%	0.02%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 08/01/2001 - 08/31/2001

Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES															
ERROR DETAILS (Auto Clarifications (A) & Errors (E))								CAUSATION							
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused							
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused					
7718	1578	1.75%	33.49%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	637	40.37%	0.87%	941	59.63%	5.582%					
7725	84	0.09%	33.58%	WAITING PERIOD EQUALS 5 MINUTES	23	27.38%	0.03%	61	72.62%	0.362%					
7735	8	0.01%	33.59%	INVALID/MISSING LISTING NAME OR TYPE	8	100.00%	0.01%		0.00%	0.000%					
7740	8	0.01%	33.60%	LOCAL CALLING PLUS INDICATOR NOT FOUND	5	62.50%	0.01%	3	37.50%	0.018%					
7755	6	0.01%	33.61%	UNE - NPANXX NOT FOUND IN CLLI TABLE	5	83.33%	0.01%	1	16.67%	0.006%					
7805	164	0.18%	33.79%	SITE COULD NOT BE DETERMINED	88	53.66%	0.12%	76	46.34%	0.451%					
7815	52	0.06%	33.85%	FID=RCU INVALID OR MISSING DATA	36	69.23%	0.05%	16	30.77%	0.095%					
7825	1	0.00%	33.85%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	1	100.00%	0.00%		0.00%	0.000%					
7850	3	0.00%	33.85%	RSAG - NEED ADDITIONAL ADDRESS OR TN	3	100.00%	0.00%		0.00%	0.000%					
7860	641	0.71%	34.56%	RSAG - NO EXACT MATCH ON STREET NAME	640	99.84%	0.87%	1	0.16%	0.006%					
7890	150	0.17%	34.73%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	149	99.33%	0.20%	1	0.67%	0.006%					
7900	20	0.02%	34.75%	RSAG - NO MATCH ON STREET NAME	20	100.00%	0.03%		0.00%	0.000%					
7905	1487	1.65%	36.40%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1484	99.80%	2.02%	3	0.20%	0.018%					
7910	66	0.07%	36.47%	RSAG - NO MATCH ON EXACT STREET NAME	48	72.73%	0.07%	18	27.27%	0.107%					
7935	22	0.02%	36.49%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	22	100.00%	0.03%		0.00%	0.000%					
7945	29	0.03%	36.53%	RSAG SYSTEM ERROR	10	34.48%	0.01%	19	65.52%	0.113%					
8130	1	0.00%	36.53%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%		0.00%	0.000%					
8150	696	0.77%	37.30%	ORDER HAS BEEN REQUESTED FOR THE MAXIMUM NUMBER OF OCCURRENCES	422	60.63%	0.57%	274	39.37%	1.625%					
8167	69	0.08%	37.37%	INVALID USOC CHARACTER. FORMAT SAE 013 11 CREX1	69	100.00%	0.09%		0.00%	0.000%					
8170	365	0.40%	37.78%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 11 CREX1 /TN	365	100.00%	0.50%		0.00%	0.000%					
8173	53	0.06%	37.84%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	53	100.00%	0.07%		0.00%	0.000%					
8180	116	0.13%	37.96%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFER	116	100.00%	0.16%		0.00%	0.000%					
8183	31	0.03%	38.00%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :000	31	100.00%	0.04%		0.00%	0.000%					
8185	40	0.04%	38.04%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 11 ESCWT	40	100.00%	0.05%		0.00%	0.000%					
8187	767	0.85%	38.89%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	767	100.00%	1.04%		0.00%	0.000%					
8189	982	1.09%	39.98%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 11 CREX6	982	100.00%	1.34%		0.00%	0.000%					
8190	1221	1.35%	41.33%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 11 S98CP /TN	1221	100.00%	1.66%		0.00%	0.000%					
8193	3	0.00%	41.33%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 11 NXMCR /TN	3	100.00%	0.00%		0.00%	0.000%					
8195	405	0.45%	41.78%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 11 GCJ /TN	405	100.00%	0.55%		0.00%	0.000%					
8197	397	0.44%	42.22%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	397	100.00%	0.54%		0.00%	0.000%					
8199	57	0.06%	42.28%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 11 GCJRC /TN	57	100.00%	0.08%		0.00%	0.000%					
8204	193	0.21%	42.50%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	193	100.00%	0.26%		0.00%	0.000%					
8207	84	0.09%	42.59%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 11 NX9 /TN	84	100.00%	0.11%		0.00%	0.000%					
8209	587	0.65%	43.24%	USOC COMBINATION IS INVALID. FORMAT SAE 587 11 ESXDC /TN	587	100.00%	0.80%		0.00%	0.000%					

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 08/01/2001 - 08/31/2001Supplemental Exhibit AJV-2
Attachment 2C

AGGREGATE ORDER TYPES				CAUSATION					
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused		BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg Caused
8240	231	0.26%	43.50%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	231	100.00%	0.31%		0.00%
8250	155	0.17%	43.67%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	155	100.00%	0.21%		0.00%
8410	1	0.00%	43.67%	LSF INVALID IN TN	1	100.00%	0.00%		0.00%
8415	30	0.03%	43.70%	LSF LP ALREADY EXISTS ON ACCOUNT	30	100.00%	0.04%		0.00%
8430	2	0.00%	43.71%	LSF DOES NOT EXIST ON ACCOUNT	2	100.00%	0.00%		0.00%
8700	20	0.02%	43.73%	RSAG-INVALID SEARCH AREA	12	60.00%	0.02%	8	40.00%
8820	311	0.34%	44.07%	SOCs ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	130	41.80%	0.18%	181	58.20%
8825	15474	17.13%	61.20%	ORDER ERR:	3994	25.81%	5.44%	11480	74.19%
8830	5587	6.18%	67.38%	CLEC ALREADY OWNS THIS ACCOUNT	5585	99.98%	7.60%	2	0.04%
8850	40	0.04%	67.43%	CFA NOT FOUND PLEASE VERIFY CFA	40	100.00%	0.05%		0.00%
8855	4	0.00%	67.43%	NO ACTL IN LSR	4	100.00%	0.01%		0.00%
8870	2	0.00%	67.43%	FEATURES NOT ALLOWED ON SWITCH-AS-IS ACTIVITY TYPE	2	100.00%	0.00%		0.00%
8885	1	0.00%	67.44%	LINE ACT IS V AND LINE IS NOT ON CUSTOMER RECORD	1	100.00%	0.00%		0.00%
8890	3	0.00%	67.44%	UNE - INVALID ACT TYPE/LNA/FEATURE COMBINATION	3	100.00%	0.00%		0.00%
8940	728	0.81%	68.25%	CALL FORWARDING NUMBER MISSING OR INVALID	724	99.45%	0.99%	4	0.55%
8945	89	0.10%	68.34%	LINECLSSVC AND TOS DO NOT MATCH	89	100.00%	0.12%		0.00%
8970	935	1.03%	69.38%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	933	99.79%	1.27%	2	0.21%
8995	3	0.00%	69.38%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	3	100.00%	0.00%		0.00%
9000	18	0.02%	69.40%	LSOLOCBAN (NPANXX) MISSING OR INVALID	18	100.00%	0.02%		0.00%
9015	13	0.01%	69.42%	SUP FAILED TO UPDATE DUE DATE	10	76.92%	0.01%	3	23.08%
9040	2	0.00%	69.42%	DDD/DDD-CC REQUIRED	2	100.00%	0.00%		0.00%
9045	1	0.00%	69.42%	TYPE OF ORDER NOT DETERMINED - CLS SVC AND TOS BLANK OR MISSING	0	0.00%	0.00%	1	100.00%
9060	1	0.00%	69.42%	EU-STREET-1 REQUIRED	1	100.00%	0.00%		0.00%
9155	48	0.05%	69.47%	UNE - PORTED OUT NUMBER	48	100.00%	0.07%		0.00%
9160	113	0.13%	69.60%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	113	100.00%	0.15%		0.00%
9245	369	0.41%	70.01%	CORRECT ECCKT IS REQUIRED FOR LNA LNUM	369	100.00%	0.50%		0.00%
9263	2	0.00%	70.01%	NC CODE IS A REQUIRED FIELD FOR LOOP REQUESTS	2	100.00%	0.00%		0.00%
9428	4	0.00%	70.01%	DLNUM=0001 LTN= INVALID NICK DATA	4	100.00%	0.01%		0.00%
9432	1	0.00%	70.02%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%		0.00%
9433	2	0.00%	70.02%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%		0.00%
9438	5	0.01%	70.02%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	4	80.00%	0.01%	1	20.00%
9439	118	0.13%	70.15%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	118	100.00%	0.16%		0.00%
9441	1	0.00%	70.15%	DLNUM=0014 LTN= ALL VALUE INVALID	1	100.00%	0.00%		0.00%
9442	349	0.39%	70.54%	DLNUM=0002 LTN= ALL MUST BE UNIQUE	342	97.99%	0.47%	7	2.01%
									0.042%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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Attachment 2C

AGGREGATE ORDER TYPES				CAUSATION				CLEC CAUSED				BST CAUSED			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))															
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused		
9446	1	0.00%	70.54%	LNUM=00001 = TC FR REFERENCE OF CALLS UNAVAILABLE FOR THIS NUMBER	1	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9466	26	0.03%	70.57%	UNABLE TO DETERMINE BLOCK CHOICE	26	100.00%	0.04%		100.00%	0.04%		0.00%	0.000%		
9471	12	0.01%	70.58%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	11	91.67%	0.01%	1	8.33%	0.01%		0.00%	0.006%		
9474	1	0.00%	70.59%	MINIMUM OF TWO DIFFERENT LEATNS/LEANS REQUIRED FOR LSR	1	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9475	352	0.39%	70.97%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	351	99.72%	0.48%	1	0.28%	0.48%		0.00%	0.006%		
9476	68	0.08%	71.05%	IS NOT FOUND ON CSR TO DISCONNECT	68	100.00%	0.09%		100.00%	0.09%		0.00%	0.000%		
9477	74	0.08%	71.13%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	74	100.00%	0.10%		100.00%	0.10%		0.00%	0.000%		
9479	89	0.10%	71.23%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	88	98.88%	0.12%	1	1.12%	0.12%		0.00%	0.006%		
9481	1878	2.08%	73.31%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	1874	99.79%	2.55%	4	0.21%	2.55%		0.00%	0.024%		
9484	29	0.03%	73.34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	28	96.55%	0.04%	1	3.45%	0.04%		0.00%	0.006%		
9487	1	0.00%	73.34%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9488	421	0.47%	73.81%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	421	100.00%	0.57%		100.00%	0.57%		0.00%	0.000%		
9495	17	0.02%	73.83%	EATN= MUST EXIST FOR ACT P AND Q	17	100.00%	0.02%		100.00%	0.02%		0.00%	0.000%		
9496	3437	3.80%	77.63%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3433	99.88%	4.67%	4	0.12%	4.67%		0.00%	0.024%		
9497	7	0.01%	77.64%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	7	100.00%	0.01%		100.00%	0.01%		0.00%	0.000%		
9498	3	0.00%	77.64%	EAN= ON LNUM= AND LEAN= ARE POPULATED	3	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9510	1	0.00%	77.64%	ONLY ONE TC PER ALLOWED PER LOCATION	0	0.00%	0.00%	1	100.00%	0.00%		0.00%	0.006%		
9515	2162	2.39%	80.04%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	2154	99.63%	2.93%	8	0.37%	2.93%		0.00%	0.047%		
9516	26	0.03%	80.07%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	24	92.31%	0.03%	2	7.69%	0.03%		0.00%	0.012%		
9517	35	0.04%	80.10%	UNDC INVALID IF PIC ALREADY EXISTS	35	100.00%	0.05%		100.00%	0.05%		0.00%	0.000%		
9523	21	0.02%	80.13%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SV	21	100.00%	0.03%		100.00%	0.03%		0.00%	0.000%		
9526	4	0.00%	80.13%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	4	100.00%	0.01%		100.00%	0.01%		0.00%	0.000%		
9529	1755	1.94%	82.07%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1752	99.83%	2.38%	3	0.17%	2.38%		0.00%	0.018%		
9543	59	0.07%	82.14%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	59	100.00%	0.08%		100.00%	0.08%		0.00%	0.000%		
9544	1	0.00%	82.14%	DLNUM=0001 LTN= WPP PROHIBITED WITH LTY OF 2 OR 3	1	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9545	2	0.00%	82.14%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	2	100.00%	0.00%		100.00%	0.00%		0.00%	0.000%		
9602	2694	2.98%	85.13%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	2678	99.41%	3.64%	16	0.59%	3.64%		0.00%	0.095%		
9605	93	0.10%	85.23%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	93	100.00%	0.13%		100.00%	0.13%		0.00%	0.000%		
9606	12	0.01%	85.24%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	12	100.00%	0.02%		100.00%	0.02%		0.00%	0.000%		
9613	6	0.01%	85.25%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	6	100.00%	0.01%		100.00%	0.01%		0.00%	0.000%		
9616	22	0.02%	85.27%	YPH INVALID	22	100.00%	0.03%		100.00%	0.03%		0.00%	0.000%		
9623	9	0.01%	85.28%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%		100.00%	0.01%		0.00%	0.000%		
9626	596	0.66%	85.94%	CLASS OF SERVICE LNPRIL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	596	100.00%	0.81%		100.00%	0.81%		0.00%	0.000%		
9627	5703	6.31%	92.25%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	5701	99.96%	7.76%	2	0.04%	7.76%		0.00%	0.012%		

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				CAUSATION		CLEC Caused		BST Caused	
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused		BST Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9628	192	0.21%	92.47%	192	100.00%	0.26%		0.00%	0.000%
9629	31	0.03%	92.50%	30	96.77%	0.04%	1	3.23%	0.006%
9639	57	0.06%	92.56%	57	100.00%	0.08%		0.00%	0.000%
9641	2461	2.72%	95.29%	2461	100.00%	3.35%		0.00%	0.000%
9647	518	0.57%	95.86%	518	100.00%	0.70%		0.00%	0.000%
9654	171	0.19%	96.05%	171	100.00%	0.23%		0.00%	0.000%
9656	2	0.00%	96.05%	2	100.00%	0.00%		0.00%	0.000%
9657	1	0.00%	96.05%	1	100.00%	0.00%		0.00%	0.000%
9670	41	0.05%	96.10%	41	100.00%	0.06%		0.00%	0.000%
9671	90	0.10%	96.20%	90	100.00%	0.12%		0.00%	0.000%
9673	11	0.01%	96.21%	11	100.00%	0.01%		0.00%	0.000%
9674	42	0.05%	96.26%	42	100.00%	0.06%		0.00%	0.000%
9675	62	0.07%	96.33%	62	100.00%	0.08%		0.00%	0.000%
9679	1	0.00%	96.33%	1	100.00%	0.00%		0.00%	0.000%
9680	33	0.04%	96.36%	32	96.97%	0.04%	1	3.03%	0.006%
9681	35	0.04%	96.40%	35	100.00%	0.05%		0.00%	0.000%
9682	13	0.01%	96.42%	13	100.00%	0.02%		0.00%	0.000%
9685	4	0.00%	96.42%	1	25.00%	0.00%	3	75.00%	0.018%
9686	947	1.05%	97.47%	947	100.00%	1.29%		0.00%	0.000%
9688	1	0.00%	97.47%	1	100.00%	0.00%		0.00%	0.000%
9691	5	0.01%	97.48%	5	100.00%	0.01%		0.00%	0.000%
9700	4	0.00%	97.48%	4	100.00%	0.01%		0.00%	0.000%
9715	332	0.37%	97.85%	313	94.28%	0.43%	19	5.72%	0.113%
9772	5	0.01%	97.85%	5	100.00%	0.01%		0.00%	0.000%
9800	10	0.01%	97.87%	7	70.00%	0.01%	3	30.00%	0.018%
9850	1	0.00%	97.87%	1	100.00%	0.00%		0.00%	0.000%
9860	1927	2.13%	100.00%	1927	100.00%	2.62%		0.00%	0.000%
	90342	100.00%		73483		100.00%	16859		100.000%

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error type (by error code)	Count	%	Σ %	Error Description
1007	32	0.13%	0.13%	DUPLICATE CC, PON, VER
1012	13	0.05%	0.18%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	4989	20.40%	20.58%	PON DUPLICATE ON INITIAL LSR
1017	1	0.00%	20.59%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - ' .
1020	1	0.00%	20.59%	PON VALID VALUES ARE ONLY UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , - ' .
1022	8	0.03%	20.62%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1023	110	0.45%	21.07%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	50	0.20%	21.28%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	190	0.78%	22.06%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	869	3.55%	25.61%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	5	0.02%	25.63%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	14	0.06%	25.69%	VER MUST BE SPACES OR ZEROES FOR 850
1050	17	0.07%	25.76%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	20	0.08%	25.84%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	1	0.00%	25.84%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
1065	9	0.04%	25.88%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	14	0.06%	25.94%	DDD/DDDD-CC MUST BE CURRENT OR FUTURE DATE
1074	1	0.00%	25.94%	ATN REQUIRED FOR ACT TYPE C WHEN NO LNA OF N IS PRESENT
1075	20	0.08%	26.02%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	1	0.00%	26.03%	DDD/DDDD-CC MUST BE A VALID DATE
1085	29	0.12%	26.14%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	5	0.02%	26.17%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1100	5	0.02%	26.19%	SERVICE CENTER MUST BE LCSC
1110	736	3.01%	29.20%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	43	0.18%	29.37%	DDD MUST BE GREATER THAN OR EQUAL TO D/SENT
1131	580	2.37%	31.74%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1135	26	0.11%	31.85%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	1	0.00%	31.85%	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	11	0.04%	31.90%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	23	0.09%	31.99%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
1154	32	0.13%	32.12%	LSR/PON IS COMPLETED

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1157	6	0.02%	32.15%	DFDT PROHIBITED FOR THIS REQTP/LNA COMBINATION
1166	7	0.03%	32.18%	CHC IS PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
1175	2	0.01%	32.18%	REQTP REQUIRED (STOP EDIT)
1180	1	0.00%	32.19%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1200	15	0.06%	32.25%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	57	0.23%	32.48%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1225	33	0.13%	32.62%	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1230	2976	12.17%	44.79%	LSO MUST BE 6 NUMERICS
1235	2	0.01%	44.79%	TOS REQUIRED
1270	7	0.03%	44.82%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1285	1	0.00%	44.83%	ACTL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1330	5	0.02%	44.85%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	31	0.13%	44.97%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1350	1	0.00%	44.98%	BAN2 MUST BE ENTRY OF E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1360	1	0.00%	44.98%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	1	0.00%	44.99%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1407	6	0.02%	45.01%	RESID IS REQUIRED WITH ANY LNA'S OF N OR V
1430	15	0.06%	45.07%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1453	66	0.27%	45.34%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	18	0.07%	45.42%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	23	0.09%	45.51%	BAN1 MUST BE ENTRY OF E IF REQTP A-LINE SHARE CO BASED
1470	2	0.01%	45.52%	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1490	4	0.02%	45.53%	DRC MUST BE 3 ALPHANUMERICS
1505	5	0.02%	45.56%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	5	0.02%	45.58%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1515	1	0.00%	45.58%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1520	6	0.02%	45.60%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1525	1	0.00%	45.61%	FAX NO-INIT MUST BE 10 NUMERICS
1530	17	0.07%	45.68%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1540	10	0.04%	45.72%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1570	4	0.02%	45.74%	TEL NO DSGCON REQUIRED WHEN DSGCON IS POPULATED

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AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
1585	1	0.00%	45.74%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1590	1	0.00%	45.74%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1595	1	0.00%	45.75%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1600	3	0.01%	45.76%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED	
1605	551	2.25%	48.01%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD	
1620	1	0.00%	48.02%	BCS REQUIRED WITH REQTY/ACT TYPE/TOS COMBINATION	
1630	97	0.40%	48.41%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON	
1635	168	0.69%	49.10%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION	
1640	1673	6.84%	55.94%	NO ORIGINAL LSR FOUND FOR THIS SUP	
1645	6421	26.26%	82.20%	LSR/PON AGED OFF	
1650	784	3.21%	85.40%	LSR/PON COMPLETED	
1655	17	0.07%	85.47%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT	
1660	72	0.29%	85.77%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE	
1662	35	0.14%	85.91%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED	
1664	148	0.61%	86.51%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE	
2005	8	0.03%	86.55%	EU-STREET-1 REQUIRED	
2015	1	0.00%	86.55%	EU-STATE REQUIRED	
2040	7	0.03%	86.58%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION	
2045	1	0.00%	86.58%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER	
2060	35	0.14%	86.73%	LOCNUM=000 SASN REQUIRED WITH THIS REQTY/ACT TYP COMBINATION AT THIS LOCATION	
2065	17	0.07%	86.80%	LOCBAN REQUIRED	
2067	2	0.01%	86.80%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS	
2080	32	0.13%	86.94%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION	
2085	49	0.20%	87.14%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION	
2090	8	0.03%	87.17%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION	
2095	2	0.01%	87.18%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION	
2104	5	0.02%	87.20%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION	
2109	53	0.22%	87.41%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION	
2115	29	0.12%	87.53%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS	
2120	565	2.31%	89.84%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTY/ACT CODE	
2125	1	0.00%	89.85%	EAN OR EATN REQUIRED WHEN AN OR ATN IS POPULATED WITH THIS REQTY/ACT TYPE COMBINATION	

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
2130	12	0.05%	89.90%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	1	0.00%	89.90%	LOCBAN MUST EQUAL EAN OR EATN
2185	40	0.16%	90.06%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS
2200	51	0.21%	90.27%	EATN MUST BE 10 NUMERICS
2220	7	0.03%	90.30%	SBILLNM-FB MUST BE UP TO 25 ALPHANUMERICS WITH EMBEDDED BLANKS
2350	36	0.15%	90.45%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	354	1.45%	91.90%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3010	21	0.09%	91.98%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3020	56	0.23%	92.21%	REFNUM=0001-TELNO= LNA VALID ENTRIES ARE: A, C, D, R, V, W, Y, L, P9
3021	18	0.07%	92.28%	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3025	1	0.00%	92.29%	REFNUM=0002 -TN REQUIRED
3035	115	0.47%	92.76%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3045	21	0.09%	92.84%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	17	0.07%	92.91%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	52	0.21%	93.13%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3060	1	0.00%	93.13%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3070	1	0.00%	93.13%	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
3090	4	0.02%	93.15%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTP
3100	2	0.01%	93.16%	LOCNUM=000 LNUM=00001 TELNO= CHAN/PAIR REQUIRED WHEN CABLE ID IS POPULATED
3110	3	0.01%	93.17%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	13	0.05%	93.22%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION
3120	5	0.02%	93.25%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTP/ACT/LNA COMBINATION
3125	52	0.21%	93.46%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	5	0.02%	93.48%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	92	0.38%	93.85%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	1	0.00%	93.86%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	3	0.01%	93.87%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	10	0.04%	93.91%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	6	0.02%	93.94%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTP
3170	52	0.21%	94.15%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	17	0.07%	94.22%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
3200	2	0.01%	94.23%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	17	0.07%	94.30%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	13	0.05%	94.35%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3260	1	0.00%	94.35%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y
3270	5	0.02%	94.37%	LOCNUM=000 LNUM=00001 TELNO= JK NUM MUST BE 2 ALPHANUMERICS
3290	10	0.04%	94.41%	LOCNUM=000 LNUM=00001 TELNO= JK POS MUST BE TWO NUMERICS
3380	25	0.10%	94.52%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3395	20	0.08%	94.60%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3405	1	0.00%	94.60%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE R IF ACT IS R
3410	68	0.28%	94.88%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	23	0.09%	94.97%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	7	0.03%	95.00%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	10	0.04%	95.04%	LNUM=00001 LNA MUST BE N OR D IF REQTP IS A DIGITAL, DATA DESIGNED (DS1)
3427	2	0.01%	95.05%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTP/ACT TYP COMBINATION
3430	3	0.01%	95.06%	FOR REQTP E, F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	2	0.01%	95.07%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3433	3	0.01%	95.09%	LOCNUM=000 LNUM=00001 TELNO=904724753 LNA PROHIBITED ON THIS REQTP/ACT TYP/SECNCI COMBINATION
3445	7	0.03%	95.11%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3460	7	0.03%	95.14%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTP/LNA TYPE COMBINATION (STOP EDIT)
3485	10	0.04%	95.18%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3643	1	0.00%	95.19%	LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS
3680	3	0.01%	95.20%	LOCNUM=000 LNUM=00001 TELNO=6624872720 TLI REQUIRED WHEN TERS IS POPULATED
3705	14	0.06%	95.26%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3725	5	0.02%	95.28%	LOCNUM=000 LNUM=00005 TELNO= FPI MUST BE VALID VALUE FOR REQTP AND ACTIVITY
3735	23	0.09%	95.37%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3755	25	0.10%	95.47%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	1	0.00%	95.48%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3790	24	0.10%	95.58%	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
4000	28	0.11%	95.69%	DL DATA ELEMENTS REQUIRED
4005	1	0.00%	95.69%	DL DATA ELEMENTS PROHIBITED
4010	205	0.84%	96.53%	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTP AND ACTIVITY TYPE

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4015	10	0.04%	96.57%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	13	0.05%	96.63%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4028	1	0.00%	96.63%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4029	2	0.01%	96.64%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4030	9	0.04%	96.68%	DLNUM=0001 LTN= LACT REQUIRED
4035	3	0.01%	96.69%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	36	0.15%	96.84%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE
4042	1	0.00%	96.84%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA
4045	213	0.87%	97.71%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	13	0.05%	97.76%	INVALID YPH ENTRY
4055	79	0.32%	98.09%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	5	0.02%	98.11%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	3	0.01%	98.12%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N
4065	211	0.86%	98.98%	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4090	9	0.04%	99.02%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	1	0.00%	99.02%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4097	1	0.00%	99.03%	DLNUM=0001 LTN= LTY PROHIBITED WITH LACT Z
4110	9	0.04%	99.06%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4115	1	0.00%	99.07%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4120	13	0.05%	99.12%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4125	1	0.00%	99.12%	SIC MUST BE 4 NUMERICS
4135	1	0.00%	99.13%	DLNUM=0001 LTN= TOA DATA MUST BE BP
4160	56	0.23%	99.36%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4165	1	0.00%	99.36%	DLNUM=0001 LTN= DOI PROHIBITED WITH LACT Z
4170	1	0.00%	99.37%	DLNUM=0001 LTN= DOI MUST BE 1
4180	53	0.22%	99.58%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	9	0.04%	99.62%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	2	0.01%	99.63%	DLNUM=0002 LTN=8502340067 DOI VALUE INVALID FOR STYLE CODE
4200	1	0.00%	99.63%	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	1	0.00%	99.64%	DLNUM=0001 LTN REQUIRED
4220	1	0.00%	99.64%	DLNUM=0001 LTN= LNLN REQUIRED

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4280	10	0.04%	99.68%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	1	0.00%	99.69%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4385	46	0.19%	99.87%	DLNUM=0001 LTN= INVALID LAST ENTRY
4405	4	0.02%	99.89%	DLNUM=0002 LTN= LTEXT REQUIRED
4475	1	0.00%	99.89%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	26	0.11%	100.00%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4485	12	0.05%	100.05%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	5	0.02%	100.07%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	29	0.12%	100.19%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	7	0.03%	100.22%	DLNUM=0002 LTN= ONLY ONE SIC ALLOWED PER ACCOUNT
4600	14	0.06%	100.27%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4890	1	0.00%	100.28%	DDADLO IS PROHIBITED
5005	72	0.29%	100.57%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED: HNUM, HA, AND HID
5015	87	0.36%	100.93%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	66	0.27%	101.20%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5030	7	0.03%	101.23%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5070	6	0.02%	101.25%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	1	0.00%	101.26%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5098	5	0.02%	101.28%	LOCNUM=000 HNUM=00001 HNTYP REQUIRED FOR THIS ACT TYPE/HA COMBINATION
5105	5	0.02%	101.30%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	2	0.01%	101.30%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	5	0.02%	101.32%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	4	0.02%	101.34%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5130	1	0.00%	101.35%	LOCNUM=000 HNUM=00002 HTSEQ=002 HTSEQ MUST BE 4 NUMERICS
5135	8	0.03%	101.38%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5138	2	0.01%	101.39%	LOCNUM=000 HNUM=00001 NOTYP REQUIRED FOR THIS HA/HLA COMBINATION
6005	2	0.01%	101.39%	NC CODE INVALID
6045	33	0.13%	101.53%	INVALID NC/NCI/SENCI COMBINATION (STOP EDIT)
6048	13	0.05%	101.58%	COMPANY IS NOT QUALIFIED FOR XDLS/UCL
6050	29	0.12%	101.70%	REQTY/LOOP TYPE COMBINATION INVALID
6055	10	0.04%	101.74%	LQTY IS REQUIRED FOR REQTY/ACT COMBINATION

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
7000	6	0.02%	101.77%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7005	39	0.16%	101.93%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
8005	17	0.07%	102.00%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTY/ACT TYPE COMBINATION
8040	1	0.00%	102.00%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFERRED
8120	3	0.01%	102.01%	LNUM=00001 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8140	42	0.17%	102.18%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTY E, F OR M FOR LNA C, G, N OR V
8180	51	0.21%	102.39%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8210	2	0.01%	102.40%	LNUM=00001 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8215	2	0.01%	102.41%	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	42	0.17%	102.58%	INVALID ACTIVITY TYPE
	24456	100.00%		

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AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TLJ IS REQUIRED FOR INWARD CATEGORY D USOC!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 I1 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

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AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

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AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT, SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERRORS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED

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AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR FOR ORDER # , PON#.
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCSL & UEAMC-WHICH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF. ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCSL AND DFDI
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDI INFO IN PROPER PLACE AND REMOVING OCSL (NOT VALID ON LY--ORDER)

	PERCENT ACHIEVED FLOW- THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	30.91%	84.40%

AGGREGATE ORDER TYPES													
Company Info													
LSR PROCESSING													
FLOWTHROUGH													
Name	RESH / OCN	Mechanized Interface Used		Manual Total	Rejects Auto Clarification	Validated LSR's	Errors BSI		Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
		EDI	TAG				Mech LSR's	Total System Fallout					Caused Fallout
1		240	0	240	9	91	13	9	4	78	34.36%	85.71%	89.66%
2		245	0	245	4	121	78	55	23	43	19.72%	35.54%	43.88%
3		213	0	213	8	77	11	5	6	66	33.17%	85.71%	92.96%
4		754	0	754	85	365	63	32	31	302	47.34%	82.74%	90.42%
5		1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		2330	0	2330	142	1398	323	191	132	1075	52.29%	76.90%	84.91%
7		0	4	4	0	1	1	1	0	0	0.00%	0.00%	0.00%
8		0	66	66	6	18	14	0	14	4	8.70%	22.22%	100.00%
9		0	107	107	11	35	24	10	14	11	13.41%	31.43%	52.38%
10		12	0	12	1	6	1	1	0	5	45.45%	83.33%	83.33%
11		2182	0	2182	187	235	95	28	67	140	7.26%	59.57%	83.33%
12		1	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
13		0	52	52	7	36	12	5	7	24	63.16%	66.67%	82.76%
14		636	0	636	8	456	56	8	48	400	68.97%	87.72%	98.04%
15		913	0	913	59	724	62	11	51	662	82.44%	91.44%	98.37%
16		0	2160	2160	142	0	0	0	0	0	0.00%	0.00%	0.00%
17		0	181	181	25	74	25	15	10	49	33.56%	66.22%	76.56%
18		0	38	38	5	22	6	1	5	16	57.14%	72.73%	94.12%
19		0	143	143	23	56	18	15	3	38	32.48%	87.86%	71.70%
20		0	69	69	2	13	7	5	2	6	9.23%	46.15%	54.55%
21		61	0	61	11	31	10	7	3	21	44.68%	67.74%	75.00%
22		0	1884	1884	168	897	289	131	158	608	39.02%	67.78%	82.27%
23		59	0	59	25	20	10	2	8	10	38.46%	50.00%	83.33%
24		2	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
25		0	84	84	12	44	14	11	3	30	43.48%	68.18%	73.17%
26		58	0	58	9	32	10	6	4	22	48.89%	66.75%	78.57%
27		1	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
28		880	0	880	28	262	113	42	71	149	19.08%	56.87%	78.01%
29		151	0	151	1	9	6	1	5	3	2.07%	33.33%	75.00%
30		355	0	355	5	123	71	49	22	52	15.85%	42.28%	51.49%
31		665	0	665	33	286	156	88	68	130	23.05%	45.45%	59.63%
32		0	10	10	4	5	2	0	2	3	75.00%	60.00%	100.00%
EDI Subtotal		9759	0	9759	615	4239	1079	536	543	3160	36.74%	74.55%	85.50%
TAG Subtotal		0	4798	4798	405	1201	412	194	218	789	18.90%	65.70%	80.26%
TOTAL INTERFACES		9759	4798	14557	1020	5440	1491	730	761	3949	30.91%	72.59%	84.40%

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES			
Company Info			
Name	RESH / OCN	FATAL REJECTS	
1		27	
2		14	
3		13	
4		116	
5		0	
6		106	
7		9	
8		9	
9		9	
10		59	
11		1	
12		460	
13		6	
14		3	
15		217	
16		358	
17		86	
18		7	
19		13	
20		2	
21		22	
22		61	
23		71	
24		0	
25		5	
26		13	
27		2	
28		166	
29		26	

REPORT PERIOD: 08/01/2001 - 08/31/2001

AGGREGATE ORDER TYPES			
Company Info			
Name			
Name		RESH / OCN	FATAL REJECTS
30			16
31			146
Total			2043

Trunk Group Performance - Aggregate

Tennessee	Average blocking percentage by hour																								
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	
Sep-00	BellSouth	0.0186	0.0196	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.0764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.0706	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0014	0.0025	0.0169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.0762	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1796	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3438	-0.1716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0084	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0025	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1656	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0025	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0283
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2060	0.0285
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	0.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3682	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0663	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	0.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626
Jun-01	BellSouth	0.0062	0.0008	0.0006	0.0002	0.0001	0.0060	0.7409	0.0491	0.0766	0.0290	0.0375	0.0733	0.0895	0.4859	0.0602	0.0386	0.0687	0.3005	0.1453	0.0072	0.0093	0.0101	0.5068	0.0395
	CLEC	0.0881	0.4622	0.0000	0.0057	0.0001	0.0010	0.0400	0.1337	0.0674	0.0679	0.0835	0.0706	0.0491	0.0568	0.0630	0.0393	0.0491	0.0368	0.0127	0.0213	0.0495	0.0811	0.0430	0.0173
	Difference	-0.0819	-0.4614	0.0006	-0.0054	0.0000	0.0049	0.7009	-0.0846	-0.0108	-0.0389	-0.0460	0.0027	0.0404	0.4291	-0.0028	-0.0007	0.0196	0.2637	0.1326	-0.0141	-0.0402	-0.0710	0.4637	0.0223
Jul-01	BellSouth	0.0110	0.0007	0.0000	0.0024	0.3008	0.4381	1.4967	0.1027	0.0651	0.0538	0.0305	0.0097	0.1283	0.2420	0.0214	0.0161	0.1469	0.6746	0.7498	0.0070	0.0121	0.0472	0.5523	0.0287
	CLEC	0.0024	0.0028	0.0032	0.0001	0.0000	0.0005	0.0414	0.0817	0.0396	0.0134	0.0195	0.0387	0.0384	0.0160	0.0084	0.0154	0.0172	0.0201	0.0142	0.0094	0.0133	0.0588	0.0726	0.0149
	Difference	0.0086	-0.0021	-0.0032	0.0023	0.3008	0.4376	1.4553	0.0210	0.0255	0.0404	0.0110	-0.0290	0.0899	0.2260	0.0130	0.0007	0.1297	0.6544	0.7356	-0.0024	-0.0116	-0.0116	0.4756	0.0138
Aug-01	BellSouth	0.0045	0.0043	0.0018	0.0000	0.0015	0.2182	0.4095	0.1027	0.0551	0.0240	0.0175	0.0117	0.1061	0.2894	0.0173	0.0187	0.0687	0.0818	0.0357	0.0075	0.0032	0.0703	0.0180	0.0242
	CLEC	0.0049	0.0049	0.0006	0.0000	0.0001	0.0001	0.0223	0.1041	0.0221	0.0090	0.0049	0.0109	0.0194	0.0147	0.0195	0.0290	0.0508	0.0322	0.0027	0.0079	0.0324	0.0949	0.0649	0.0071
	Difference	-0.0004	-0.0006	0.0011	0.0000	0.0014	0.2181	0.3872	-0.0014	0.0330	0.0150	0.0126	0.0009	0.0867	0.2747	-0.0022	-0.0103	-0.0421	0.0496	0.0330	-0.0004	-0.0292	-0.0246	-0.0469	0.0170

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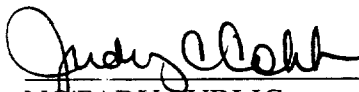
STATE OF: Georgia
COUNTY OF: Fulton

BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Alphonso J. Varner – Senior Director – Interconnection Services, BellSouth Telecommunications Inc., who, being by me first duly sworn deposed and said that:

He is appearing as a witness before the Tennessee Regulatory Authority in Docket No. 01-00362 on behalf of BellSouth Telecommunications, Inc., and if present before the Authority and duly sworn, his testimony would be set forth in the annexed testimony consisting of 3 pages and 1 exhibit(s).


Alphonso J. Varner

Sworn to and subscribed
before me on 11-07-01


NOTARY PUBLIC

Notary Public, Gwinnett County, Georgia
My Commission Expires June 27, 2005

CERTIFICATE OF SERVICE

I hereby certify that on November 7, 2001, a copy of the foregoing document was served on counsel for known parties, via the method indicated, addressed as follows:

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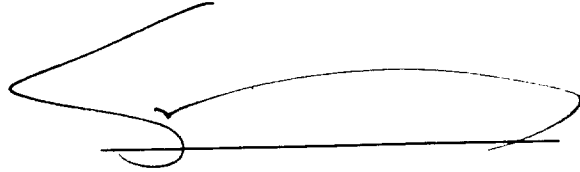
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A handwritten signature in black ink, appearing to read 'Jack Robinson', written over a horizontal line.