

1 BELLSOUTH TELECOMMUNICATIONS, INC.
2 DIRECT TESTIMONY OF ALPHONSO J. VARNER
3 BEFORE THE TENNESSEE REGULATORY AUTHORITY
4 DOCKET NO. 03-00491
5 JANUARY 16, 2004
6

7 Q. PLEASE STATE YOUR NAME, YOUR POSITION WITH BELLSOUTH
8 TELECOMMUNICATIONS, INC. ("BELLSOUTH") AND YOUR BUSINESS
9 ADDRESS.

10
11 A. My name is Alphonso J. Varner. I am employed by BellSouth as Assistant
12 Vice President in Interconnection Services. My business address is 675
13 West Peachtree Street, Atlanta, Georgia 30375.

14
15 Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.
16

17 A. I graduated from Florida State University in 1972 with a Bachelor of
18 Engineering Science degree in systems design engineering. I
19 immediately joined Southern Bell in the division of revenues organization
20 with the responsibility for preparation of all Florida investment separations
21 studies for division of revenues and for reviewing interstate settlements.

22
23 Subsequently, I accepted an assignment in the rates and tariffs
24 organization with responsibilities for administering selected rates and
25 tariffs including preparation of tariff filings. In January 1994, I was

1 appointed Senior Director of Pricing for the nine-state region. I was
2 named Senior Director for Regulatory Policy and Planning in August 1994.
3 In April 1997, I was named Senior Director of Regulatory for the nine-state
4 BellSouth region. I accepted my current position in March 2001.

5

6 Q WHAT IS THE PURPOSE OF YOUR TESTIMONY?

7

8 A. The purpose of my testimony is to demonstrate to the Tennessee
9 Regulatory Authority ("the Authority") that, based on performance data for
10 the last eleven months (December 2002 through October 2003),
11 BellSouth's Loop Provisioning performance does not pose a barrier to
12 market entry for CLECs seeking to serve customer locations with voice-
13 grade loops. It should be noted that so as not to conflict with the
14 numbering of exhibits that will be filed in Docket No. 03-00526, there are
15 only two exhibits included in this filing, designated Exhibit AJV-1 and
16 Exhibit AJV-4.

17

18 **BellSouth's Performance Measures**

19 Q. WHAT EMPIRICAL EVIDENCE DOES BELL SOUTH PRESENT TO
20 SHOW THAT BELL SOUTH'S LOOP PROVISIONING PERFORMANCE
21 IS NOT AN OPERATIONAL BARRIER TO CLECS ENTERING THE
22 MARKET WITHOUT UNBUNDLED CIRCUIT SWITCHING?

23

24 A. My testimony presents performance data generated by measurements
25 approved by the Authority to demonstrate that loop provisioning is not an

1 operational barrier to UNE-Loop (UNE-L) market entry. Data is provided
2 for the period December 2002 through October 2003. Because the
3 Service Quality Measurement ("SQM") plan was revised in July 2003, 7
4 months of the data are based on the previous SQM. A detailed discussion
5 of the Tennessee data and the detailed performance results are provided
6 in Exhibit AJV-1.

7 In addition, because there may be instances where the volumes reported
8 in Tennessee are low for the sub-metrics provided in this filing, I have also
9 provided the performance results filed on December 23, 2003 with the
10 Georgia Public Service Commission in a similar proceeding (Docket No.
11 17730-U) attached as Exhibit AJV-4. This will provide the Authority with
12 supplementary information in cases where the volumes in Georgia may be
13 more meaningful than the Tennessee volumes.

14

15 Q. DO THE CLECS HAVE EMPIRICAL EVIDENCE TO DEMONSTRATE
16 BELL SOUTH'S ABILITY TO PROVIDE UNBUNDLED LOOPS?

17

18 A. Yes. The CLECs have access to most of the CLEC aggregate data that I
19 present here, and can collect data on their own transactions with
20 BellSouth. While I obviously have not seen the CLEC's testimony in this
21 proceeding, past proceedings indicate that the CLECs do not produce
22 data of their own or utilize the CLEC aggregate data produced by
23 BellSouth to comment on BellSouth's performance. Instead, they typically
24 rely on unsupported anecdotal evidence or baseless guesses about the
25 future to allege poor performance by BellSouth. If that pattern continues

1 in this proceeding, the Authority should disregard the CLECs' testimony
2 and focus solely on the objective evidence of performance that I present
3 here.

4

5 Q. WHAT PROCESSES DO YOU INCLUDE IN LOOP PROVISIONING
6 DATA?

7

8 A. In order to demonstrate that BellSouth provides CLECs with access to
9 unbundled loops in a manner such that CLECs are not impaired, the loop
10 provisioning data provided in this filing includes the processes involved in
11 providing CLECs unbundled loops from beginning to end. Therefore,
12 BellSouth provides data herein not only for measurements associated with
13 installation of voice grade loops as defined in the "Provisioning" category
14 of the SQM, but for measurements in the Ordering and Maintenance &
15 Repair categories as well. These measurement results show that
16 BellSouth responds to CLEC loop orders accurately and timely and
17 performs maintenance and repair activities in a nondiscriminatory manner.
18 Also, because UNE loops are terminated in collocation spaces, data for
19 collocation performance are included.

20

21 Q. PLEASE DESCRIBE THE SOURCE OF THE DATA USED IN YOUR
22 TESTIMONY.

23

24 A The data provided in this filing are produced by the Performance
25 Measurement Analysis Platform (PMAP), which is the same system

1 utilizing the same SQM that produces these data for the Authority, the
2 Authority staff, the FCC and the CLECs each month. The data results are
3 produced by the same process that yielded the data relied upon by the
4 Authority and the FCC to conclude that BellSouth met its section 271
5 obligations. PMAP has undergone an extremely thorough third party audit
6 conducted by Bearing Point over multiple years. The metrics audit was
7 concluded in Florida on July 30, 2002 and in Georgia on June 6, 2003 with
8 no significant adverse findings in either state.

9

10 Q. WHAT VALUE DOES THE DATA PROVIDED HAVE IN
11 DEMONSTRATING THAT UNBUNDLED LOOP PROVISIONING WILL
12 NOT BE AN OPERATIONAL BARRIER FOR CLECS IF SWITCHING IS
13 NO LONGER A UNE?

14

15 A. As discussed in the testimony of BellSouth witness Mr. Ken Ainsworth, the
16 loop provisioning processes used by BellSouth in the past will continue to
17 be used in the future. From BellSouth's proven performance track record,
18 the Authority can and should infer that BellSouth's performance will
19 continue at a high level in the future. After all, it has been a year since
20 BellSouth entered the interLATA market in Tennessee, and BellSouth's
21 performance has remained consistently high. Moreover, new measures
22 have been added and existing measures revised to enable the Authority to
23 evaluate even more data on BellSouth's loop provisioning processes.

24

1 Q. WHAT LOOP PROVISIONING MEASUREMENTS HAS BELLSOUTH
2 INCLUDED?

3

4 A. BellSouth has included the following SQM measures that cover the major
5 processes associated with Ordering, Provisioning and Maintenance &
6 Repair of UNE Loops in Tennessee. In some cases the same process is
7 reflected, either partially or wholly in multiple measures. In these cases,
8 the multiple measures are included.

9 • Ordering

- 10 i. Reject Interval - Fully Mechanized, Partial Mechanized and Non
11 Mechanized
12 ii. FOC Timeliness - Fully Mechanized, Partial Mechanized and
13 Non Mechanized
14 iii. FOC and Reject Response Completeness - Fully Mechanized,
15 Partial Mechanized and Non Mechanized
16 iv. Flow Through – UNE products
17 v. Service Inquiry with Firm Order

18 • Provisioning

- 19 i. Mean Held Order Interval
20 ii. Average Jeopardy Notice Interval (Mechanized)
21 iii. % Jeopardy Notice $\geq$ 48 Hours (Mechanized)
22 iv. Order Completion Interval
23 v. Missed Installation Appointments
24 vi. Provisioning Troubles within 30 Days
25 vii. Average Completion Notice Interval (Mechanized)

- viii. Cooperative Test Attempts for DSL
- ix. Service Order Accuracy (Design & Non Design)
- Maintenance & Repair
 - i. Missed Repair Appointments
 - ii. Customer Trouble Report Rate
 - iii. Maintenance Average Duration
 - iv. Repeat Troubles within 30 Days

- Collocation
 - i. Collocation Average Response Time
 - ii. Collocation Average Arrangement Time
 - iii. Collocation Percent of Due Dates Missed

Q. WHICH PRODUCTS ARE INCLUDED WITHIN THE UNE LOOP PERFORMANCE DATA?

A. BellSouth has included performance data for virtually all of the UNE loops that CLECs have ordered and would be expected to continue ordering to provide qualifying service to mass-market customers, which include:

- xDSL – this includes ADSL, HDSL and Unbundled Copper Loop (UCL), except UCL-Non Design (ND)
- Unbundled Cooper Loop – Non-Design (UCL-ND)
- UNE ISDN Loops – this includes Basic Rate Interface (BRI), Primary Rate Interface (PRI) and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP

- 1 • Enhanced Extended Links (EELs)
- 2 • Local Interconnection Trunks

3 Of course, the Authority has data on any other loop products in which it
4 may be interested.

5

6 Q. WHY DID BELL SOUTH INCLUDE ELEVEN MONTHS OF DATA WITH
7 THIS FILING?

8

9 A. BellSouth wanted to demonstrate clearly and unequivocally that its
10 performance has met, and will continue to meet, its obligations under the
11 Act. The Authority ordered BellSouth to begin providing the same metrics
12 in Tennessee as the Florida Commission ordered beginning with the
13 December 2002 data month. BellSouth has provided the data from that
14 point through October 2003, which is the latest available data at the time
15 of the preparation of this affidavit. In addition, it should be noted that the
16 Florida Commission ordered changes to the SQM, upon which the
17 Tennessee SQM is based, which became effective with July 2003 data.
18 Therefore, the data provided with this filing for July to October 2003 are
19 based on this new SQM filed with the Authority on October 31, 2003. As
20 the Authority will see, BellSouth's performance today is substantially the
21 same (and in many cases better) than when the Authority and the FCC
22 approved BellSouth's application to provide interLATA relief.
23 Consequently, there is no doubt that BellSouth provides today, as it
24 provided at the time of its 271 application, non-discriminatory, timely and
25 efficient access to UNE loops. To reach a different conclusion today

1 would directly conflict with the Authority's conclusions in endorsing
2 BellSouth's application for interLATA authority in Tennessee.

3

4 Q. ARE THERE ANY NEW PRODUCTS THAT CLECS WILL BE ABLE TO
5 ORDER FOR WHICH DATA ARE NOT CURRENTLY AVAILABLE?

6

7 A. Yes. Although Bellsouth currently allows CLECs to provision their own
8 "co-carrier cross-connects" that allow two or more CLECs to interconnect
9 their collocation spaces in a BellSouth central office, BellSouth plans to
10 offer a new product to help facilitate this interconnection if the CLECs want
11 BellSouth to perform this work, called "Co-Carrier Cross- Connect." This
12 product is discussed in Ms. Kathy Blake's testimony and will be a federal
13 tariff offering, which will provide for the installation of jumper patch cords
14 between the two tie pairs connecting the Physical Collocation
15 arrangements of two CLECs in BellSouth's Central Offices. The Co-
16 Carrier Cross-Connect service provides a one-to-one dedicated
17 transmission path between two CLECs' collocation arrangements located
18 in the same Central Office at two-wire, four-wire, DS1, DS3, and fiber optic
19 levels.

20

21 The cross-connect process is a simple procedure that is already very
22 much a part of current loop provisioning activities. Loop provisioning
23 requires installation of cross connects between BellSouth equipment and
24 CLEC collocation space, and performance of this activity is already
25 reflected in the measurement data. There is nothing peculiar to cross-

1 connects that involve CLEC to CLEC requests compared to BellSouth to
2 CLEC connections that would impact the process adversely.
3 Consequently, with the understanding that this type of activity is already
4 reflected in the loop provisioning data provided in this filing, the Authority
5 has everything that it needs to evaluate the ability of CLECs to effectively
6 serve their targeted customers in the absence of unbundled switching.
7

8 **BellSouth's Performance Results**

9 Q. WHAT WAS BELL SOUTH'S ORDERING TIMELINESS AND
10 COMPLETENESS PERFORMANCE FOR UNE LOOPS FOR THE PAST
11 11 MONTHS IN TENNESSEE?
12

13 A. Ordering timeliness and completeness performance is reflected in the
14 Reject Interval, FOC Timeliness, and FOC and Reject Completeness
15 measures. The Reject Interval measure shows the extent to which an
16 LSR that contained an error by the CLEC was returned by BellSouth in a
17 timely manner to the CLEC for correction. FOC Timeliness results show
18 whether BellSouth converted an LSR submitted by a CLEC into the
19 service order necessary to perform the requested action within the
20 timeframes established by the Authority. FOC and Reject Response
21 Completeness performance indicates the extent to which a CLEC received
22 a response to each valid LSR that it submitted.
23
24
25

Total Rejected LSRs

The following tables provide a summary by month of BellSouth's performance on these three metrics (including fully mechanized, partial mechanized and non-mechanized LSRs) for UNE Loop LSRs that were submitted by CLECs during the latest 11 months. As previously stated, Exhibit AJV-1 contains a detailed breakdown of the ordering sub-metrics included in the following tables.

% OF REJECTED LSRs MEETING REJECT INTERVAL BENCHMARKS			
<u>Month</u>	<u># LSRs Rejected</u>	<u># Rejected LSRs Meeting Benchmark</u>	<u>Percentage Meeting Benchmark</u>
Dec '02	282	251	89%
Jan '03	231	202	87%
Feb '03	219	202	92%
Mar '03	267	246	92%
Apr '03	261	251	96%
May '03	251	245	98%
Jun '03	242	232	96%
Jul '03	279	255	91%
Aug '03	272	257	94%
Sep '03	299	261	87%
Oct '03	257	249	97%
TOTAL	2860	2651	93%

During this 11-month period (December 2002 to October 2003), the average reject interval for all rejected LSRs within the fully mechanized category was 1 hour and 33 minutes against a benchmark of 1 hour. This was due to the high fully mechanized rejected intervals in December 2002 through April 2003 prior to the system corrections implemented in May. The average from May through October 2003 was 15 minutes. See the discussion included in the fully mechanized reject section that follows.

Likewise, the average reject interval was 7 hours 55 minutes for Partially Mechanized LSRs, and 6 hours 33 minutes for Non-Mechanized LSRs – the benchmark for Partially Mechanized LSRs is 10 hours and the benchmark for Non-Mechanized LSRs is 24 hours.

Fully Mechanized

For those Fully Mechanized Rejected LSRs for which BellSouth did not meet the one-hour benchmark, BellSouth has conducted a detailed root cause analysis of the process. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark, all of which have been addressed. These three issues and their corresponding status are as follows:

<u>ISSUE</u>	<u>STATUS</u>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.	2. Feature implemented with Release 13.0 on 6/22/03 to properly count this LSR as partially mechanized.
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully	3. Feature implemented with Release 13.0 on

ISSUE	STATUS
Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	6/22//03 to properly count this LSR as partially mechanized.

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The previous chart reported BellSouth's performance in timely returning of Rejects was based on Total Rejects (i.e., Fully Mechanized, Partially Mechanized and Non-Mechanized). If we only look at Fully Mechanized Rejected LSRs, with the implementation of Release 13.0 effective with May 2003 data, BellSouth has met the 1-hour benchmark for 96% of the fully mechanized rejected LSRs for May through August 2003.

Partially Mechanized Rejected LSRs

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The Tennessee SQM requires that BellSouth meet a benchmark for partially mechanized reject notices of 95% returned within 10 hours or less. The current Tennessee standard is much more demanding than that used for approval of BellSouth's interLATA application, which required 85% of reject notices returned in 10 hours or less. Nonetheless, BellSouth made an average of 86% over this period.

17

18

19

20

To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

21

22

23

24

- BellSouth experienced delays in processing LSRs submitted via the EDI system. During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between

1 the EDI translator and down stream Legacy systems were added.
2 Finally, the electronic processing of certain administrative and archival
3 activities was removed from the EDI translator to reduce overall
4 processing time of the LSRs.

- 5 • Some LSRs experience delays in resolving incorrect connecting facility
6 assignments (CFA) by the CLECs. BellSouth has determined that
7 when an incorrect CFA is provided, it is being assigned an error status
8 for further correction. Additional analysis is being performed to
9 determine if the resolution is being delayed by a system problem or if
10 the service representatives are not handling the corrections in a timely
11 manner.
- 12 • LSRs are dropping out for manual handling because of an error
13 discovered after a FOC was returned to the CLEC. There are
14 instances where an error is discovered as the Service Order begins to
15 process through the provisioning systems. Due to the way the ordering
16 and provisioning systems interact, it is not feasible for the order
17 processing systems to query the provisioning system to detect these
18 errors, prior to sending the FOC. Thus, when the error is detected as
19 the Service Order begins to process, the reject is returned to the
20 CLEC, but the time interval is measured from when the LSR was first
21 received, resulting in an unusually long reject interval. It may be
22 appropriate to exclude these types of rejects from the reject interval
23 measurement and this exclusion can be addressed in the next periodic
24 review of measurements. There are only small quantities of cases
25 where the types of conditions that cause BellSouth to miss the

standard occur, averaging about 65 per month. These volumes make it extremely difficult to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

Q. HOW IS BELL SOUTH'S FOC TIMELINESS PERFORMANCE?

A. As set forth in the chart below, BellSouth has met the FOC benchmark established by the Authority for UNE Loop LSRs that were submitted by CLECs during the latest 11 months at least 89% of the time and on average 94% of the time.

% OF FOCs MEETING FOC TIMELINESS BENCHMARKS			
<u>Month</u>	<u># Total FOCs Returned to CLEC</u>	<u># FOCs Meeting Benchmark</u>	<u>Percentage Meeting Benchmark</u>
Dec '02	943	892	95%
Jan '03	1042	961	92%
Feb '03	957	849	89%
Mar '03	1003	931	93%
Apr '03	1066	998	94%
May '03	993	941	95%
Jun '03	881	838	95%
Jul '03	974	915	94%
Aug '03	990	929	94%
Sep '03	908	827	91%
Oct '03	812	736	91%
TOTAL	9840	9210	94%

Like the reject interval performance data, the average time to return all FOCs was generally less than the benchmark standard. During this 11-

1 month period (December 2002 to October 2003), the average FOC
2 interval was: 50 minutes for Fully Mechanized LSRs, against a benchmark
3 of 3 hours; 8 hours 54 minutes for Partially Mechanized LSRs, against a
4 benchmark of 10 hours; and, 8 hours 31 minutes for Non-Mechanized
5 LSRs, against a benchmark of 24 hours.

6

7 The area where BS is missing the standard is in Partially Mechanized
8 FOCs. To address the remaining LSRs that were not returned within the
9 10-hour benchmark, BellSouth conducted a detailed raw data analysis that
10 has revealed three areas associated with the mechanized portion of the
11 partially mechanized LSRs:

- 12 • A number of FOCs were entered into the system within the benchmark
13 but were not counted correctly due to repeated attempts to respond to
14 the CLEC. BellSouth met its requirement of initially returning the FOC
15 within the 10-hour benchmark. However, because of a system error
16 the performance was stated incorrectly. The issue does not affect
17 BellSouth's performance for returning the FOC to the CLEC; it is just
18 understating BellSouth's performance.
- 19 • BellSouth experienced delays in processing LSRs submitted via the
20 EDI system. This is the same issue discussed above concerning
21 rejects.
- 22 • Some CLECs are requesting that certain auto clarified (rejected) LSRs
23 be corrected and processed without the CLEC resubmitting a new
24 version of the existing LSR. In specific cases, some LSRs are being
25 corrected and put into the ordering systems without receiving a new

LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

Q. HOW IS BELL SOUTH'S PERFORMANCE ON FOC AND REJECT RESPONSE COMPLETENESS?

A. BellSouth has returned FOCs and/or rejects for 87% or better (95% on average) of the UNE Loop LSRs that were submitted by CLECs during the latest 11 months as depicted in the following chart.

% OF FOC & REJECT RESPONSES RETURNED TO CLECs (95% BENCHMARK)			
<u>Month</u>	<u># Total LSRs Submitted</u>	<u># Responses Returned</u>	<u>Percentage of Total Returned</u>
Dec '02	1233	1205	98%
Jan '03	1622	1535	95%
Feb '03	1403	1350	96%
Mar '03	1518	1479	97%
Apr '03	1527	1482	97%
May '03	1436	1395	97%
Jun '03	1478	1292	87%
Jul '03	1589	1527	96%
Aug '03	1598	1537	96%
Sep '03	1385	1327	96%
Oct '03	1365	1253	92%
TOTAL	11883	11281	95%

1 Q. WHAT PERCENTAGE OF THE UNE LOOP LSRs SUBMITTED BY THE
2 CLECS IN THE LAST 11 MONTHS IN TENNESSEE FLOWED
3 THROUGH BELL SOUTH'S OPERATION SUPPORT SYSTEMS?
4

5 A. BellSouth does not measure the UNE Loops as a separate disaggregation
6 within the Flow Through measurement. However, the Flow Through
7 report does include a separate category for the UNE LSRs. Flow Through
8 is a regional measurement and not disaggregated at the state level.
9 BellSouth exceeded the 85% benchmark for Flow Through of the UNE
10 LSRs for each month of the 11-month period from December 2002
11 through October 2003. In fact, over 4.4 million of the 4.7 million UNE LSRs
12 (95%) submitted met the flow through standard.
13

14 Beginning in March 2003, BellSouth separated the UNE category into
15 UNE-P and UNE Other disaggregations for Flow-Through. (UNE Other
16 is defined as the total UNE LSRs minus the UNE-P LSRs.) Of those UNE
17 Other LSRs submitted over the past 11 months 85.92% (85,951 of
18 100,038) flowed through.
19

20 Q. WHAT DOES THE SERVICE INQUIRY WITH FIRM ORDER MEASURE
21 ADDRESS AND HOW DID BELL SOUTH PERFORM?
22

23 A. This measure addresses a small group of services (*i.e.*, xDSL and
24 Unbundled Interoffice Transport) that require BellSouth to check
25 equipment availability before the CLEC can submit an LSR. BellSouth

1 returned 127 of the 132 service inquiries (96%) within the 5-day interval
2 specified by the Authority during the period of December 2002 through
3 October 2003. See Exhibit AJV-1 for the details concerning this measure.
4

5 Q. WHAT WAS BELL SOUTH'S PERFORMANCE FOR UNE LOOPS ON
6 THE MEASURES IN THE PROVISIONING CATEGORY OF THE SQM?
7

8 A. Excellent. The various provisioning measures address certain aspects of
9 provisioning an individual order. For this reason summary, results based
10 on the number of orders processed cannot be presented for provisioning
11 measures like they are for the ordering measures. However, a cursory
12 review of the data by simply comparing the number of submetrics met
13 indicates the high level of performance as shown below.
14

% OF PROVISIONING SUB-METRICS MEETING PARITY			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Benchmarks</u>	<u>Percentage Meeting Benchmarks</u>
Dec '02	51	49	96%
Jan '03	62	59	95%
Feb '03	59	54	92%
Mar '03	56	56	100%
Apr '03	59	59	100%
May '03	72	67	93%
Jun '03	79	72	91%
Jul '03	80	75	94%
Aug '03	83	73	88%
Sep '03	78	70	90%
Oct '03	71	66	93%
TOTAL	750	700	93%

1 BellSouth met an average of 93% of all the UNE Loop provisioning sub-
2 metrics over the last 11 months in Tennessee. These results were fairly
3 constant from month to month, ranging from 88% to 100%. As shown
4 above, BellSouth met 700 of the 759 sub-metrics with CLEC activity
5 during the period.

6
7 The following table provides a detail breakdown, by provisioning measure,
8 of the measurements included in the overall summary above.

9

11-MONTH TOTAL FOR PROVISIONING MEASURES MEETING PARITY			
<u>Measure</u>	<u>Total # Submetric s with CLEC Activity</u>	<u>Total # Submetric s Meeting Parity</u>	<u>% Meeting Parity</u>
Mean Held Order Interval	48	42	88%
Average Jeopardy Notice Interval	61	61	100%
% Jeopardy Notice >= 48 Hours	61	59	97%
Order Completion Interval	115	107	93%
% Missed Installation Appointments	132	122	92%
% Provisioning Troubles within 30 Days of Completions	125	110	88%
Average Completion Notice Interval	118	117	99%
% Cooperative Test	11	11	100%
SOA	80	71	89%

10

1 Q. BRIEFLY DESCRIBE THE NATURE OF THE ISSUES THAT CAUSED
2 MOST OF THE MISSES REFLECTED IN THE ABOVE CHARTS.

3

4 A. Each of these provisioning results is discussed in more detail in Exhibit
5 AJV-1. The analyses in that exhibit show that the misses for the most part
6 are not indicative of problems in BellSouth's performance. A brief
7 summary of the principal causes of the performance misses follows.

8

9 Mean Held Order Interval

10 All of the missed submetrics occurred in cases where the volume of held
11 orders was too low to indicate a problem with performance. Five (5) of the
12 6 missed sub-metrics had only 1 held order with the other sub-metric
13 having only 3.

14 % Jeopardy Notice >=48 Hrs.

15 This measure is simply another way to measure Jeopardy Notice Interval
16 and BellSouth's performance was perfect on that measure for the period.
17 The misses that occurred in this submetric were all low volume cases with
18 a maximum of 1 notice that missed the standard in any of these
19 submetrics. The volume was so low that in both cases perfect
20 performance was required in order to meet the standard.

21 Order Completion Interval

22 In 4 of the 7 cases where the standard was missed, the CLEC
23 performance for dispatched orders was being compared to retail
24 performance for non-dispatched orders. This comparison does not

1 compare like activities. If the CLEC performance were compared to retail
2 dispatch, BellSouth would have passed these 4 of the 7 missed instances.

3 % Missed Installation Appointments

4 For the sub-metrics missed in this area, BellSouth typically only missed a
5 small number of appointments. For example, for 8 of the sub-metrics
6 missed, 97% of the appointments were met and no more than 3
7 appointments were missed in any single month.

8 % Provisioning Troubles<=30 Days

9 All 15 of the missed submetrics occurred in cases where the volume was
10 too low to indicate a problem with performance. Each of the sub-metrics
11 had 8 or less reported troubles with 8 of these sub-metrics having 3 or
12 less reported troubles.

13 Service Order Accuracy

14 The percent of sub-metrics met is very misleading as an indicator of
15 performance. To illustrate, while counting the number of sub-metrics
16 meeting the benchmark over the 11-month period (October 2003 was not
17 included in this calculation as it changed to an interim measure) yields
18 only an 89% (71 out of 80 sub-metrics) accuracy rate, counting the
19 number of actual orders that were accurate yields a 98% (10,378 out of
20 10,606 orders) accuracy rate.

21
22 As you can see from these summaries, none of the misses are indicative
23 of systemic problems and in some cases indicate no problem at all with
24 performance. When this fact is considered along with the already high

level performance indicated by the raw measurement data, BellSouth's performance is exceptional.

Q. WHAT HAS BEEN BELL SOUTH'S PERFORMANCE FOR THE THREE LNP DISCONNECT TIMELINESS MEASURES FOR THE PAST SIX MONTHS IN TENNESSEE?

A. The following table provides the average results for P-13B, the percentage of time BellSouth applies the trigger order before the due date; P-13C, the percentage of time the LNP service is out of service less than 60 minutes; and P-13D, the percentage of time BellSouth disconnects the LNP service within 4 hours for non-trigger orders for the months of May through October 2003 in Tennessee. The trigger and non-trigger orders have been adjusted to exclude orders that did not have a completion time stamp within the gateway. Also, orders that were submitted outside the normal working hours with no previous arrangements for special handling are excluded from non-trigger calculations as allowed per the approved SQM plan. (The data shows the number of lines meeting the requirement divided by the total lines due and the corresponding percentage calculated.)

Month	% Orders OoS < 60 Minutes (P13B)	% Trigger Orders Applied Before Due Date (P13C)	% Non Trigger Orders Applied < 4 Hours (P13D)
May - October 2003	(14837/14947) 99.26%	(6154/6613) 93.06%	(670/986) 67.95%

1 The low percentage reflected in the chart above for P-13D, % Non-Trigger
2 Applied < 4 Hours (67.95%), is due to the results for one month, July
3 2003. Specifically, for P-13D in July there were a total of 214 missed lines
4 out of the 250 lines to be disconnected and 200 of these missed lines
5 were associated with one service order. Excluding that one order,
6 BellSouth met 36 of the 50 lines in July or 72% that would have raised the
7 overall 6-month P-13D average to over 88%.

8

9 See Exhibit AJV-1 for the specific details for all three of these LNP sub-
10 metrics.

11

12 Q. HOW WAS BELLSOUTH'S UNE LOOP MAINTENANCE & REPAIR
13 PERFORMANCE?

14

15 A. Excellent. BellSouth met 96% of the UNE Loop sub-metrics associated
16 with the Maintenance & Repair measures included with this filing, and the
17 overwhelming majority of the misses do not indicate performance
18 problems. As shown in the following table, BellSouth met 422 of the 440
19 sub-metrics with CLEC activity during the period from December 2002
20 through October 2003. (See Exhibit AJV-1 for a detailed breakdown of the
21 maintenance & repair sub-metrics for the UNE loops included in this
22 table.) The number of M&R sub-metrics is about one-third that of
23 provisioning. Thus, there is more variability from month to month for
24 maintenance and repair when compared to provisioning.

25

1

% OF M&R SUB-METRICS MEETING PARITY			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Parity</u>	<u>Percentage of Submetrics Meeting Parity</u>
Dec '02	40	39	98%
Jan '03	40	40	100%
Feb '03	40	39	98%
Mar '03	40	37	93%
Apr '03	40	40	100%
May '03	40	36	90%
Jun '03	40	40	100%
Jul '03	40	37	93%
Aug '03	40	37	93%
Sep '03	40	38	95%
Oct '03	40	39	98%
TOTAL	440	422	96%

2 The following table provides a detailed breakdown by maintenance &
3 repair measure of the measurements included in the overall summary
4 above.

5

11-MONTH TOTAL FOR MAINTENANCE & REPAIR MEASURES MEETING PARITY			
<u>Measure</u>	<u>Total # Submetrics with CLEC Activity</u>	<u>Total # Submetrics Meeting Parity</u>	<u>% Meeting Parity</u>
% Missed Repair Appointments	110	104	95%
% Customer Trouble Report Rate	110	102	93%
Maintenance Average Duration	110	108	98%
% Repeat Troubles within 30 Days	110	108	98%

6

7

1 Q. BRIEFLY DESCRIBE THE PRINCIPAL ISSUES THAT CONTRIBUTED
2 TO THE MISSED SUBMETRICS IN THE ABOVE CHART.

3

4 A. Like the provisioning measurements, these measurement results are also
5 analyzed in Exhibit AJV-1. Following is a brief summary of the principal
6 causes of these performance metric misses.

7

8 % Missed Repair Appointments and % Repeat Troubles

9 Five (5) of the 6 misses occurred where there was a very low volume of
10 activity. Such low volumes do not indicate a problem with performance.

11 %Customer Trouble Report Rate

12 In all 8 cases where a miss was recorded, high quality service was
13 provided. In all cases the level of trouble report free service was at least
14 98%. When service levels are this high, the statistical test used to
15 evaluate performance is overly sensitive to service differences and
16 records a miss even though service levels are high.

17 Maintenance Average Duration

18 Both of these misses the volume was too low to draw a conclusion. One
19 of the missed sub-metrics had 2 trouble reports and the other had only 4
20 reports.

21 % Repeat Troubles

22 Both of the misses occurred where there was a very low volume of
23 activity. Such low volumes do not indicate a problem with performance.

24

25

1 **Cross-Connect Performance**

2 Q. THE FCC SPECIFICALLY MENTIONED CLEC-TO-CLEC CROSS-
3 CONNECT PROVISIONING PERFORMANCE AS AN AREA FOR
4 REVIEW. SINCE BELL SOUTH CURRENTLY DOES NOT PROVIDE A
5 CO-CARRIER CROSS-CONNECT PRODUCT, HOW CAN THE
6 AUTHORITY BE CONFIDENT THAT BELL SOUTH'S PERFORMANCE IN
7 THIS AREA WILL NOT CAUSE CLECS TO BE IMPAIRED IF UNE-P IS
8 NOT AVAILABLE?

9
10 A. The Authority may infer from BellSouth's current performance in providing
11 cross-connects for existing applications such as UNE Loops what its
12 performance would likely be for co-carrier cross-connects. Notably, the
13 loop provisioning data previously discussed includes performance in
14 provisioning all cross connects necessary to make the UNE loop available.
15 The cross connects required to provide a UNE loop are not ordered
16 separately from the loop itself, but instead are a part of the UNE loop
17 product. Consequently, the performance data for such cross-connects is
18 not separated from the data for the other parts that make up the UNE loop
19 products. In the case where a CLEC orders a new loop from BellSouth,
20 the cross-connect activity associated with completing the order is a part of
21 the reported results as provided in this filing. If a CLEC order requires this
22 loop to be provided via a hot cut, the cross-connect activity is included in
23 the performance results for hot cuts, as reported today and as proposed in
24 this filing.

1 As previously stated in this testimony, the cross-connect process is a very
2 basic procedure that BellSouth performs frequently on an ongoing basis.
3 There is no appreciably greater difficulty involved in providing co-carrier
4 cross-connect as compared to a cross-connect between BellSouth and a
5 CLEC. A cross-connect is a cross-connect. Therefore, based on current
6 performance, as provided in this filing, the Authority should be confident
7 that it has everything necessary to assess whether CLECs would be
8 impaired in the absence of unbundled switching.

9

10 **Collocation Performance**

11 Q. HOW WELL HAS BELL SOUTH PERFORMED IN PROVIDING
12 COLLOCATION SPACES?

13

14 A. The following table shows that BellSouth met 98% (62 of 63) of all
15 collocation measures during the 11-month period. (See Exhibit AJV-1 for
16 further details concerning the data included in this table.)

17

% OF COLLOCATION SUB-METRICS MEETING BENCHMARK			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Parity</u>	<u>Percentage Meeting Parity</u>
Dec '02	7	6	86%
Jan '03	5	5	100%
Feb '03	6	6	100%
Mar '03	5	5	100%
Apr '03	8	8	100%
May '03	6	6	100%
Jun '03	3	3	100%
Jul '03	5	5	100%
Aug '03	8	8	100%

% OF COLLOCATION SUB-METRICS MEETING BENCHMARK			
<u>Month</u>	<u>Total # Submetrics with CLEC Activity</u>	<u># Submetrics Meeting Parity</u>	<u>Percentage Meeting Parity</u>
Sep '03	6	6	100%
Oct '03	4	4	<u>100%</u>
TOTAL	63	62	98

From the foregoing results, it is clear that CLECs do not face operational barriers based on BellSouth's performance in providing timely collocation. BellSouth's provision of collocation is discussed further in the testimony of BellSouth witness Wayne Gray.

Q. BASED ON ALL OF THE DATA THAT YOU PROVIDED IN THIS FILING, WHAT SHOULD THE AUTHORITY FIND IN THIS PROCEEDING?

A. The performance data provided in my testimony soundly demonstrate that BellSouth has continued to provide CLECs with a level of service consistent with the level provided at the time that BellSouth received authority to provide inter LATA long distance service in Tennessee. In fact, the performance results are better in many cases. Moreover, data provided herein are consistent with a finding by the Authority that BellSouth's Loop provisioning performance does not pose a barrier to market entry for CLECs seeking to serve customer locations with UNE Loops.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

TENNESSEE TRO SWITCHING

DOCKET 03-00491

AJV-1

(SEE CD)

TENNESSEE TRO SWITCHING

DOCKET 03-00491

AJV-2

(PLACEHOLDER FOR HOT CUT
PROCEEDING)

TENNESSEE TRO SWITCHING

DOCKET 03-00491

AJV-3

(PLACEHOLDER FOR HOT CUT
PROCEEDING)

TENNESSEE TRO SWITCHING

DOCKET 03-00491

AJV-4

(SEE CD)

**DISCUSSION OF PERFORMANCE MEASUREMENTS DATA FOR HOT
CUTS AND UNE LOCAL LOOPS**

TABLE OF CONTENTS

A. Introduction	2
B. Summary of Measurements	3
C. UNE Loop Results	11
1. Ordering	12
2. Provisioning	27
3. Maintenance & Repair	42
4. Collocation	51

Attachments:

1	Tennessee Results for UNE Local Loops
---	---------------------------------------

TENNESSEE PERFORMANCE MEASUREMENT DATA DEMONSTRATE
THAT BELL SOUTH PROVIDES NONDISCRIMINATORY PERFORMANCE
FOR UNE LOCAL LOOPS

A. INTRODUCTION

1. UNE Local Loop data for December 2002 through October 2003 are included with this Exhibit as Attachment 1. These performance data indicate whether each sub-metric demonstrates parity performance by comparing the CLEC data to the applicable retail analogue or benchmark as stated in the SQM.
2. For UNE Local Loops, BellSouth processed 95% of all LSRs by the required benchmark interval during the period. BellSouth met the performance standard for 93% of the provisioning sub-metrics and 96% of the maintenance & repair sub-metrics during the 12-month period. BellSouth also met the performance standard for 98% of all collocation sub-metrics during this period.
3. BellSouth has maintained high performance levels over the past eleven months in Tennessee for all of its customers, both retail and wholesale. The TRA established high performance thresholds for BellSouth to meet. The ordering, provisioning and maintenance & repair benchmarks and retail analogues are some of the most stringent of any of the nine states within BellSouth.

B. SUMMARY OF MEASUREMENTS

4. BellSouth has included the following SQM measures associated with Ordering, Provisioning and Maintenance & Repair functions for UNE local loops in Tennessee in this analysis:

- Ordering
 - i. (O-8) Reject Interval - Fully Mechanized, Partial Mechanized and Non Mechanized
 - ii. (O-9) FOC Timeliness - Fully Mechanized, Partial Mechanized and Non Mechanized
 - iii. (O-11) FOC and Reject Response Completeness - Fully Mechanized, Partial Mechanized and Non Mechanized
 - iv. Flow Through – UNE, UNE Other and LNP products
 - v. Service Inquiry with Firm Order
- Provisioning (in addition to the hot cut measurements)
 - i. (P-1) Mean Held Order Interval
 - ii. (P-2) Average Jeopardy Notice Interval (Mechanized)
 - iii. (P-2) % Jeopardy Notice $\geq$ 48 Hours (Mechanized)
 - iv. (P-4) Order Completion Interval
 - v. (P-3) Missed Installation Appointments
 - vi. (P-9) Provisioning Troubles within 30 Days
 - vii. (P-5) Average Completion Notice Interval (Mechanized)
 - viii. (P-8) Cooperative Test Attempts for DSL

ix. (P-11) Service Order Accuracy (Design & Non Design)

x. (P-13) LNP Disconnect Timeliness

- Maintenance & Repair

- i. (M&R-1) Missed Repair Appointments

- ii. (M&R-2) Customer Trouble Report Rate

- iii. (M&R-3) Maintenance Average Duration

- iv. (M&R-4) Repeat Troubles within 30 Days

5. The Collocation Measures included with this filing are:

- (C-1) Average Response Time
- (C-2) Average Arrangement Time
- (C-3) Due Dates Missed

6. BellSouth has included the latest performance data with this filing for December 2002 through October 2003. When errors in the data occur, BellSouth must repost these data errors in accordance with the Authority's approved reposting policy. During this 11-month period, the only reposted data that impact the results included in this filing are for March and April of 2003 for UNE Other and UNE-P Flow Through. The data, as reposted for these two months, are reflected in the results provided herein.

7. Each month BellSouth files a Notice of Proposed Changes to performance measurements and holds a conference call to discuss them with the CLECs. Any changes in the method of calculating data are listed in the Notice. BellSouth has notified the TRA and the CLECs of upcoming changes to its measures for November through February data months that could affect data in the months used in this

analysis. The notification items potentially affecting the data included with this exhibit are as follows:

November 2003

Ordering Measurements

(2) *Affected Measures in Exhibit: O-8, O-9 & O-11*

Description of Change: With Encore Release 14.0, BellSouth will implement the process groups of related PONs (RPONs) submitted by the CLECs. To accommodate this new capability, BellSouth proposes to use the timestamp associated with the last PON received of any RPON group. This proposed change was item two (2) on preliminary November 2003 Data Notification filed on September 2, 2003. (RQ4381)

Impact of Change: Information required to determine impact is not available.

December 2003

Provisioning Measurements

(5) *Affected Measure in Exhibit: P-7*

Description of Change: Currently, hot cuts with durations equal to fifteen minutes are being counted as misses. BellSouth proposes counting these hot cuts as met, consistent with the SQM. This proposed change was Item (2) on the Preliminary December 2003 Data Notification tiled on October 1,2003. (RQ4326)

Impact of change: Regional results for June 2003 would increase by 0.28%.

M&R Measurements

(7) *Affected Measures in Exhibit: MR- 1, MR-2, MR-3 & MR-4*

Description of Change: Currently, BellSouth is unable to identify the wire center on some retail services provided over Fiber in the Loop (F/TL). BellSouth proposes using the wire frame code for these services to identify the wire center. This proposed change was Item (4) on the Preliminary December 2003 Data Notification filed on October 1, 2003. (RQ4366)

Impact of Change: Based on August 2003 data the ADSL provided to Retail trouble report rate would increase .36%.

January 2004

Ordering Measurements

(1) *Affected Measures in Exhibit:* O-8, O-9 & O-11

Description of Change: In addition to the current fields, BellSouth proposes to use the LSR Local Serving Office to more accurately identify the state to which the order should be assigned. This change will permit some records currently going to an error file due to an unidentified state code to be included in the data. This proposed change was Item (1) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4586)

Impact of Change: For August 2003, 1456 CLEC orders in the region, with an unidentified state code, could be correctly identified using the new criteria.

(2) *Affected Measure in Exhibit:* O-11

Description of Change: For manual LSRs, the denominator of measure O-11 erroneously includes FOCs/Rejects for LSRs received in the prior month in addition to LSRs received in the data month. BellSouth proposes to correct both of these problems. This proposed change was Item (2) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4601)

Impact of Change: For August 2003, for Measure O-11, 586 of 30,340 (1.93%) manually submitted LSRs should not have been counted in the denominator. This change will increase the performance of O-11 (non-mechanized) from 94.88% to 96.75%.

(3) *Affected Measures in Exhibit:* O-8, O-9 & O-11

Description of Change: Currently, the PMAP code is not utilizing certain criteria that correctly identify an LNP LSR as Partially Mechanized. In these cases, the LSR is assigned as Fully Mechanized. BellSouth proposes to change the code to utilize these additional criteria. This proposed change was Item (3) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4623)

Impact of Change: For July 2003, 29 of 6,609 LNP orders were misclassified as Fully Mechanized.

Provisioning Measurements

(6) *Affected Measures in Exhibit: P-7C*

Description of Change: Currently, BellSouth does not include non-coordinated conversions for the Provisioning Trouble in 7 Days Measure. BellSouth proposes to include these orders as required by the SQM. This proposed change was Item (5) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4128)

Impact of Change: For May 2003, there were 17 non-coordinated conversions that were not reported, none of which had troubles.

(7) *Affected Measure in Exhibit: P-1 (Tennessee and Tennessee only)*

Description of Change: BellSouth currently does not include held orders, which were actually completed (and service was delivered) in the current month, but the completion was not posted in SOCS until the following month. This circumstance would occur when orders are completed near the end of the month and posting of the completion in SOCS is delayed into the following month. BellSouth proposes modifying the processing to include these held orders in the measure. This proposed change was Item (6) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4207).

Impact of Change: For June 2003, 3 additional records would be included in the wholesale results. Minimal change to reported result.

(8) *Affected Measure in Exhibit: P-8*

Description of Change: For this measure, all orders completed in the data month should be reflected in the data. Currently, the original due date is used to determine the data month for SQM data and the date the data was extracted by PMAP is used to determine the data month for MSS data. BellSouth proposes to use the completion date to determine the month in which data is reported on all reports. This proposed change was Item (7) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4308)

Impact of Change: For June 2003, there were 495 total orders, one of which should have been included in the July data. Moving the orders to July data would result in a .2% change in the volume.

(9) *Affected Measures in Exhibit:* All Provisioning Measures

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (8) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4522)

Impact of Change: Less than 1% volume impact in July 2003 data.

(11) *Affected Measures in Exhibit:* All Provisioning Measures

Description of Change: Service orders occasionally appear in the data with an issue date that is later than the due date, resulting in a negative interval. When this occurs, BellSouth proposes to use the earliest timestamp that appears in the SOCS history file as the issue date. If this date is later than the due date, which generally occurs when a new or change order was issued solely to correct records, BellSouth proposes to exclude the record. This proposed change was Item (10) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4540)

Impact of Change: For August 2003, 3725 of 4,482,341 (.08%) wholesale and retail orders had negative durations.

M&R Measurements

(13) *Affected Measures in Exhibit:* All

Description of Change: BellSouth has discovered that Special Access services are erroneously being included in certain of the BellSouth Retail Analog data. BellSouth proposes to remove these records, as they are not retail services. This proposed change was Item (12) on the Preliminary January Data Notification filed on November 3, 2003. (RQ4550)

Impact of Change: Less than 1% volume impact in July 2003 data.

February 2004

Ordering Measurements

(1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

Description of Change: In anticipation of Encore Release 15.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data is being correctly captured and reported. This proposed change was Item (1) on the Preliminary February Data Notification filed on December 1, 2003.

Impact of Change: None

- (2) *Affected Measures:* O-7, O-8, O-9 & O-11 (Florida and Tennessee only)

Description of Change: Currently, UNE combinations of loop, transport and multiplexer are counted as UNE Combo-Other. BellSouth proposes to report these products in the EEL disaggregations as opposed to UNE Combo-Other disaggregation. This proposed change was Item (2) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4388)

Impact of Change: For September 2003, on the Non-Mechanized FOC and Reject Completeness report, the results for UNE Combo would remain 100%. For EELs, the result would increase from 95.19% to 95.64%. Fully Mechanized and Partially mechanized LSRs were not impacted.

Provisioning Measurements

- (3) *Affected Measures:* P-1, P-2A, P-2B, P-3, P-4, P-5, P-6 & P-9 (Florida and Tennessee only)

Description of Change: Currently, UNE combinations of loop, transport and multiplexer are counted as UNE Combo-Other. BellSouth proposes to report these products in the EEL disaggregations as opposed to UNE Combo-Other disaggregation. This proposed change was Item (4) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4388)

Impact of Change: For September 2003, the OCI for EELs products would have changed by less than 0.3 days and PMIA would have changed by 0.25%

- (4) *Affected Measures:* P-3 (Florida and Tennessee only)

Description of Change: Currently, service orders that are cancelled after the due date are being reported in the data for months subsequent to the correct reporting month. Such orders are reported in each subsequent month until a two-month period elapses where the order has no activity, a condition that causes the order to

be purged. BellSouth proposes to only include service orders cancelled after the due date in the data for the month in which the order is cancelled. This proposed change was Item (5) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4585)

Impact of Change: For August 2003, 0.6% of service orders in Florida and Tennessee were included in the data incorrectly.

(5) *Affected Measures:* All Provisioning Measures

Description of Change: Certain field identifiers (FIDs) that correspond to ADSL products are not being classified as ADSL. BellSouth proposes to correct this problem. This proposed change was Item (6) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4624)

Impact of Change: For August 2003, 104 wholesale and retail records in the region would be considered ADSL products, which is an increase of .10% in the number of ADSL records.

M&R Measurements

(7) *Affected Measures:* MR-2

Description of Change: Currently, BellSouth is over-counting lines for 2-wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. BellSouth proposes to correct this problem. This proposed change was Item (8) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4664)

Impact of Change: CLEC CTRR for 2-wire analog loops non-design will approximately double.

(8) *Affected Measures:* MR-1, MR-2, MR-3, MR-4 & MR-5

Description of Change: Currently, some CLEC records have either an invalid or null OCN code. BellSouth cannot therefore identify the proper company on the records. BellSouth proposes to use the ACNA code on the records to determine the correct company id where the OCN value is invalid or null. This proposed change was Item (9) on the Preliminary February Data Notification filed on December 1, 2003. (RQ4674)

Impact of Change: Change to CTRR is less than half of one percent.

8. None of the above notice items impacted the data to the extent that reposting would be required.
9. The following paragraphs that discuss BellSouth's UNE Local Loop performance in Tennessee provide empirical evidence that demonstrate that BellSouth provides nondiscriminatory access to UNE Loops. Except where noted, all measures and sub-metrics indicate state level results for the CLEC aggregate and BellSouth retail analogues.

**C. BELL SOUTH'S PERFORMANCE IN TENNESSEE FOR UNE LOCAL
LOOPS**

10. Attachment 1 to this Exhibit provides detailed comparative performance data for UNE Local Loops to facilitate evaluation of the extent to which nondiscriminatory performance is provided. BellSouth's SQM measures show that BellSouth provides high quality performance for CLECs in Tennessee.
11. BellSouth has included the following disaggregations within the UNE Local Loop data with this filing:
 - xDSL – this includes ADSL, HDSL and UCL except UCL-ND

- UCL-ND (There was no valid ordering or provisioning activity during the past year for this sub-metric in Tennessee)
- UNE ISDN Loops – this includes BRI, PRI and UDC
- UNE 2W Analog Loops Design with and without LNP
- UNE 2W Analog Loops Non Design with and without LNP
- EELs
- Local Interconnection Trunks

These categories were chosen because they appear to cover all of the likely products that a CLEC would order to convert from UNE-P to UNE Loops (UNE-L) when unbundling switching is no longer required.

UNE Ordering Measures

12. Items B.1.1 – B.1.16 and C.1.2 – C.1.4 show data for Reject Interval, FOC

Timeliness, and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partially electronic and manual), as well as product type. BellSouth will discuss the ordering measures at the aggregate level. For many of these sub-metrics, the individual sub-metrics contain such small volumes that it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Reject Interval

13. Items B.1.4 - B.1.8 and C.1.2 examine the Reject Interval for BellSouth in Tennessee.

BellSouth demonstrated strong performance in this category with 2,651 of the 2,860 LSRs (93%) returned to the CLEC within the specified benchmarks during the months of December 2002 through October 2003. BellSouth has provided excellent performance in the three interface categories (electronic, partially electronic and manual) as well.

Reject Interval / Electronic (B.1.4.)

14. For orders submitted electronically, the benchmark is a very stringent - 97% returned within one hour. Fully mechanized is defined as an order that is submitted electronically and does not require any manual handling by a service representative. BellSouth met the one-hour benchmark for 1,420 of the 1,523 LSRs (93%) returned to the CLECs in the 11-month period.

15. For those LSRs for which BellSouth did not meet the benchmark, BellSouth has conducted a detailed root cause analysis of the process for electronic rejects. The root cause analysis has identified three issues that account for a significant portion of the LSRs that are rejected back to the CLEC and missed the 1-hour benchmark. These three issues and their corresponding status are as follows:

<u>ISSUE</u>	<u>STATUS</u>
1. Errors are being detected with Listing LSRs. When a CLEC sends in an LSR for a Listing on a new account and completes the LSR properly, a FOC will be returned. However, if that account is found to be already active, then the order cannot be provisioned. The LSR is manually rejected and returned to the CLEC. If the LSR was submitted as a record only change to the directory listing, this would not be an issue. A Feature was implemented that will autoclarify the error prior to issuance of an FOC for this condition.	1. Feature implemented with Release 12.0 on 3/30/03.
2. Errors are being detected for LSRs that are Planned for Manual Fallout, but are being counted as Fully Mechanized. Such LSRs are designed to be worked by a service representative. If a CLEC calls regarding an LSR and the service representative retrieves the record outside of their normal process for retrieving orders, the LSR is not properly counted as Partially Mechanized because the proper service representative information is not populated and PMAP counts the LSR as Fully Mechanized. The LSR does not reflect that it was handled by the service representative and therefore is counted as fully mechanized.	2. Feature implemented with Release 13.0 on 6/22/03
3. Errors are being detected for LSRs with errors that require manual intervention, but are being counted as Fully Mechanized. LSRs are submitted, but then encounter an error that cannot be handled by the system. The LSR is manually rejected and returned to the CLEC.	3. Feature implemented with Release 13.0 on 6/22/03

16. With the implementation of Release 13.0 with May data, BellSouth has met the 1-
hours benchmark for 725 of the 757 (96%) of the rejected LSRs for May through

October 2003. Importantly, none of these changes were to correct a problem with the systems. Two of the changes simply corrected conditions that caused BellSouth to understate its performance and the third required a change in both CLEC and retail order processing. BellSouth continues to review the small number of rejected LSRs that did not meet the 1-hour benchmark for potential system issues.

Reject Interval / Partially Electronic (B.1.6.)

17. For orders that are submitted electronically but require additional handling by a BellSouth service representative, the benchmark was 95% within 10 hours. This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate BellSouth's 271 application in Tennessee. BellSouth returned 542 of 627 LSRs (86%) within the 10-hour benchmark for December 2002 through October 2003.

18. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

–BellSouth experienced delays in processing LSRs submitted via the EDI system.

During September and October 2003, this problem was corrected. The EDI CPUs and hard drives were replaced as well as additional CPU capacity installed. Also, additional pathways between the EDI translator and down stream Legacy systems

were added. Finally, the electronic processing of certain administrative and archival activities was removed from the EDI translator to reduce overall processing time of the LSRs.

– Some LSRs experience delays in resolving incorrect connecting facility assignments (CFA) by the CLECs. BellSouth has determined that when an incorrect CFA is provided, it is being assigned an error status for further correction. Additional analysis is being performed to determine if the resolution is being delayed by a system problem or if the service representatives are not handling the corrections in a timely manner.

– LSRs are dropping out for manual handling because of an error discovered after a FOC was returned to the CLEC. There are instances where an error is discovered as the Service Order begins to process through the provisioning systems. Due to the way the ordering and provisioning systems interact, it is not feasible for the order processing systems to query the provisioning system to detect these errors, prior to sending the FOC. Thus, when the error is detected as the Service Order begins to process, the reject is returned to the CLEC, but the time interval is measured from when the LSR was first received, resulting in an unusually long reject interval. It may be appropriate to exclude these types of rejects from the reject interval measurement and this exclusion can be addressed in the next periodic review of measurements. There are only small quantities of cases where the types of conditions that cause BellSouth to miss the standard

occur, averaging about 65 per month. These volumes make it extremely difficult to duplicate the event that caused the problem, so that the problem can be corrected. Importantly, the small volume of misses indicates that performance is not having a significant adverse impact on CLECs.

Reject Interval / Manual (B.1.8. / C.1.2)

20. For orders that are submitted on a non-mechanized basis, the benchmark is 95% within 24 hours. BellSouth met or exceeded the 24-hour benchmark for 689 of 710 LSRs (97%) rejected for December 2002 through October 2003.

FOC Timeliness

21. Items B.1.9 - B.1.13 and C.1.3 examine the FOC Timeliness for BellSouth in Tennessee. The overall results for these measurements in Tennessee demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 11-month period of December 2002 through October 2003, BellSouth met the specified time interval for 9,210 of the 9,840 FOCs (94%) returned.

FOC Timeliness / Electronic (B.1.9.)

22. For orders submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. During the December 2002 through October 2003 time period, 7,221 of the 7,448 FOCs returned (97%) met the 3-hour benchmark.

FOC Timeliness / Partially Electronic (B.1.12.)

23. For partially mechanized orders, the benchmark is 95% returned within 10 hours.

This is a much more stringent benchmark than the 85% within 10 hours that was used to evaluate the 271 application. BellSouth returned FOCs for 975 of the 1,203 partially electronic LSRs (81%) submitted by the CLECs within the 10-hour criteria for the months of December 2002 through October 2003.

24. To address the remaining LSRs that were not returned within the 10-hour benchmark, BellSouth conducted a detailed raw data analysis that has revealed three areas associated with the mechanized portion of the partially mechanized LSRs:

–A number of FOCs were entered into the system within the benchmark but were not counted correctly due to repeated attempts to respond to the CLEC. BellSouth met its requirement of initially returning the FOC within the 10-hour benchmark. However, because of a system error the performance was stated incorrectly. The issue does not affect BellSouth's performance for returning the FOC to the CLEC; it is just understating BellSouth's performance.

–BellSouth experienced delays in processing LSRs submitted via the EDI system.
See detailed explanation included with Reject Interval B.1.12 for this issue.

-Some CLECs are requesting that certain auto clarified (rejected)LSRs be corrected and processed without the CLEC resubmitting a new version of the existing LSR. In specific cases, some LSRs are being corrected and put into the ordering systems without receiving a new LSR from the CLEC. This causes the FOC to exceed the 10-hour benchmark. This is due to the fact that the beginning timestamp is not changed from the time the LSR was initially submitted by the CLEC, and as a result the entire time is included in the interval. This interval will almost always exceed the 10-hour FOC benchmark. In an effort to provide good customer service, BellSouth is meeting the request of the CLECs but this causes the FOC benchmark to be exceeded.

FOC Timeliness / Manual (B.1.13. / C.1.3)

25. For non-mechanized orders, the benchmark is 95% returned within 24 hours. This is a much more stringent benchmark than the 85% within 36 hours that was used to evaluate the 271 application. BellSouth in Tennessee returned FOCs for 764 of the 798 manual Loop LSRs (96%) submitted by the CLECs within the 24-hour criteria for the months of December 2002 through October 2003. For the LIT circuits, BellSouth returned 250 of the 391 LSRs (64%) submitted during the period. Beginning with December data, the benchmark for this sub-metric was reduced from 10 days to 48 hours. While BellSouth did not meet the 95% benchmark initially, it has realigned its representatives and met 100% of the FOCs in September and October.

FOC and Reject Response Completeness

26. Items B.1.14 - B.1.16 and C.1.4 examine the FOC and Reject Response Completeness for BellSouth in Tennessee. The overall results for these measurements in Tennessee demonstrate BellSouth's strong performance in providing CLECs timely, nondiscriminatory access to BellSouth's pre-ordering and ordering systems. During the 12-month period of December 2002 through October 2003, BellSouth met the benchmark for 79,254 of the 82,189 FOCs and/or Rejects (96%) returned.

FOC and Reject Response Completeness / Electronic (B.1.14.)

27. For orders submitted electronically, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. During the December 2002 through October 2003 time period, 7,173 of the 7,627LSRs (94%) had responses returned to the CLECs.

FOC and Reject Response Completeness / Partially Electronic (B.1.15.)

28. For partially mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth returned responses to the CLECs for 2,383 of the 2,449 partially electronic LSRs (97%) submitted by the CLECs for the months of December 2002 through October 2003.

FOC and Reject Response Completeness / Manual (B.1.16. / C.1.4)

29. For non-mechanized orders, the benchmark is 95% of the FOC and Reject Responses returned to the CLECs. BellSouth in Tennessee returned responses for 1,725 of the 1,807 manual LSRs (95%) submitted by the CLECs for the months of December 2002 through October 2003.

Flow-Through / UNE Other (F.1.1.7)

30. Beginning in March 2003, BellSouth added UNE-P and UNE Other disaggregations to regional Flow-Through as required by the GPSC. The following data provides the percent flow through for UNE Other (mostly UNE Loop performance) for March through October 2003. (UNE Other is defined as the total UNE LSRs minus the UNE-P LSRs.)

% OF UNE OTHER LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Mar '03	10,911	9,348	85.68%
Apr '03	11,089	9,634	86.88%
May '03	11,081	9,413	84.95%
Jun '03	12,703	11,150	87.77%
Jul '03	13,367	11,600	86.78%
Aug '03	13,103	11,294	86.19%
Sep '03	12,391	10,365	83.65%
Oct '03	15,393	13,147	85.41%
TOTAL	100,038	85,951	85.92%

Flow-Through / LNP (F.1.3.1)

31. The following data provides the percent flow through for LNP for December 2002 through October 2003.

% OF LNP LSRs MEETING FLOW THROUGH BENCHMARK (85%) REGION			
<u>Month</u>	<u># LSRs Submitted</u>	<u># LSRs Meeting Benchmark</u>	<u>Percentage</u>
Dec '02	9,405	7,788	82.81%
Jan '03	6,181	5,098	82.48%
Feb '03	4,238	3,240	76.45%
Mar '03	5,306	4,085	76.99%
Apr '03	4,649	3,711	79.82%
May '03	4,493	3,444	76.65%
Jun '03	4,973	4,130	83.05%
Jul '03	6,646	5,743	86.41%
Aug '03	7,188	6,084	84.64%
Sep '03	6,902	5,445	78.89%
Oct '03	8,195	6,064	74.00%
TOTAL	68,176	54,832	80.43%

32. BellSouth filed a flow-through improvement plan progress report with the Florida Commission on September 11 and December 12, 2003. The following excerpts highlight the efforts being made to improve flow-through.

Flow-through Improvement Efforts

BellSouth's additional Flow-Through Improvement (FTI) project that began in August 2002 continues to focus solely on reducing or eliminating items classified as "BST errors" in the current flow-through process. Seventy-three features and defect corrections to improve flow-through have been implemented through Release 13.0 on June 22, 2003.

BellSouth's FTI project (summarized below) has consistently improved flow-through rates for Residential Resale, Business Resale, UNE, and LNP segments

from August 2002 through July 2003. BellSouth's commercial data for July 2003 demonstrates the efforts placed upon meeting the benchmarks established by this Commission – and BellSouth's success in so doing. According to the Tennessee Service Quality Measurement Plan, (Tennessee adopted Florida SQM Version 2.0 dated January 23, 2002) the benchmarks for the segments of Percent Flow-Through Service Requests are provided below along with July 2003 results:

<u>SQM FLOW-THROUGH</u> <u>SEGMENTS</u>	<u>BENCHMARKS</u>	<u>JULY 2003</u> <u>RESULTS</u>
Residence Resale	95%	97.25%
Business Resale	90%	88.82%
Unbundled Network Elements (UNE)	85%	95.38%
Local Number Portability (LNP)	85%	86.41%

The guidelines for the FTI project are as follows:

1. This project is focusing solely on reducing or eliminating items classified as "BST errors" in the current flow-through reporting process. BST errors require manual review by the Local Carrier Service Center ("LCSC"), and are due to BellSouth's functionality. In other words, the CLP orders are accepted by the BellSouth OSS and then the orders fall out for BST manual intervention. This 'fallout' is categorized into Error Buckets or Error Codes.
2. This project has added information technology resources, over and above those that would be designated for the normal release capacity allocation, and does not affect the capacity already identified for the 2003 or 2004

release schedule, as published and shared through the BellSouth Change Control Process (“CCP”).

3. BellSouth is following the guidelines of the CCP and has opened Type-6 defect change requests as identified for improvement purposes. A description of the CCP is outlined in the Change Control Process Document located at:

http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/bccp/ccp_bccp_guide.pdf

These Type-6 defect change requests are being implemented during the system maintenance windows as point releases and are tied to the existing release schedule. These corrections are not available for testing in CAVE since they require no change on the part of the CLP, and affect only orders currently being processed as “BST errors”.

4. The flow-through improvement plan outlined is focusing on the Local Exchange Service Order Generator (“LESOG”), LNP Automation (“LAUTO”), and LNP Service Order Generator (“LNP SOG”) applications. BellSouth performs an analysis of the top error codes impacting flow-through and identifies flow-through errors that are isolated to the LESOG, LAUTO and LNP SOG applications. Other systems may be impacted with future maintenance releases. Implementation began mid-August 2002 for LESOG and April 2003 for the LAUTO and LNP SOG applications.

BellSouth implemented Flow-Through Improvement items on August 25, 2002, October 13, 2002, December 29, 2002, January 19, 2003, October 2002 30, 2003,

April 13, 2003, June 22, 2003, September 13, 2003 and November 23, 2003. BellSouth has targeted software releases for the implementation of Flow-Through Improvement items in 2004.

The leveling-off of the projections in no way indicates any lack of focus on continued flow-through improvement by BellSouth; rather, it is due to the fact that further results improvements become increasingly difficult to produce. Most of the large-impact items have been implemented. That leaves only low-volume errors that, when corrected, yield only tenths-of-percentage-points improvement.

LNP

BellSouth met the flow-through benchmark of 85% for July 2003 as demonstrated by BellSouth's commercial data in PMAP. BellSouth consistently met the benchmark prior to this Commission's *Order* implementing the facilities check before firm order confirmation ("FOC") requirement. LNP Percent Flow-Through dropped from 89.8% in May 2002 to 83.63% in June 2002. The facilities check before FOC was implemented in Florida with Release 10.5 on June 1, 2002, which caused a negative impact on LNP flow-through as explained in BellSouth's July 30, 2002 filing. Subsequently, this functionality was implemented for Tennessee (December 2002), and precipitated the drop in LNP flow-through for February 2003. BellSouth implemented facility check for North Carolina on August 1, 2003. As anticipated, the LNP results for that month reflected a similar degradation of performance as experienced with the

implementation of this functionality previously in Florida and Tennessee. That carried forward for a portion of the drop in the September and October results.

September and October results were further skewed downward due to a defect that inhibits fully mechanized FOCs from being sent for requests in the three (3) states where a facility check is required, even though service orders were mechanically generated according to process. Upon discovery of the defect, BellSouth implemented a manual workaround that allowed the Local Carrier Service Centers (LCSC) to return a mechanized FOC. On November 30, 2003, BellSouth implemented a mechanized workaround to return FOCs. BellSouth implemented a code change to fix the defect on December 7, 2003.

Approximately 1,200 LSRs were impacted by this defect in October. The low volume of total requests in this segment – coupled with the relative high number of segment requests affected by this defect – magnified the impact on segment performance. The LNP segment represents only 1.56% of total mechanized LSR volume in October. Based upon current performance and planned improvements, BellSouth expects to reach the 85% benchmark with April 2004 data.

Service Inquiry with Firm Order / xDSL (F.3.1.1)

33. This measure addresses a small group of services (*i.e.*, xDSL and Unbundled Interoffice Transport) that require BellSouth to check equipment availability before the CLEC can submit an LSR. BellSouth returned 127 of the 132 service inquiries within the 5-day interval specified by the Commission during the period of December

2002 through October 2003. The following table shows these results by month.

From December 2002 through October 2003, BellSouth returned 96% of all service inquiries within the 5-day interval.

% OF SERVICE INQUIRIES MEETING 95% BENCHMARK			
<u>Month</u>	<u># Sis Submitted</u>	<u># SIs Meeting Benchmark</u>	<u>Percentage</u>
Dec '02	17	16	94.12%
Jan '03	23	23	100.00%
Feb '03	9	9	100.00%
Mar '03	24	22	91.67%
Apr '03	12	12	100.00%
May '03	17	17	100.00%
Jun '03	8	7	87.50%
Jul '03	6	5	83.33%
Aug '03	4	4	100.00%
Sep '03	3	3	100.00%
Oct '03	9	9	100.00%
TOTAL	132	127	96.21%

As noted above, the volume of these services has been very small. Nonetheless, BellSouth has provided good performance.

UNE Local Loops Provisioning Measures

Mean Held Order Interval

34. When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed retail orders. Significantly, the

number of held orders is very low, which indicates a very high level of performance in this area.

Mean Held Order Interval / xDSL (B.2.8.5)

35. BellSouth met 6 of the 7 sub-metrics with CLEC activity during the period from December 2002 through October 2003. In August 2003, there was one CLEC order held for reasons other than facility or equipment. The interval for this held order was 6 days, which exceeded the retail analogue comparison. With only one held order it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn. BellSouth met the retail analogue comparison for all other sub-metrics with CLEC activity during the period.

Mean Held Order Interval / UNE ISDN Loops (B.2.8.6)

36. BellSouth met 10 of the 12 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There are very few held orders in this category. There was one order held for 7 days in February and one order held for 5 days in September that did not meet the retail analogue comparison for reasons other than facility or equipment. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / UNE 2W Analog Loops Design with and without LNP (B.2.8.8 & B.2.8.12)

37. BellSouth met 15 of the 17 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There are very few held orders in this sub-metric. There were two missed sub-metrics for these loops, one with and one without LNP. For the loops with LNP there was a total of one missed sub-metric having 1 held order and for the non-LNP loops there were 3 held orders. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Mean Held Order Interval / UNE 2W Analog Loops Non Design with and without LNP
(B.2.8.9 & B.2.8.13)

38. BellSouth met 4 of the 4 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There are very few held orders in this sub-metric.

Mean Held Order Interval / EELs (B.2.8.21)

39. BellSouth met 7 of the 8 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There was one missed sub-metric for the EELs category and there was only 1 held order in that sub-metric. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Jeopardy Notice Interval

40. When BellSouth can determine at least 48 hours in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The interval is from the date/time the notice is released to the CLEC until 5pm on the due date of the order.

Average Jeopardy Notice Interval / xDSL (B.2.11.5)

41. BellSouth met 3 of the 3 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Jeopardy Notice Interval / UNE ISDN Loops (B.2.11.6)

42. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Design with and without LNP (B.2.11.8 & .12)

43. BellSouth met 20 of the 20 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Jeopardy Notice Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.11.9 & .13)

44. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Jeopardy Notice Interval / EELs (B.2.11.21)

45. BellSouth met 15 of the 15 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / xDSL (B.2.13.5)

46. BellSouth met 3 of the 3 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / UNE ISDN Loops (B.2.13.6)

47. BellSouth met 13 of the 13 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Design with and without LNP (B.2.13.8 & .12)

48. BellSouth met 18 of the 20 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The small volume during the two months not meeting the 95% benchmark allowed for no missed notices. In both months there was only 1 missed notice. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

% Jeopardy Notice >= 48 Hours / UNE 2W Analog Loops Non Design with and without

LNP (B.2.13.9 & .13)

49. BellSouth met 10 of the 10 sub-metrics with CLEC activity during the period from
December 2002 through October 2003.

% Jeopardy Notice >= 48 Hours / EELs (B.2.13.21)

50. BellSouth met 15 of the 15 sub-metrics with CLEC activity during the period from
December 2002 through October 2003.

Percent Missed Installation Appointments

51. This measure monitors the reliability of BellSouth commitments with respect to due
dates to assure that the CLEC can reliably quote expected due dates to their retail
customer as compared to BellSouth retail.

%Missed Installation Appointments / xDSL (B.2.24.6)

52. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from
December 2002 through October 2003.

%Missed Installation Appointments / UNE ISDN Loops (B.2.24.7)

53. BellSouth met 17 of the 17 sub-metrics with CLEC activity during the period from
December 2002 through October 2003.

%Missed Installation Appointments / UNE 2W Analog Loops Design with and without

LNP (B.2.24.9 & .13)

54. BellSouth met 49 of the 49 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

%Missed Installation Appointments / UNE 2W Analog Loops Non Design with and

without LNP (B.2.24.10 & .14)

55. BellSouth met 27 of the 27 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

%Missed Installation Appointments / EELs (B.2.24.22)

56. BellSouth met 4 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003. All of the missed sub-metrics were in the dispatched category and each missed sub-metric contained 3 or fewer missed appointments. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

%Missed Installation Appointments / LIT (C.2.7)

57. BellSouth met 9 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003. Both of the missed sub-metrics had only 1 missed appointment. With such small volumes, it is not possible to perform a

meaningful root cause analysis from which any conclusions can be drawn and as previously stated indicates a high level of performance.

Average Completion Interval (OCI)

58. The average completion interval measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The interval is measured from the time the CLEC is notified of the firm order due date until the order is completed by BellSouth. The standard for all measures except xDSL is a retail analogue. For xDSL, the orders that require conditioning are measured against a 12-day benchmark while orders that do not require conditioning have a 5-day benchmark.

Average Completion Interval / xDSL (B.2.4)

59. BellSouth met 11 of the 14 sub-metrics with CLEC activity during the period from December 2002 through October 2003. For the three missed sub-metrics, there were a total of 16 orders in the three months of August through October 2003. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Average Completion Interval / UNE ISDN Loops (B.2.1.5)

60. BellSouth met 14 of the 16 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The two missed sub-metrics were in the non-dispatch category. For UNE ISDN Loops, BellSouth is unable to determine at the

time of the order is received whether a technician must be dispatched to the customer's premises. As a result, all orders are scheduled assuming a dispatch is required and this assumption results in a longer provisioning interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All of these orders would have met the parity requirement if compared with the dispatched retail analogue.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.1.7 & .11)

61. BellSouth met 41 of the 41 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Interval / UNE 2W Analog Loops Non Design with and without LNP (B.2.1.8 & .12)

62. BellSouth met 19 of the 20 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The missed sub-metric was in the non-dispatch category. As noted above, BellSouth is unable to determine at the time of scheduling whether a dispatch out is required and therefore must schedule all orders with the longer interval.

Average Completion Interval / EELs (B.2.1.20)

63. BellSouth met 11 of the 12 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The missed sub-metric was in the non-

dispatch category. As noted above, BellSouth is unable to determine at the time of scheduling whether a dispatch out is required and therefore must schedule all orders with the longer interval. These orders are then compared with the shorter non-dispatched retail analogue results, thus resulting in an out of parity condition. All the difference between the CLEC orders and the retail analogue indicate that the out of parity conditions is in part a result on inequality in the measurements instead of poor performance.

Average Completion Interval / LIT (B.2.1.20)

64. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Provisioning Troubles within 30 Days of Service Order Completion

65. This measure shows the quality and accuracy of the completed orders. It includes the reported troubles up to 30 days after the completion of the order.

% Provisioning Troubles within 30 Days / xDSL (B.2.26.5)

66. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Provisioning Troubles within 30 Days / UNE ISDN Loops (B.2.26.6)

67. BellSouth met 11 of the 16 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The two missed sub-metrics in the dispatched

category were due to random plug-in failures associated with the UDC service.

BellSouth has met all of the dispatched sub-metrics since February for this measure.

The three missed non-dispatched sub-metrics only had 1 trouble each. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Design with and without LNP (B.2.26.8 & .12)

68. BellSouth met 39 of the 45 sub-metrics with CLEC activity during the period from December 2002 through October 2003. Five of the missed sub-metrics had only 1 trouble reported with the other having only 6 reports. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / UNE 2W Analog Loops Non Design with and without LNP (B.2.26.9 & .13)

69. BellSouth met 25 of the 26 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The one missed sub-metric had 2 troubles reported in the 30-day period. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Provisioning Troubles within 30 Days / EELs (B.2.26.21)

70. BellSouth met 8 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 3 missed sub-metrics had 7 or less total reports in any one month. With less than 50 orders in most months and one of the most complex local services offer by BellSouth, only a few troubles can increase the overall percentage when compared with a retail analogue that has a volume of at least 10 times greater than wholesale BellSouth continues to review this service for any potential systemic issues that may occur.

% Provisioning Troubles within 30 Days / LIT (C.2.9)

71. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Cooperative Acceptance Testing

72. A loop will be considered successfully tested when both the CLEC and BellSouth agree that the loop meets the technical specifications set forth in TR 73600 for DSL service.

% Successful Cooperative Test Attempts for xDSL / (B.2.37)

73. BellSouth met 11 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Notice Interval

74. The interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Average Completion Notice Interval / xDSL (B.2.27.5)

75. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Notice Interval / UNE ISDN Loop (B.2.27.6)

76. BellSouth met 16 of the 16 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.27.8 & .12)

77. BellSouth met 46 of the 46 sub-metrics with CLEC activity during the period from December 2002 through October 2003. .

Average Completion Interval / UNE 2W Analog Loops Design with and without LNP (B.2.27.9 & .13)

78. BellSouth met 21 of the 21 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Notice Interval / EELs (B.2.27.21)

79. BellSouth met 12 of the 12 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Average Completion Notice Interval / LIT (C.2.10)

80. BellSouth met 10 of the 11 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The only missed sub-metric was in June 2003 with 6 of the completed orders actually completing early and should have been excluded from the measure. BellSouth met all of the other months in this sub-metric.

Service Order Accuracy

81. This measurement indicates the accuracy with which CLEC requests for service are converted to LSRs by comparing the LSR to the completed service order after provisioning has been finished.

% Service Order Accuracy / Design & Non Design (B.2.38)

82. BellSouth met 71 of the 80 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The sub-metric results are very misleading. To illustrate, while counting the number of sub-metrics meeting the benchmark over the 10-month period (October 2003 was not included in this calculation as it changed to an interim measure) yields only an 89% (71 out of 80 sub-metrics) accuracy rate, counting the number of actual orders that were accurate yields a 98% (10,378 out of 10,606 orders) accuracy rate.

LNP Disconnect Timeliness

83. The following table provides the results for P-13C, the percentage of time BellSouth applies the trigger order before the due date; P-13B, the percentage of time the LNP service is out of service less than 60 minutes; and P-13D, the percentage of time BellSouth disconnects the LNP service within 4 hours for non-trigger orders for the months of May through October 2003 in Tennessee. The trigger and non-trigger orders have been adjusted to exclude orders that did not have a completion time stamp within the gateway. Also, orders that were submitted outside the normal working hours with no previous arrangements for special handling are excluded from both the non-trigger calculations as allowed per the approved SQM plan. (The data shows the number of lines meeting the requirement divided by the total lines due and the corresponding percentage calculated.)

Month	% Trigger Orders Applied Before Due Date (P13C)	% Orders OoS < 60 Minutes (P13B)	% Non Trigger Orders Applies < 4 Hours (P13D)
May 2003	(1263/1462) 86.38%	(1822/1921) 94.84%	(42/81) 51.85%
June 2003	(1004/1065) 94.27%	(2048/2048) 100%	(79/87) 90.80%
July 2003	(944/971) 97.21%	(2664/2664) 100%	(36/250) 14.40% (See following discussion)
August 2003	(1043/1120) 93.13%	(2113/2119) 99.72%	(135/141) 95.74%
September 2003	(870/924) 94.16%	(2504/2509) 99.80%	(164/181) 91.16%
October 2003	(1030/1071) 96.17%	(3686/3686) 100%	(214/246) 86.99%

Total	(6154/6613) 93.06%	(14837/14947) 99.26%	(670/986) 67.95%
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The major reason for the failure of the trigger and non-trigger orders not meeting the benchmark requirements is due to a small number of orders with large quantities of lines being missed. One service order may include up to 500 lines. One miss can have a major effect on the overall percentage depending on the quantity of lines included with the order. As an example, for P13D in July there were a total of 214 missed lines out of the 250 lines to be disconnected and 200 of these missed lines were associated with one service order. Excluding that one order, BellSouth met 36 of the 50 lines in July or 72% that would have raised the overall 6-month P-13D average to over 88%.

UNE Local Loops Maintenance & Repair Measures

84. While the SQM does not require that the EELs and UCL-ND disaggregations be separated for maintenance and repair measures, BellSouth has provided these disaggregations to augment the information for UNE Local loops. The data for EELs and UCL-ND is also included in the sub-metrics ordered by the TRA (Combo Other and UNE Other Non Design) in the approved SQM.

Missed Repair Appointments

85. This measures tracks the percent of customer reports not cleared by the committed due date and time.

% Missed Repair Appointments / EELs (B.3.1.4)

86. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The only missed sub-metric in May had 9 missed appointments that did not reveal any systemic issues from the analysis.

% Missed Repair Appointments / xDSL (B.3.1.5)

87. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. BellSouth failed to meet the non-dispatch sub-metric in May 2003. BellSouth met 10 of the 11 scheduled appointments during that period.

% Missed Repair Appointments / UNE ISDN Loops (B.3.1.6)

88. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. BellSouth missed 1 appointment in March 2003 and that did not meet the retail analogue comparison. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Repair Appointments / UNE 2W Analog Loops Design (B.3.1.8)

89. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There was no systemic issue identified for any of the missed appointments in July 2003 that did not meet the retail analogue comparison.

% Missed Repair Appointments / UNE 2W Analog Loops Non Design (B.3.1.9)

90. BellSouth met 19 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There were a total of 5 missed appointments for the three sub-metrics that did not meet the retail analogue comparison during this period. This low volume of trouble reports is itself indicative of excellent performance; the higher the percentage of missed repair appointments does not indicate poor performance.

% Missed Repair Appointments / UCD-ND (B.3.1.11)

91. BellSouth met 20 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. There were only 1 missed appointment in both months that did not meet the retail analogue. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Missed Repair Appointments / LIT (C.3.1)

92. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Customer Trouble Report Rate

93. This measure tracks the initial and repeated customer direct or referred customer troubles reported within a calendar month per 100 lines/circuits in service. The

standard comparison for each of these sub-metrics is a retail analogue. BellSouth

provided over 98% trouble-free service to all CLEC lines during the past year.

% Customer Trouble Report Rate / EELs (B.3.2.4)

94. BellSouth met 12 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. Nine (9) of the sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. BellSouth provided 95% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 2000 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high. The remaining measure was in the non-dispatch category where BellSouth provided over 97% trouble-free service for this sub-metric.

% Customer Trouble Report Rate / xDSL (B.3.2.5)

95. BellSouth met 18 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 4 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category. The major difference is the volume for the analogue is over 50 times larger than the CLEC volume. This difference magnifies the percentage for the CLEC and therefore the Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE ISDN Loops (B.3.2.6)

96. BellSouth met 20 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 2 sub-metrics that did not meet the retail analogue comparison were all in the dispatch category. However, BellSouth provided 98% trouble-free service to all customers in this category. The Z-score becomes overly sensitive when the service levels are this high.

% Customer Trouble Report Rate / UNE 2W Analog Loops Design (B.3.2.8)

97. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Customer Trouble Report Rate / UNE 2W Analog Loops Non Design (B.3.2.9)

98. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. BellSouth has determined that the CLEC volume for this measure was being counted incorrectly. With December 2002 data, a new source feed from WFA began including the originating and terminating end of each circuit causing PMAP to double count the CLEC in service volume. The corrected data for Tennessee is included in Attachment 1 to this exhibit. There was no change in the parity status with this update. The following item was included in the preliminary February Data Notification dated December 1, 2003.

(8) *Affected Measures:* MR-2

Description of Change: Currently, BellSouth is over-counting lines for 2 wire analog loop non-design. Due to a change in the source system data, each end of the circuit is being counted as an individual line. Bellsouth proposes to correct the over-counting of these loops. (RQ4664)

Impact of Change: CLEC CTRR for 2-wire analog loops non-design will approximately double.

% Customer Trouble Report Rate / UCD-ND (B.3.2.11)

99. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Customer Trouble Report Rate / LIT (C.3.2)

100. BellSouth met 20 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 2 sub-metrics that did not meet the retail analogue comparison were all in the non-dispatch category. However, BellSouth provided 99.9% trouble-free service to all customers in this category. The Z-score becomes overly sensitive when the service levels are this high.

Maintenance Average Duration

101. This measure tracks the average duration of the customer trouble report from the receipt of the report until the time the trouble is cleared and closed within the system.

Maintenance Average Duration / EELs (B.3.3.4)

102. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Maintenance Average Duration / xDSL (B.3.3.5)

103. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Maintenance Average Duration / UNE ISDN Loops (B.3.3.6)

104. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 1 sub-metric that did not meet the retail analogue comparison was in the non-dispatch category and there were only 2 troubles reported by the CLECs in March 2003. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

Maintenance Average Duration / UNE 2W Analog Loops Design (B.3.3.8)

105. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Maintenance Average Duration / UNE 2W Analog Loops Non Design (B.3.3.9)

106. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Maintenance Average Duration / UCD-ND (B.3.3.11)

107. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Maintenance Average Duration / LIT (C.3.3)

108. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The 1 missed sub-metric was in the non-dispatched category with only 4 troubles reported that required an average of 34 minutes to repair.

% Repeat Troubles within 30 Days

109. This measurement records the percent of customer troubles, during the current reporting period, which had at least one prior trouble on the same line/circuit, anytime in the preceding 30 calendar days from the receipt of the current trouble report.

% Repeat Troubles within 30 Days / EELs (B.3.4.4)

110. BellSouth met 20 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. During the 11 month period there was an average of 37 reported troubles with 9 classified as repeat reports per month. Any repeat reports with such small volumes inflates the percentage compared with a retail analogue that has over 600 times the volume of the wholesale results. In fact the low trouble report volume means that the higher percent repeat trouble report rates are not indicative of poor performance.

% Repeat Troubles within 30 Days / xDSL (B.3.4.5)

111. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Repeat Troubles within 30 Days / UNE ISDN Loops (B.3.4.6)

112. BellSouth met 21 of the 21 sub-metrics with CLEC activity during the period from December 2002 through October 2003. In August 2003, BellSouth had a total of 6 repeat reports for the 11 total reports taken for this sub-metric. There were no systemic issues identified for any of the 6 repeat reported troubles.

% Repeat Troubles within 30 Days / UNE 2W Analog Loops Design (B.3.4.8)

113. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

% Repeat Troubles within 30 Days / UNE 2W Analog Loops Non Design (B.3.4.9)

114. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The one missed sub-metric had only 1 trouble report in May 2003. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles within 30 Days / UCD-ND (B.3.4.11)

115. BellSouth met 21 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003. The one missed sub-metrics only had a total of 3 troubles reported in August 2003. With such small volumes, it is not possible to perform a meaningful root cause analysis from which any conclusions can be drawn.

% Repeat Troubles within 30 Days / LIT (C.3.4)

116. BellSouth met 22 of the 22 sub-metrics with CLEC activity during the period from December 2002 through October 2003.

Collocation

117. BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E, Items E.1.1.1 through E.1.3.2, provides these results.

118. During the months of December 2002 through October 2003, BellSouth met or exceeded the benchmark for every sub-metric that had CLEC activity in this category. There were a total of 94 requests for physical collocation received from the CLECs during this period. The benchmark for the average response time for such requests is less than or equal to 15 days. BellSouth averaged less than 7 days for the average response interval (E.1.1.2 & E.1.1.3) in this sub-metric. In addition, there were a total of 16 requests for virtual collocation received from the CLECs during this period. The benchmark for the average response time for virtual requests is less than or equal to 15 days. BellSouth averaged 8 days for the average response interval (E.1.1.1) in this sub-metric.

119. During the months of December 2002 through October 2003, BellSouth met or exceeded the benchmark for every sub-metric but one that had CLEC activity in this

category. There were a total of 4 physical collocation orders with 90-day completion benchmarks that completed in this time period. BellSouth completed these 4 orders in an average of 30 days. There were a total of 87 physical collocation orders with 45-day completion benchmarks that completed in this time period. BellSouth completed these 87 orders in an average of 11 days. In addition, there were a total of 16 virtual collocation orders with 45-day completion benchmarks that completed in this time period. BellSouth averaged 17 days for completion of these 16 orders. The one missed sub-metric was in December 2002 that had only 1 virtual order that required 50 days to complete. There was also one virtual order with a 60-day completion benchmark that completed in 42 days.

120. During the period from December 2002 through October 2003, BellSouth completed all 108 of the 108 (100%) (E.1.3.1/E.1.3.2) scheduled virtual and physical orders on time. The benchmark for this measure, Percent Due Dates Missed, changed from less than 10% of the scheduled orders missed within the period to less than 5% in July 2002. These results demonstrate BellSouth's commitment to provide nondiscriminatory access to collocation arrangements in Tennessee's central offices.

121. This concludes the data analysis associated with BellSouth's performance for UNE Local Loops.

Tennessee III, November 2002 - October 2003

Collocation - Collocation

% Due Dates Missed

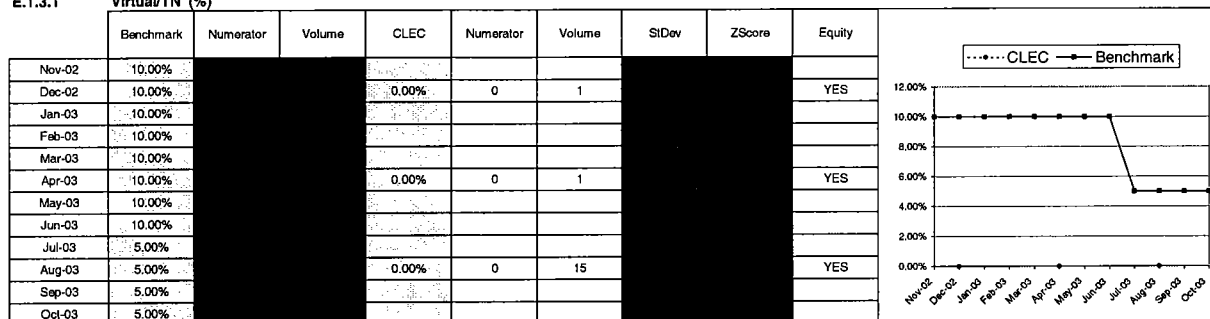
(% of Collocation Orders not Completed by the Due Date)

Numerator indicates total number of arrangements not completed by the due date for this disaggregation.

Volume indicates total number of arrangements completed for this disaggregation.

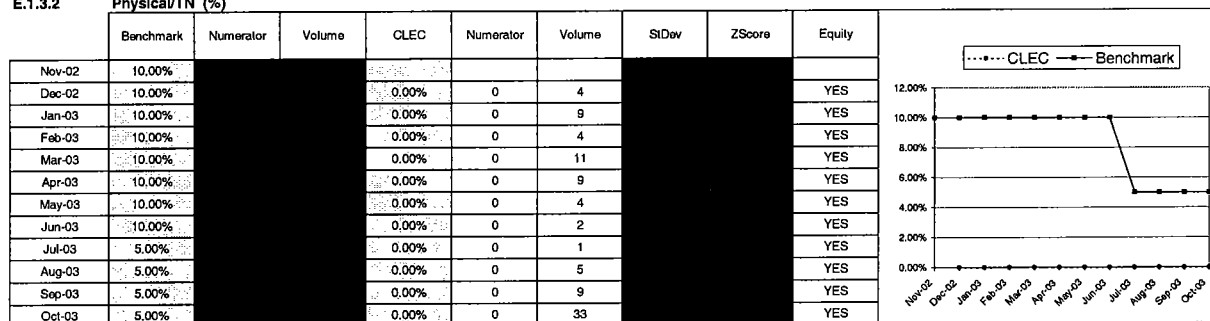
E.1.3.1

Virtual/TN (%)



E.1.3.2

Physical/TN (%)

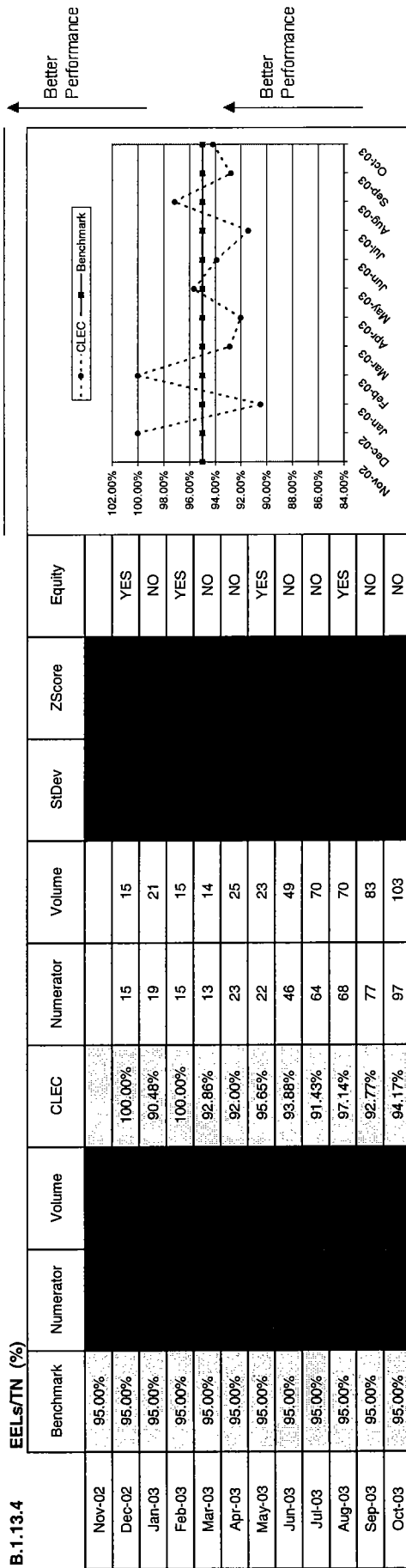


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.5 xDSL (ADSL, HDSL and UCL)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			96.15%	25	26			YES	
Jan-03	95.00%			100.00%	40	40			YES	
Feb-03	95.00%			95.45%	21	22			YES	
Mar-03	95.00%			96.88%	31	32			YES	
Apr-03	95.00%			95.65%	22	23			YES	
May-03	95.00%			100.00%	27	27			YES	
Jun-03	95.00%			100.00%	18	18			YES	
Jul-03	95.00%			90.91%	20	22			NO	
Aug-03	95.00%			96.00%	24	25			YES	
Sep-03	95.00%			90.91%	10	11			NO	
Oct-03	95.00%			92.31%	12	13			NO	

B.1.13.6 ISDN Loop (UDN, UDC)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	7	7			YES	
Jan-03	95.00%			100.00%	6	6			YES	
Feb-03	95.00%			50.00%	1	2			NO	
Mar-03	95.00%									
Apr-03	95.00%			100.00%	2	2			YES	
May-03	95.00%			66.67%	2	3			NO	
Jun-03	95.00%			100.00%	4	4			YES	
Jul-03	95.00%			80.00%	4	5			NO	
Aug-03	95.00%			100.00%	7	7			YES	
Sep-03	95.00%			100.00%	3	3			YES	
Oct-03	95.00%			100.00%	1	1			YES	

B.1.13.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			92.31%	12	13			NO	
Jan-03	95.00%			90.91%	10	11			NO	
Feb-03	95.00%			100.00%	10	10			YES	
Mar-03	95.00%			100.00%	3	3			YES	
Apr-03	95.00%			100.00%	14	14			YES	
May-03	95.00%			86.36%	19	22			NO	
Jun-03	95.00%			95.45%	21	22			YES	
Jul-03	95.00%			100.00%	23	23			YES	
Aug-03	95.00%			95.00%	19	20			YES	
Sep-03	95.00%			84.00%	21	25			NO	
Oct-03	95.00%			100.00%	22	22			YES	

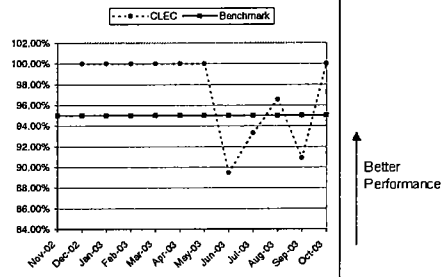
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

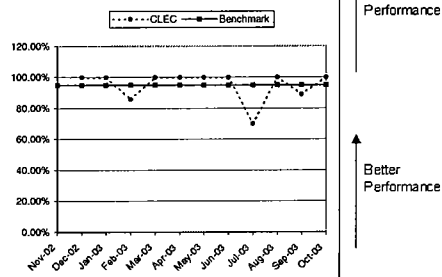
B.1.13.9 2W Analog Loop Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									
Dec-02	95.00%			100.00%	17	17			YES	
Jan-03	95.00%			100.00%	10	10			YES	
Feb-03	95.00%			100.00%	11	11			YES	
Mar-03	95.00%			100.00%	16	16			YES	
Apr-03	95.00%			100.00%	11	11			YES	
May-03	95.00%			100.00%	23	23			YES	
Jun-03	95.00%			89.47%	17	19			NO	
Jul-03	95.00%			93.33%	14	15			NO	
Aug-03	95.00%			96.55%	28	29			YES	
Sep-03	95.00%			90.91%	20	22			NO	
Oct-03	95.00%			100.00%	20	20			YES	



B.1.13.12 2W Analog Loop w/LNP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									
Dec-02	95.00%			100.00%	16	16			YES	
Jan-03	95.00%			100.00%	10	10			YES	
Feb-03	95.00%			85.71%	6	7			NO	
Mar-03	95.00%			100.00%	9	9			YES	
Apr-03	95.00%			100.00%	4	4			YES	
May-03	95.00%			100.00%	7	7			YES	
Jun-03	95.00%			100.00%	14	14			YES	
Jul-03	95.00%			70.00%	7	10			NO	
Aug-03	95.00%			100.00%	7	7			YES	
Sep-03	95.00%			88.89%	8	9			NO	
Oct-03	95.00%			100.00%	11	11			YES	

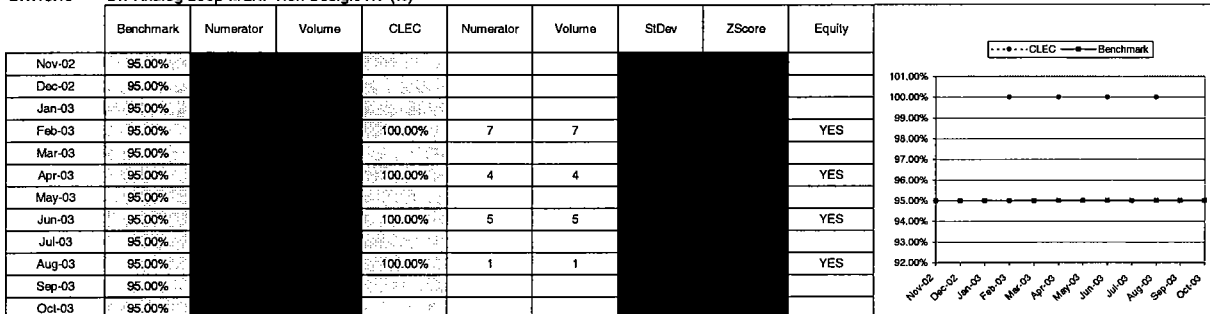


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Non-Mechanized

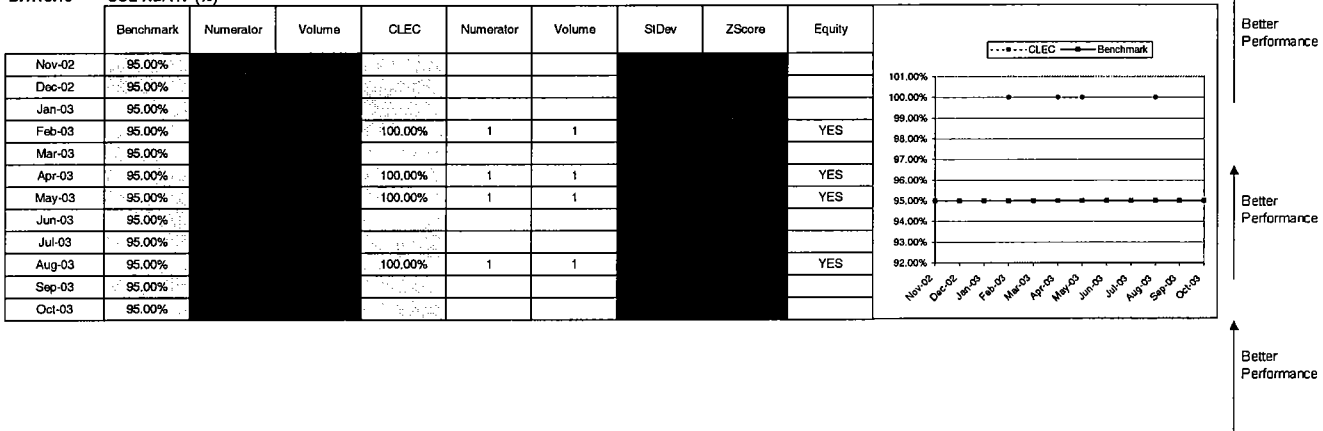
(% of CLEC Firm Order Confirmation Intervals <= 24 Hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 24 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.13.13 2W Analog Loop w/LNP Non-Design/TN (%)



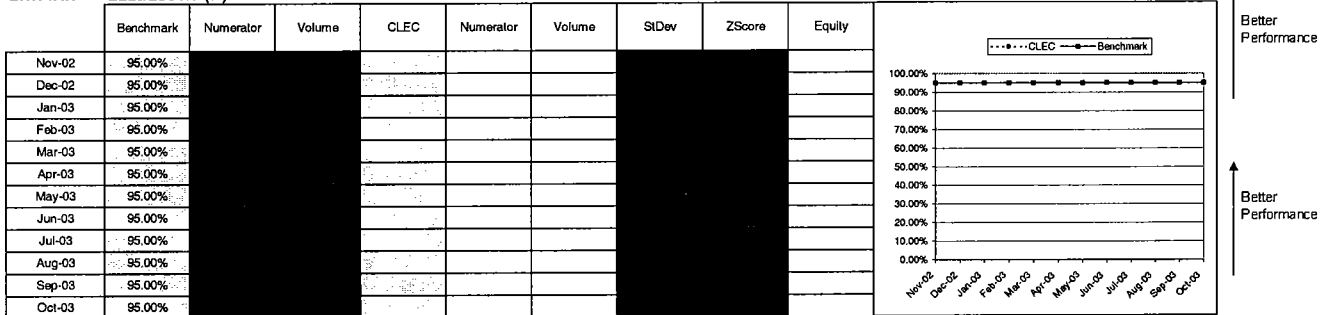
B.1.13.15 UCL-ND/TN (%)



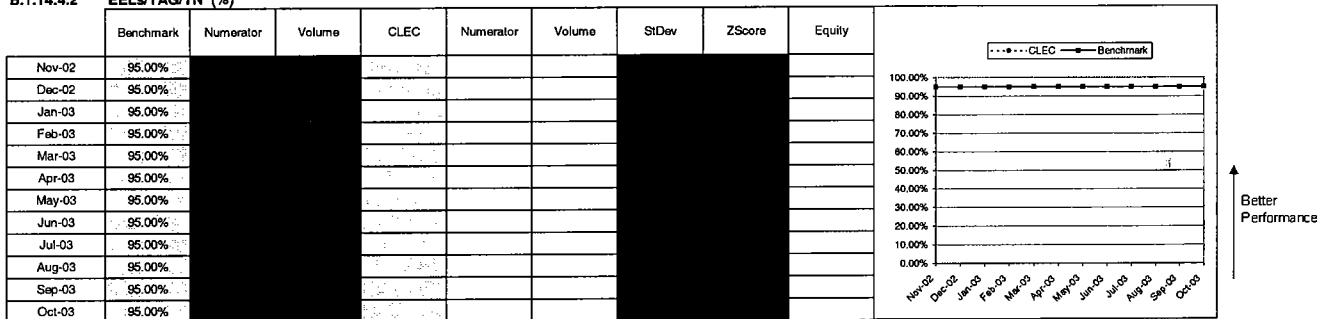
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.14.4.1 EELs/ED/TN (%)



B.1.14.4.2 EELs/TAG/TN (%)

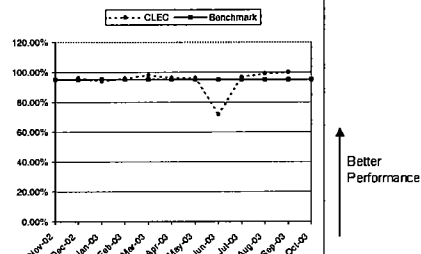


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.5.1 xDSL (ADSL, HDSL and UCL)/EDI/TN (%)

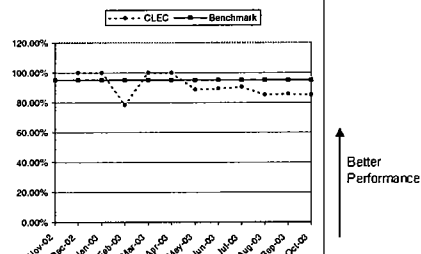
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			96.23%	255	265			YES
Jan-03	95.00%			93.98%	203	218			NO
Feb-03	95.00%			95.93%	165	172			YES
Mar-03	95.00%			98.13%	157	160			YES
Apr-03	95.00%			96.45%	190	197			YES
May-03	95.00%			96.18%	126	131			YES
Jun-03	95.00%			71.92%	146	203			NO
Jul-03	95.00%			98.72%	236	244			YES
Aug-03	95.00%			99.10%	219	221			YES
Sep-03	95.00%			100.00%	48	48			YES
Oct-03	95.00%								



Better
Performance

B.1.14.5.2 xDSL (ADSL, HDSL and UCL)/TAG/TN (%)

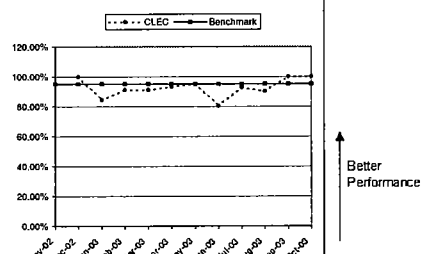
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	42	42			YES
Jan-03	95.00%			100.00%	23	23			YES
Feb-03	95.00%			78.57%	33	42			NO
Mar-03	95.00%			100.00%	32	32			YES
Apr-03	95.00%			100.00%	22	22			YES
May-03	95.00%			88.89%	18	18			NO
Jun-03	95.00%			89.47%	34	38			NO
Jul-03	95.00%			90.57%	48	53			NO
Aug-03	95.00%			85.48%	53	62			NO
Sep-03	95.00%			85.83%	103	120			NO
Oct-03	95.00%			85.16%	155	182			NO



Better
Performance

B.1.14.6.1 ISDN Loop (UDN, UDC)/EDI/TN (%)

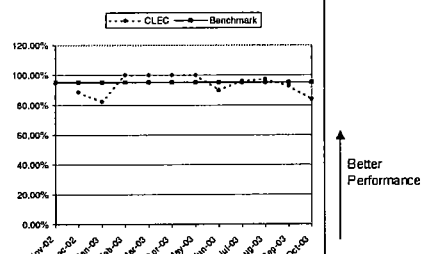
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	13	13			YES
Jan-03	95.00%			84.50%	109	129			NO
Feb-03	95.00%			91.08%	92	101			NO
Mar-03	95.00%			91.20%	114	125			NO
Apr-03	95.00%			93.33%	98	105			NO
May-03	95.00%			95.15%	98	103			YES
Jun-03	95.00%			80.41%	78	97			NO
Jul-03	95.00%			92.58%	100	108			NO
Aug-03	95.00%			90.43%	85	94			NO
Sep-03	95.00%			100.00%	34	34			YES
Oct-03	95.00%			100.00%	7	7			YES



Better
Performance

B.1.14.6.2 ISDN Loop (UDN, UDC)/TAG/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			88.89%	8	9			NO
Jan-03	95.00%			82.35%	14	17			NO
Feb-03	95.00%			100.00%	13	13			YES
Mar-03	95.00%			100.00%	6	6			YES
Apr-03	95.00%			100.00%	7	7			YES
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			90.00%	9	10			NO
Jul-03	95.00%			96.15%	25	26			YES
Aug-03	95.00%			97.22%	35	36			YES
Sep-03	95.00%			92.77%	77	83			NO
Oct-03	95.00%			84.14%	122	145			NO

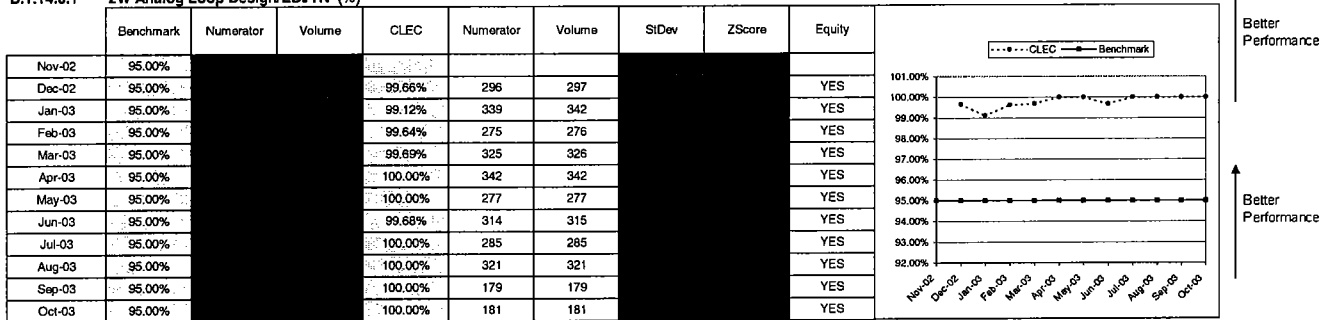


Better
Performance

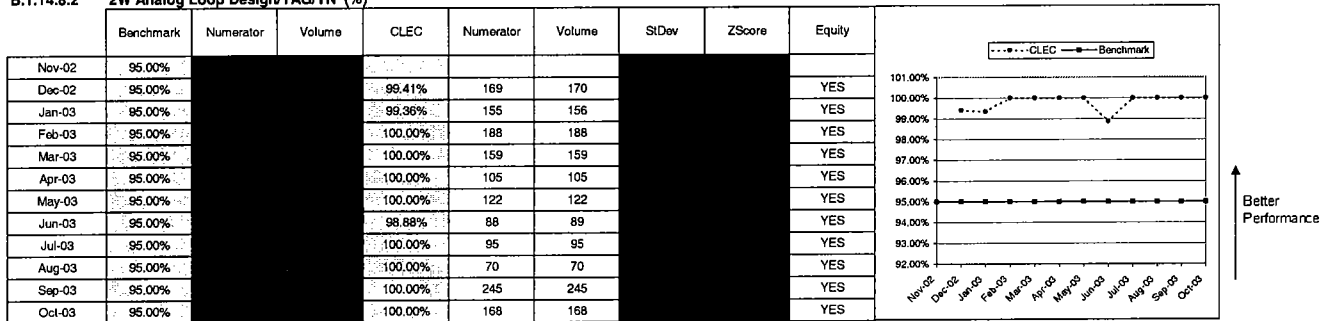
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.14.8.1 2W Analog Loop Design/ED/TN (%)



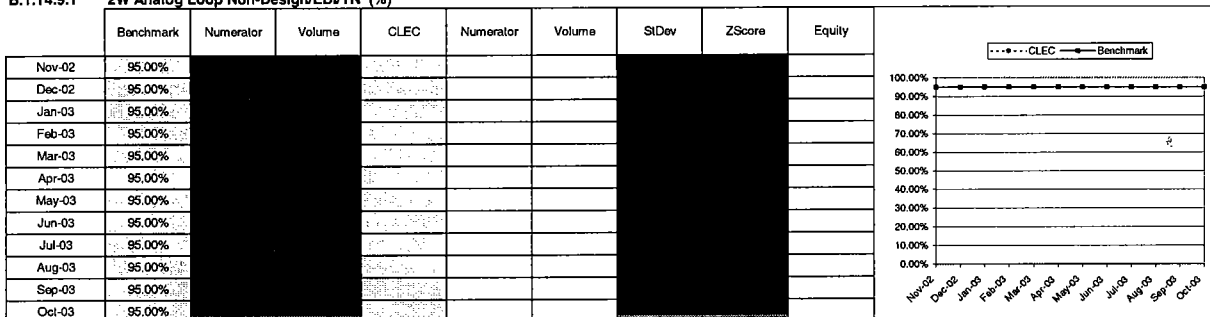
B.1.14.8.2 2W Analog Loop Design/TAG/TN (%)



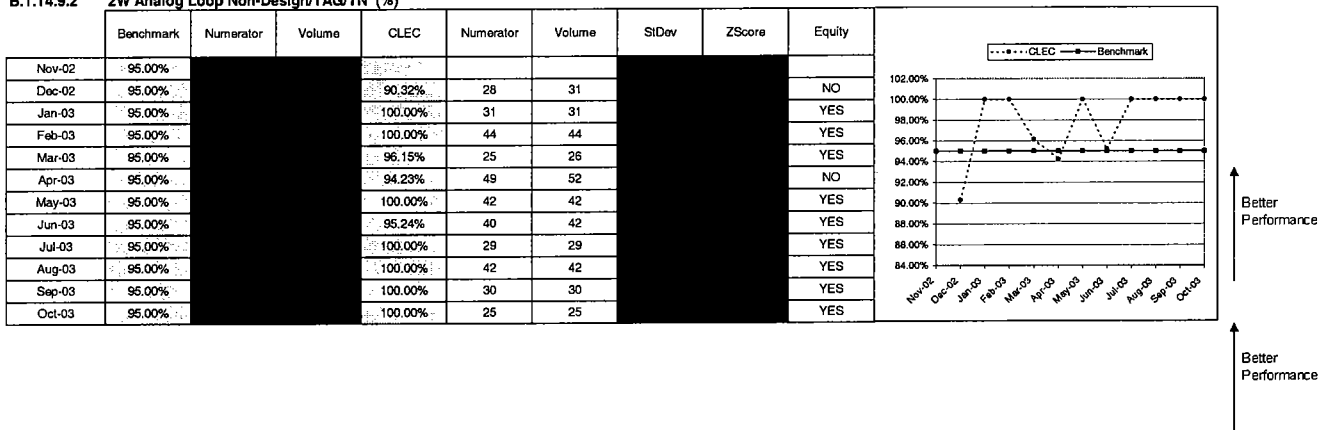
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.9.1 2W Analog Loop Non-Design/EDI/TN (%)



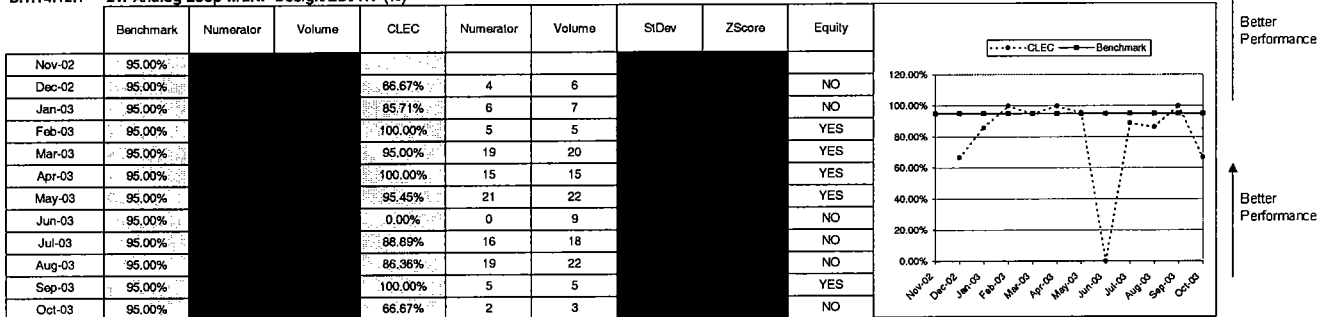
B.1.14.9.2 2W Analog Loop Non-Design/TAG/TN (%)



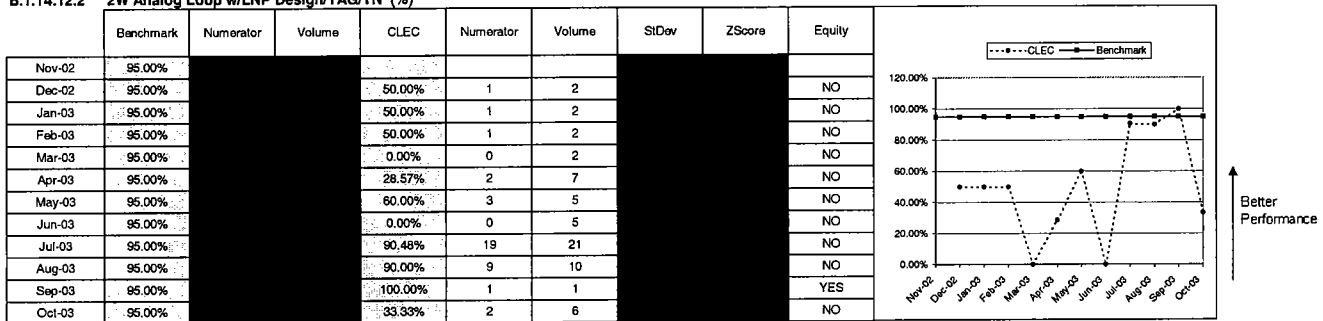
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.14.12.1 2W Analog Loop w/LNP Design/ED/TN (%)



B.1.14.12.2 2W Analog Loop w/LNP Design/TAG/TN (%)

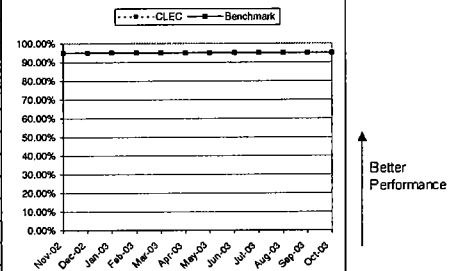


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

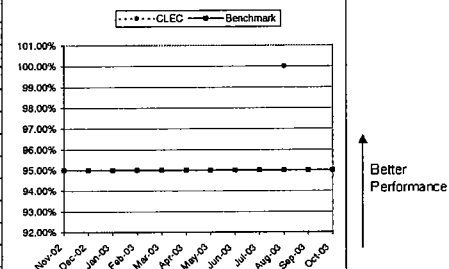
B.1.14.13.1 2W Analog Loop w/LNP Non-Design/EDI/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



B.1.14.13.2 2W Analog Loop w/LNP Non-Design/TAG/TN (%)

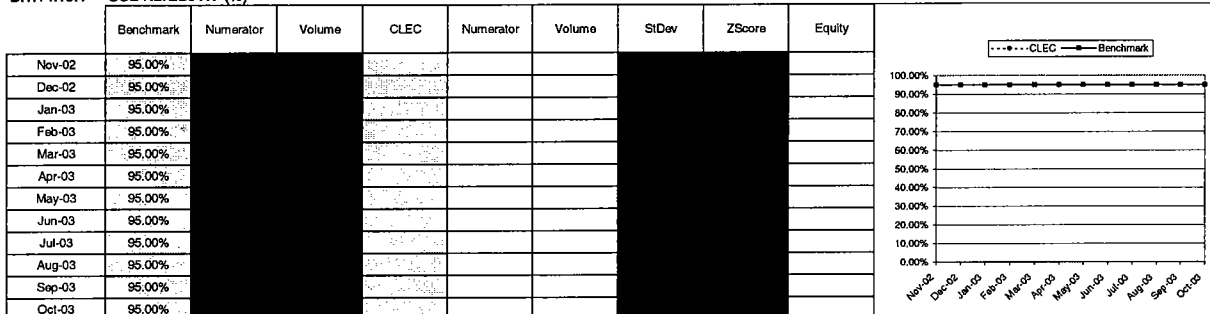
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%			100.00%	7	7			YES
Sep-03	95.00%								
Oct-03	95.00%								



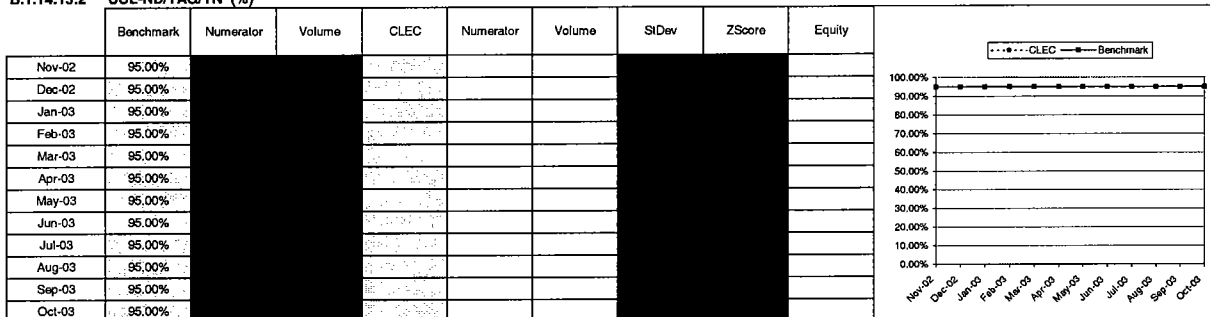
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.14.15.1 UCL-ND/ED/TN (%)



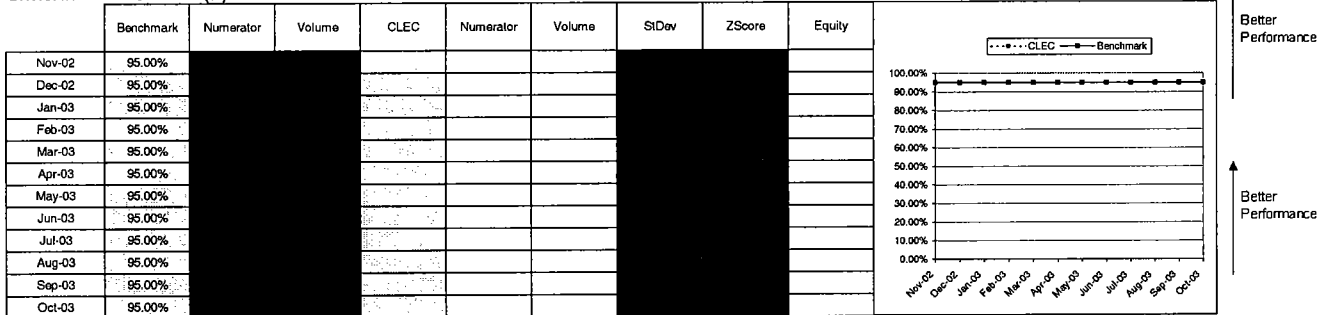
B.1.14.15.2 UCL-ND/TAG/TN (%)



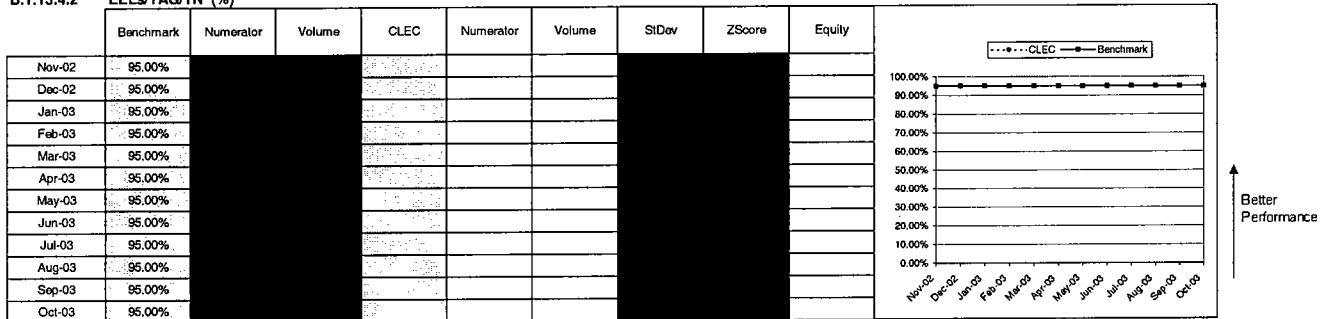
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
 (% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
 Volume indicates total number of service requests received in the reporting period.

B.1.15.4.1 EELs/ED/TN (%)



B.1.15.4.2 EELs/TAG/TN (%)

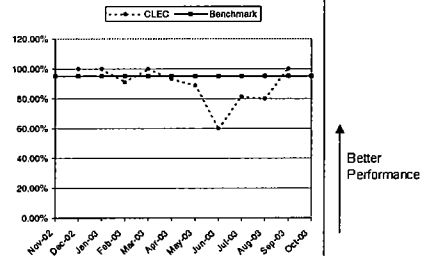


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

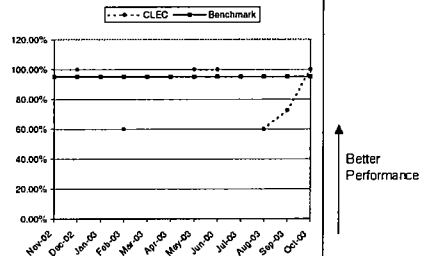
B.1.15.5.1 xDSL (ADSL, HDSL and UCLY/ED/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	28	28			YES
Jan-03	95.00%			100.00%	27	27			YES
Feb-03	95.00%			90.91%	10	11			NO
Mar-03	95.00%			100.00%	17	17			YES
Apr-03	95.00%			93.33%	28	30			NO
May-03	95.00%			88.89%	16	18			NO
Jun-03	95.00%			60.00%	15	25			NO
Jul-03	95.00%			81.25%	13	16			NO
Aug-03	95.00%			80.00%	12	15			NO
Sep-03	95.00%			100.00%	3	3			YES
Oct-03	95.00%								



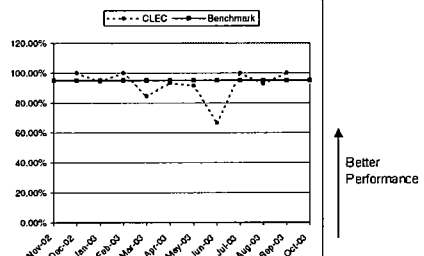
B.1.15.5.2 xDSL (ADSL, HDSL and UCLY/TAG/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	2	2			YES
Jan-03	95.00%								
Feb-03	95.00%			60.00%	3	5			NO
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%			100.00%	3	3			YES
Jun-03	95.00%			100.00%	13	13			YES
Jul-03	95.00%								
Aug-03	95.00%			60.00%	3	5			NO
Sep-03	95.00%			72.73%	16	22			NO
Oct-03	95.00%			100.00%	18	18			YES



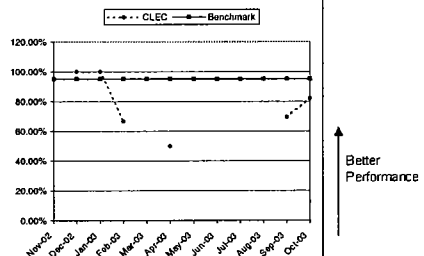
B.1.15.6.1 ISDN Loop (UDN, UDCY/ED/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			94.44%	17	18			NO
Feb-03	95.00%			100.00%	10	10			YES
Mar-03	95.00%			84.82%	11	13			NO
Apr-03	95.00%			93.33%	14	15			NO
May-03	95.00%			91.87%	11	12			NO
Jun-03	95.00%			66.67%	4	6			NO
Jul-03	95.00%			100.00%	4	4			YES
Aug-03	95.00%			92.86%	13	14			NO
Sep-03	95.00%			100.00%	8	6			YES
Oct-03	95.00%								



B.1.15.6.2 ISDN Loop (UDN, UDCY/TAG/TN (%)

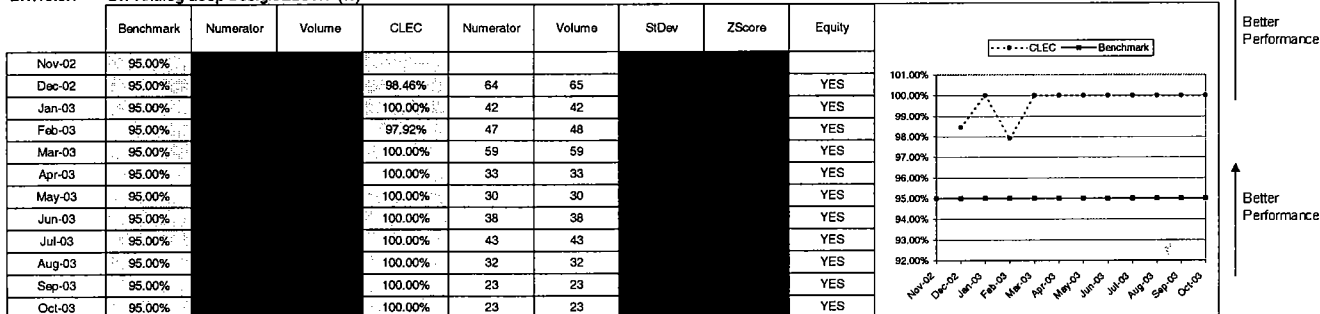
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	1	1			YES
Jan-03	95.00%			100.00%	1	1			YES
Feb-03	95.00%			66.67%	2	3			NO
Mar-03	95.00%								
Apr-03	95.00%			50.00%	1	2			NO
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%			69.57%	16	23			NO
Oct-03	95.00%			82.14%	23	28			NO



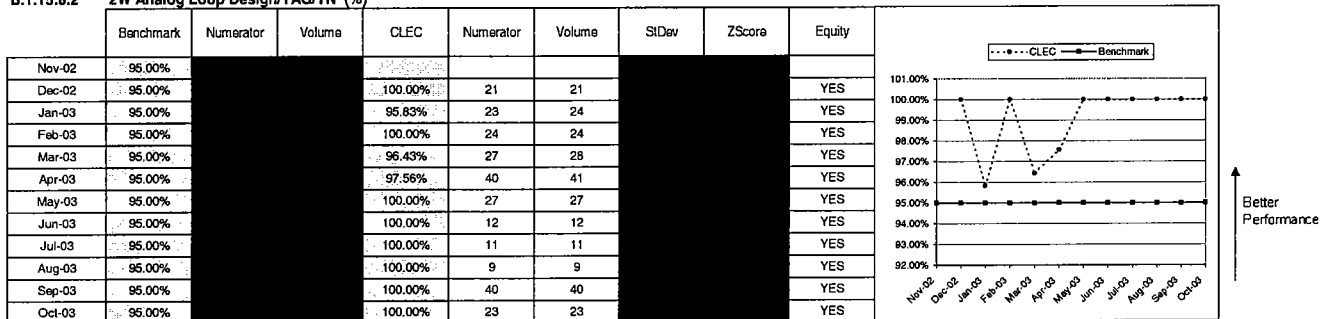
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.15.8.1 2W Analog Loop Design/EDI/TN (%)



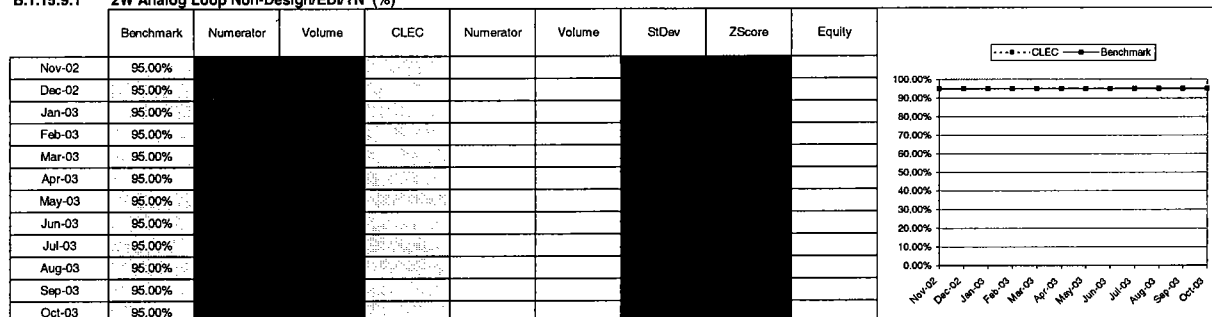
B.1.15.8.2 2W Analog Loop Design/TAG/TN (%)



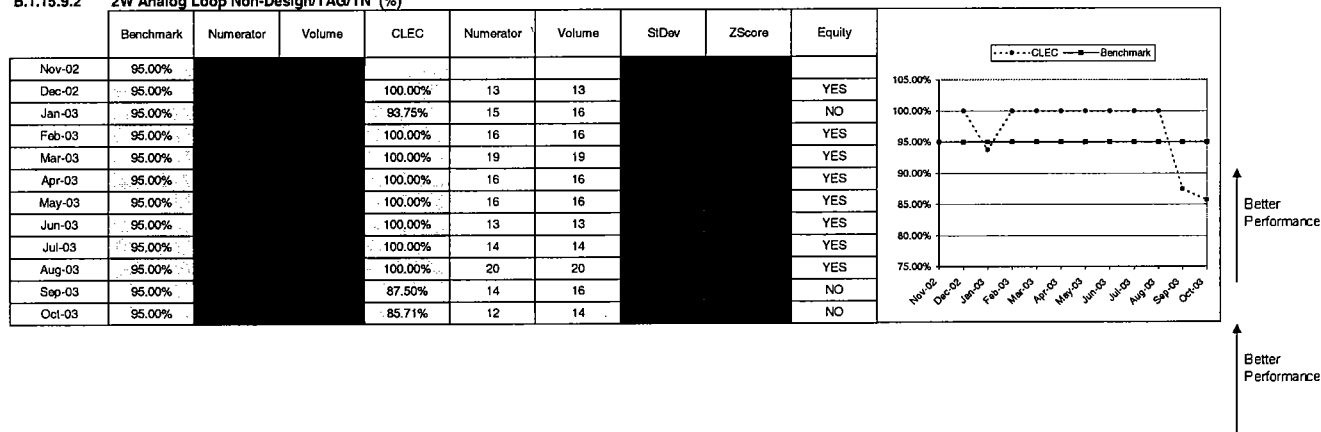
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.9.1 2W Analog Loop Non-Design/EDI/TN (%)



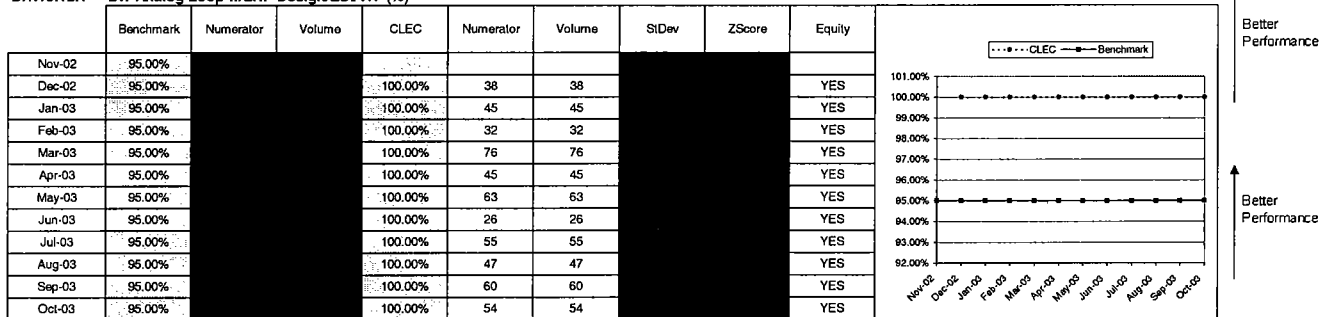
B.1.15.9.2 2W Analog Loop Non-Design/TAG/TN (%)



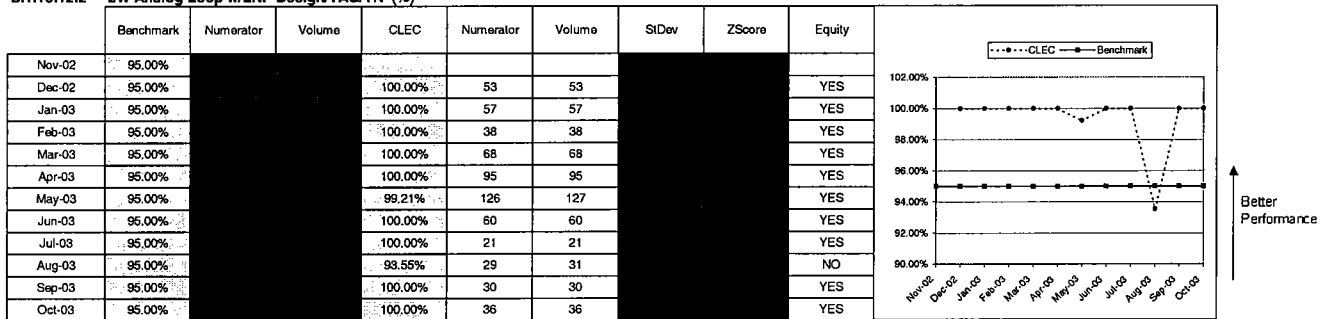
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.15.12.1 2W Analog Loop w/LNP Design/ED/TN (%)



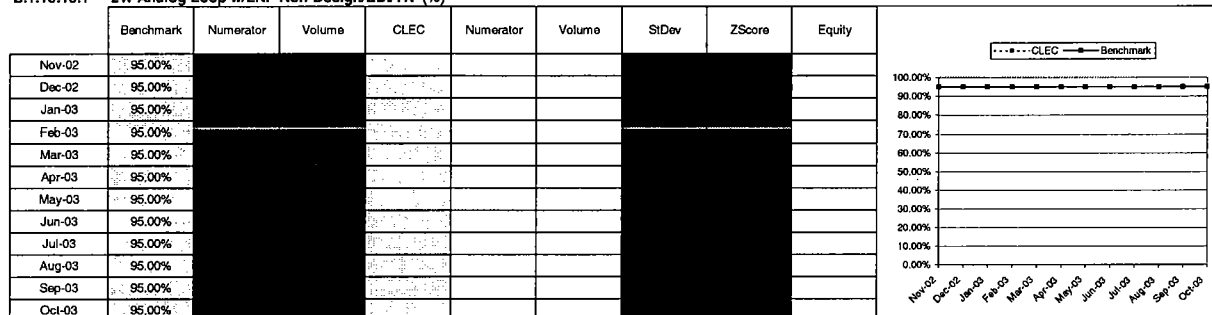
B.1.15.12.2 2W Analog Loop w/LNP Design/TAG/TN (%)



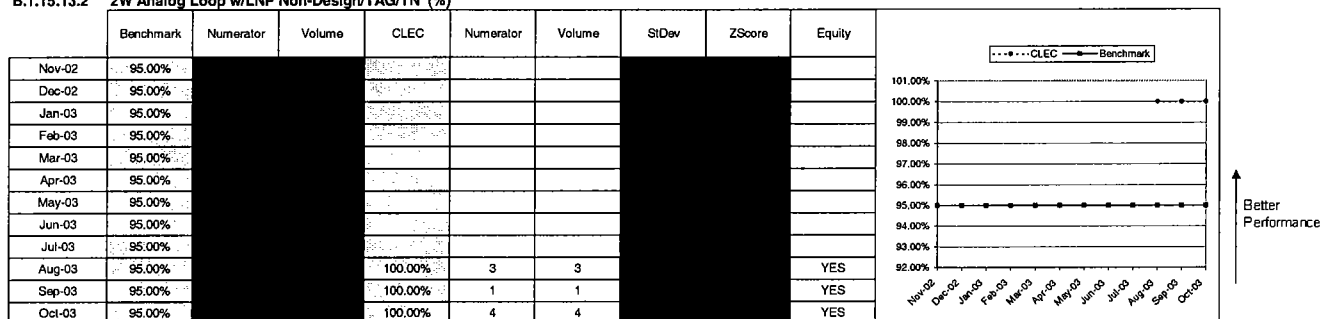
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.15.13.1 2W Analog Loop w/LNP Non-Design/ED/VTN (%)



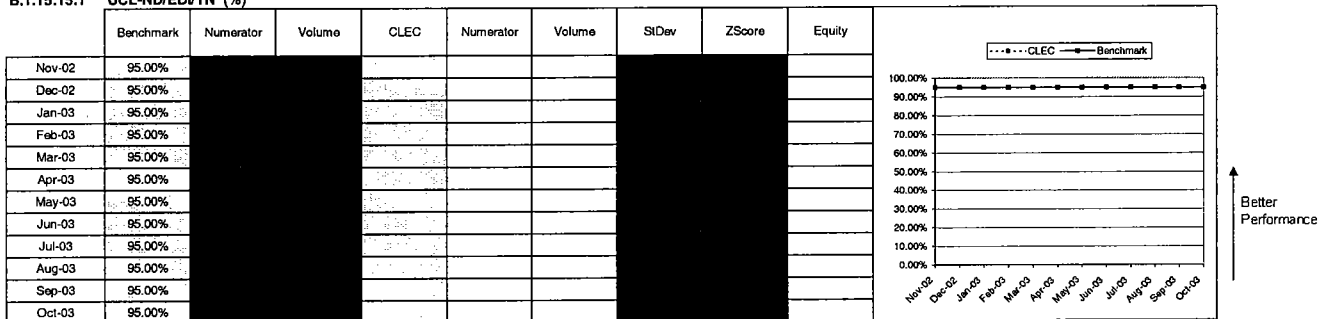
B.1.15.13.2 2W Analog Loop w/LNP Non-Design/TAG/TN (%)



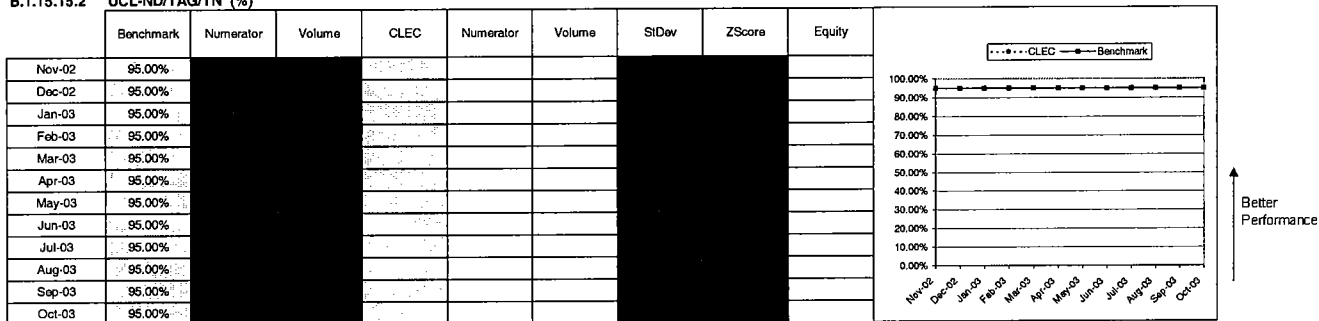
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Partially Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.15.15.1 UCL-ND/ED/TN (%)



B.1.15.15.2 UCL-ND/TAG/TN (%)



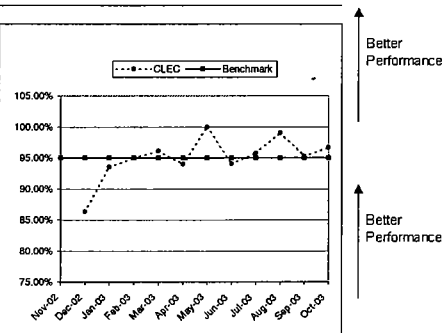
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.16.4

EELs/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			86.36%	19	22			NO
Jan-03	95.00%			93.55%	29	31			NO
Feb-03	95.00%			95.00%	19	20			YES
Mar-03	95.00%			96.15%	25	26			YES
Apr-03	95.00%			94.00%	47	50			NO
May-03	95.00%			100.00%	35	35			YES
Jun-03	95.00%			94.07%	111	118			NO
Jul-03	95.00%			95.80%	114	119			YES
Aug-03	95.00%			99.06%	105	106			YES
Sep-03	95.00%			95.28%	121	127			YES
Oct-03	95.00%			96.67%	145	150			YES



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume Indicates total number of service requests received in the reporting period.

B.1.16.5 xDSL (ADSL, HDSL and UCL)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			95.35%	41	43			YES	
Jan-03	95.00%			92.59%	50	54			NO	
Feb-03	95.00%			92.31%	24	26			NO	
Mar-03	95.00%			100.00%	38	38			YES	
Apr-03	95.00%			100.00%	24	24			YES	
May-03	95.00%			97.50%	39	40			YES	
Jun-03	95.00%			100.00%	26	26			YES	
Jul-03	95.00%			92.73%	51	55			NO	
Aug-03	95.00%			97.06%	33	34			YES	
Sep-03	95.00%			95.83%	23	24			YES	
Oct-03	95.00%			95.45%	21	22			YES	

B.1.16.6 ISDN Loop (UDN, UDC)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	9	9			YES	
Jan-03	95.00%			100.00%	9	9			YES	
Feb-03	95.00%			50.00%	1	2			NO	
Mar-03	95.00%									
Apr-03	95.00%			50.00%	3	6			NO	
May-03	95.00%			88.89%	8	9			NO	
Jun-03	95.00%			100.00%	5	5			YES	
Jul-03	95.00%			100.00%	13	13			YES	
Aug-03	95.00%			88.89%	8	9			NO	
Sep-03	95.00%			100.00%	4	4			YES	
Oct-03	95.00%			80.00%	4	5			NO	

B.1.16.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			91.67%	22	24			NO	
Jan-03	95.00%			84.21%	16	19			NO	
Feb-03	95.00%			81.25%	13	16			NO	
Mar-03	95.00%			100.00%	10	10			YES	
Apr-03	95.00%			94.29%	33	35			NO	
May-03	95.00%			82.50%	33	40			NO	
Jun-03	95.00%			89.58%	43	48			NO	
Jul-03	95.00%			90.48%	38	42			NO	
Aug-03	95.00%			87.76%	43	49			NO	
Sep-03	95.00%			95.92%	47	49			YES	
Oct-03	95.00%			100.00%	35	35			YES	

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized
(% of LSRs responded to [FOC or Reject])

Numerator indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.
Volume indicates total number of service requests received in the reporting period.

B.1.16.9 2W Analog Loop Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									
Dec-02	95.00%			100.00%	25	25			YES	
Jan-03	95.00%			92.86%	13	14			NO	
Feb-03	95.00%			100.00%	12	12			YES	
Mar-03	95.00%			92.00%	23	25			NO	
Apr-03	95.00%			92.86%	13	14			NO	
May-03	95.00%			93.75%	30	32			NO	
Jun-03	95.00%			95.65%	22	23			YES	
Jul-03	95.00%			94.59%	35	37			NO	
Aug-03	95.00%			97.83%	45	46			YES	
Sep-03	95.00%			93.18%	41	44			NO	
Oct-03	95.00%			94.29%	33	35			NO	

Better
Performance

Better
Performance

B.1.16.12 2W Analog Loop w/LNP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									
Dec-02	95.00%			91.67%	33	36			NO	
Jan-03	95.00%			100.00%	15	15			YES	
Feb-03	95.00%			100.00%	12	12			YES	
Mar-03	95.00%			90.91%	20	22			NO	
Apr-03	95.00%			100.00%	9	9			YES	
May-03	95.00%			100.00%	18	18			YES	
Jun-03	95.00%			97.73%	43	44			YES	
Jul-03	95.00%			94.74%	18	19			NO	
Aug-03	95.00%			100.00%	12	12			YES	
Sep-03	95.00%			93.75%	15	16			NO	
Oct-03	95.00%			96.67%	29	30			YES	

Better
Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC & Reject Response Completeness - Non-Mechanized

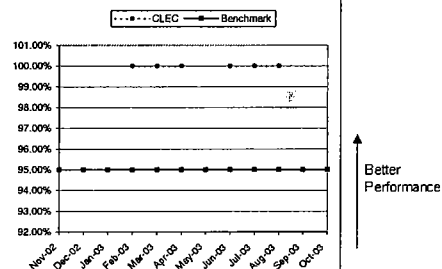
(% of LSRs responded to [FOC or Reject])

Numerator Indicates total number of service requests for which at least one firm order confirmation or reject/clarification is received.

Volume Indicates total number of service requests received in the reporting period.

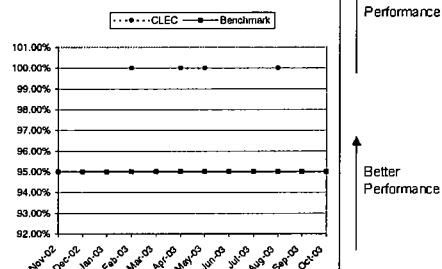
B.1.16.13 2W Analog Loop w/LNP Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	12	12			YES
Mar-03	95.00%			100.00%	3	3			YES
Apr-03	95.00%			100.00%	4	4			YES
May-03	95.00%								
Jun-03	95.00%			100.00%	15	15			YES
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%			100.00%	1	1			YES
Sep-03	95.00%								
Oct-03	95.00%								



B.1.16.15 UCL-ND/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			
Mar-03	95.00%								
Apr-03	95.00%			100.00%	4	4			
May-03	95.00%			100.00%	2	2			
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%			100.00%	1	1			
Sep-03	95.00%								
Oct-03	95.00%								



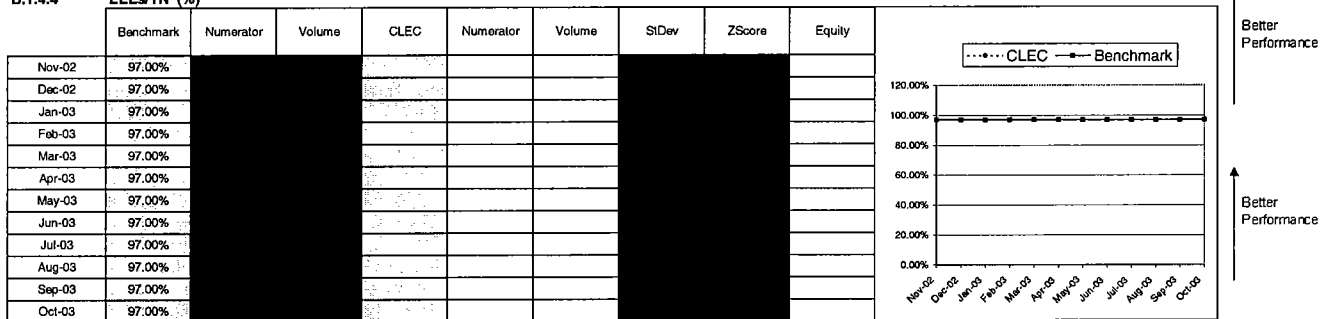
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals <= 1 Hour)

Numerator indicates total number of CLEC reject notification intervals in <= 1 hour for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.4

EELs/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized

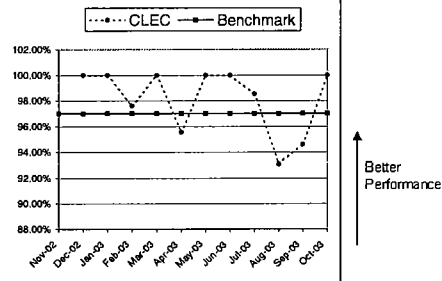
(% of CLEC Reject Notification Intervals $\leq$ 1 Hour)

Numerator indicates total number of CLEC reject notification intervals in $\leq$ 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.5 xDSL (ADSL, HDSL and UCL)TN (%)

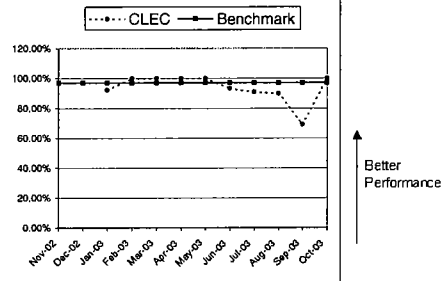
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%			100.00%	77	77			YES
Jan-03	97.00%			100.00%	57	57			YES
Feb-03	97.00%			97.62%	41	42			YES
Mar-03	97.00%			100.00%	43	43			YES
Apr-03	97.00%			95.56%	43	45			NO
May-03	97.00%			100.00%	38	38			YES
Jun-03	97.00%			100.00%	52	52			YES
Jul-03	97.00%			98.53%	67	68			YES
Aug-03	97.00%			93.10%	54	58			NO
Sep-03	97.00%			94.59%	35	37			NO
Oct-03	97.00%			100.00%	41	41			YES



Better
Performance

B.1.4.6 ISDN Loop (UDN, UDC)TN (%)

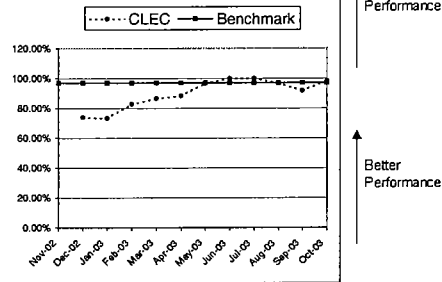
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%								
Jan-03	97.00%			92.31%	12	13			NO
Feb-03	97.00%			100.00%	15	15			YES
Mar-03	97.00%			100.00%	16	16			YES
Apr-03	97.00%			100.00%	2	2			YES
May-03	97.00%			100.00%	12	12			YES
Jun-03	97.00%			93.33%	14	15			NO
Jul-03	97.00%			90.91%	10	11			NO
Aug-03	97.00%			90.00%	18	20			NO
Sep-03	97.00%			69.23%	9	13			NO
Oct-03	97.00%			100.00%	8	8			YES



Better
Performance

B.1.4.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%			74.07%	60	81			NO
Jan-03	97.00%			73.33%	44	60			NO
Feb-03	97.00%			82.89%	63	76			NO
Mar-03	97.00%			86.76%	59	68			NO
Apr-03	97.00%			88.46%	46	52			NO
May-03	97.00%			96.77%	30	31			NO
Jun-03	97.00%			100.00%	25	25			YES
Jul-03	97.00%			100.00%	30	30			YES
Aug-03	97.00%			97.06%	33	34			YES
Sep-03	97.00%			91.84%	45	49			NO
Oct-03	97.00%			98.25%	56	57			YES



Better
Performance

Better
Performance

Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Ordering

Reject Interval - Mechanized

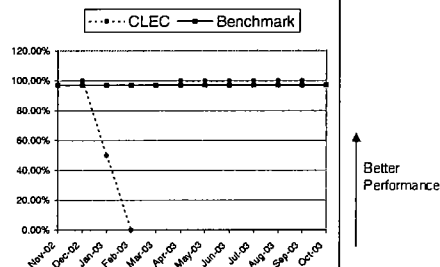
(% of CLEC Reject Notification Intervals $\leq$ 1 Hour)

Numerator indicates total number of CLEC reject notification intervals in $\leq$ 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

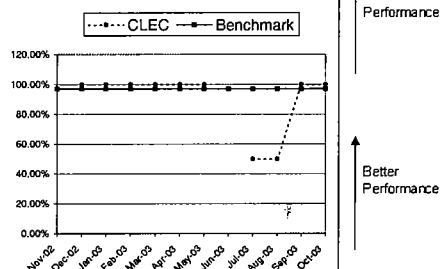
B.1.4.9 2W Analog Loop Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%			100.00%	1	1			YES
Jan-03	97.00%			50.00%	1	2			NO
Feb-03	97.00%			0.00%	0	1			NO
Mar-03	97.00%								
Apr-03	97.00%			100.00%	8	8			YES
May-03	97.00%			100.00%	2	2			YES
Jun-03	97.00%			100.00%	5	5			YES
Jul-03	97.00%			100.00%	1	1			YES
Aug-03	97.00%			100.00%	3	3			YES
Sep-03	97.00%			100.00%	2	2			YES
Oct-03	97.00%								



B.1.4.12 2W Analog Loop w/LNP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	97.00%								
Dec-02	97.00%			100.00%	1	1			YES
Jan-03	97.00%			100.00%	4	4			YES
Feb-03	97.00%			100.00%	2	2			YES
Mar-03	97.00%			100.00%	6	6			YES
Apr-03	97.00%			100.00%	4	4			YES
May-03	97.00%			100.00%	11	11			YES
Jun-03	97.00%								
Jul-03	97.00%			50.00%	2	4			NO
Aug-03	97.00%			50.00%	1	2			NO
Sep-03	97.00%			100.00%	6	6			YES
Oct-03	97.00%			100.00%	1	1			YES



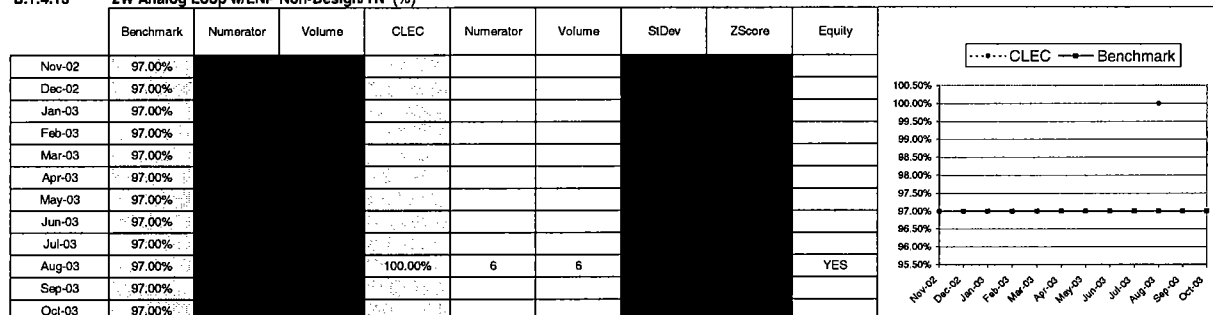
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - Mechanized

(% of CLEC Reject Notification Intervals <= 1 Hour)

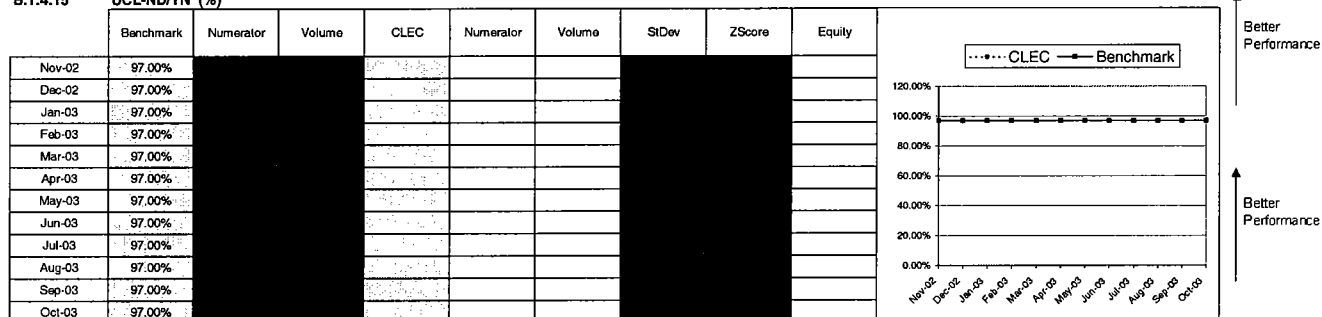
Numerator indicates total number of CLEC reject notification intervals in <= 1 hour for this disaggregation in the reporting period.

Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.4.13 2W Analog Loop w/LNP Non-Design/TN (%)



B.1.4.15 UCL-ND/TN (%)

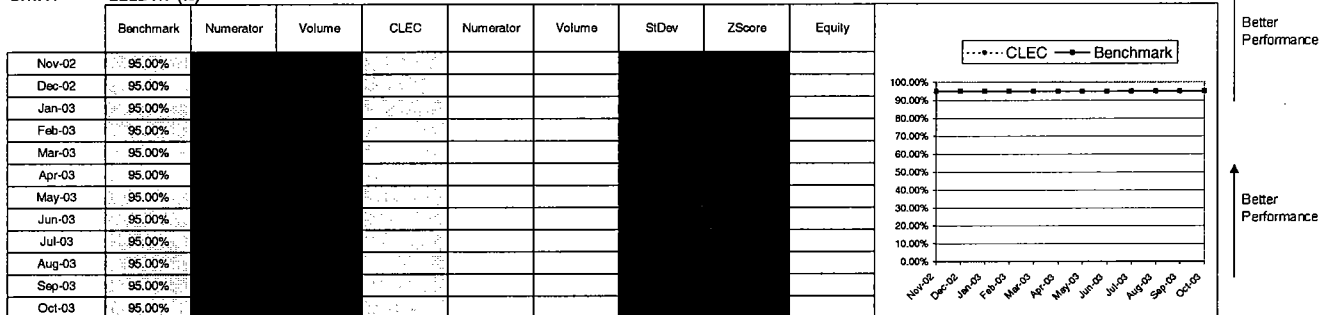


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator Indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.4

EELs/TN (%)

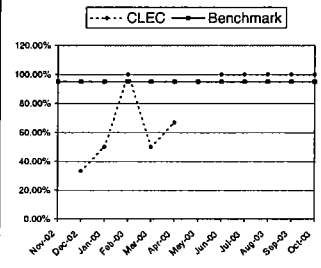


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.7.5 xDSL (ADSL, HDSL and UCL)/TN (%)

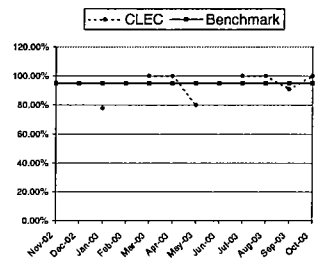
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			33.33%	1	3			NO
Jan-03	95.00%			50.00%	1	2			NO
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%			50.00%	1	2			NO
Apr-03	95.00%			86.87%	2	3			NO
May-03	95.00%								
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%			100.00%	3	3			YES
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			100.00%	3	3			YES
Oct-03	95.00%			100.00%	5	5			YES



Better
Performance

B.1.7.6 ISDN Loop (UDN, UDC)/TN (%)

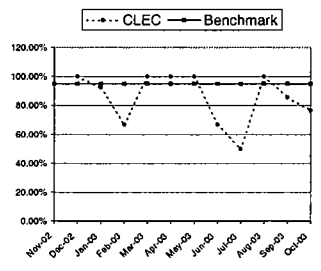
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%			77.78%	7	9			NO
Feb-03	95.00%								
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	4	4			YES
May-03	95.00%			80.00%	4	5			NO
Jun-03	95.00%								
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%			100.00%	4	4			YES
Sep-03	95.00%			90.81%	10	11			NO
Oct-03	95.00%			100.00%	6	6			YES



Better
Performance

B.1.7.7 Line Sharing/TN (%)

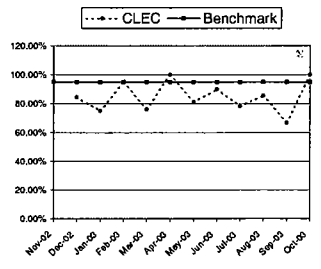
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	5	5			YES
Jan-03	95.00%			92.31%	12	13			NO
Feb-03	95.00%			66.87%	4	6			NO
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	5	5			YES
Jun-03	95.00%			66.87%	4	6			NO
Jul-03	95.00%			50.00%	6	12			NO
Aug-03	95.00%			100.00%	10	10			YES
Sep-03	95.00%			85.71%	6	7			NO
Oct-03	95.00%			76.47%	13	17			NO



Better
Performance

B.1.7.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			84.62%	22	26			NO
Jan-03	95.00%			75.00%	9	12			NO
Feb-03	95.00%			94.74%	18	19			NO
Mar-03	95.00%			76.19%	16	21			NO
Apr-03	95.00%			100.00%	28	28			YES
May-03	95.00%			81.25%	13	16			NO
Jun-03	95.00%			90.00%	9	10			NO
Jul-03	95.00%			78.26%	18	23			NO
Aug-03	95.00%			85.71%	18	21			NO
Sep-03	95.00%			66.87%	26	39			NO
Oct-03	95.00%			100.00%	10	10			YES



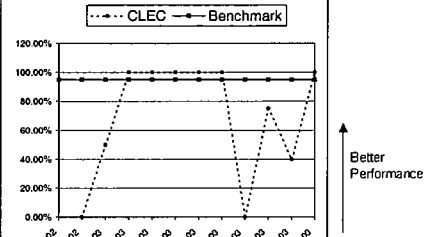
Better
Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

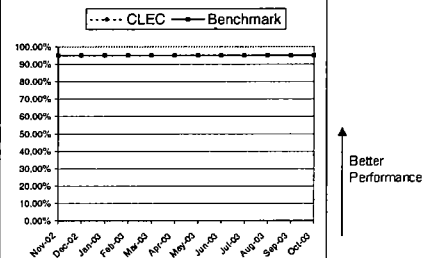
B.1.7.9 2W Analog Loop Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			0.00%	0	1			NO
Jan-03	95.00%			50.00%	1	2			NO
Feb-03	95.00%			100.00%	2	2			YES
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	1	1			YES
May-03	95.00%			100.00%	7	7			YES
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%			0.00%	0	3			NO
Aug-03	95.00%			75.00%	3	4			NO
Sep-03	95.00%			40.00%	2	5			NO
Oct-03	95.00%			100.00%	1	1			YES



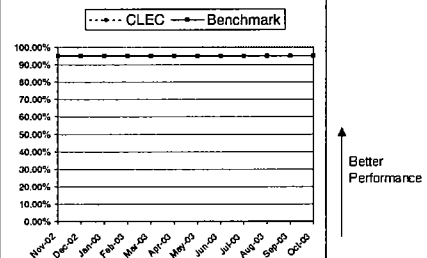
B.1.7.10 2W Analog Loop w/INP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



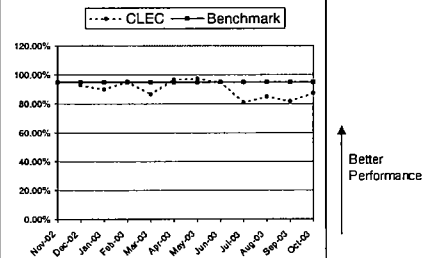
B.1.7.11 2W Analog Loop w/INP Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



B.1.7.12 2W Analog Loop w/LNP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			92.86%	26	28			NO
Jan-03	95.00%			90.00%	27	30			NO
Feb-03	95.00%			95.45%	21	22			YES
Mar-03	95.00%			86.87%	39	45			NO
Apr-03	95.00%			96.87%	29	30			YES
May-03	95.00%			97.44%	38	39			YES
Jun-03	95.00%			95.24%	20	21			YES
Jul-03	95.00%			80.95%	17	21			NO
Aug-03	95.00%			85.00%	17	20			NO
Sep-03	95.00%			81.82%	18	22			NO
Oct-03	95.00%			87.50%	21	24			NO

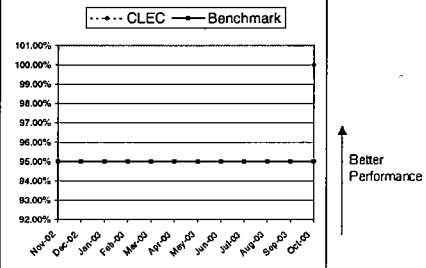


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - 10 hours - Partially Mechanized
(% of CLEC Reject Notification Intervals <= 10 Hours)

Numerator indicates total number of CLEC reject notification intervals in <= 10 hours for this disaggregation in the reporting period.
Volume indicates total number of service requests for this disaggregation rejected in the reporting period.

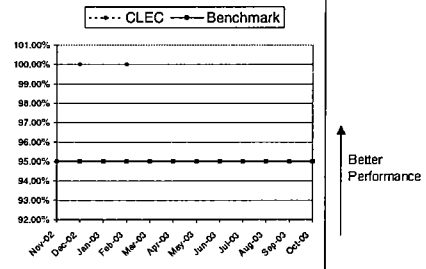
B.1.7.13 2W Analog Loop w/LNP Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%			100.00%	2	2			YES



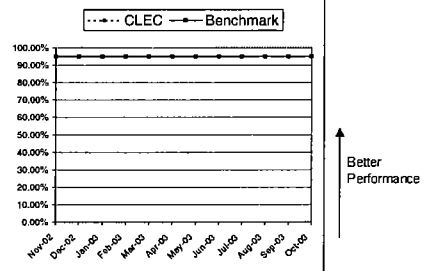
B.1.7.14 Other Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	5	5			YES
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



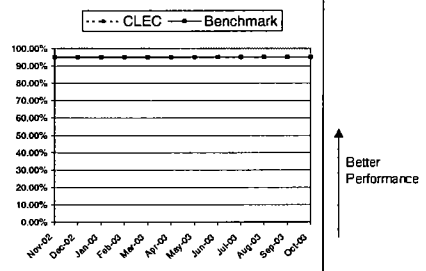
B.1.7.15 EELs/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



B.1.7.16 INP Standalone/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized

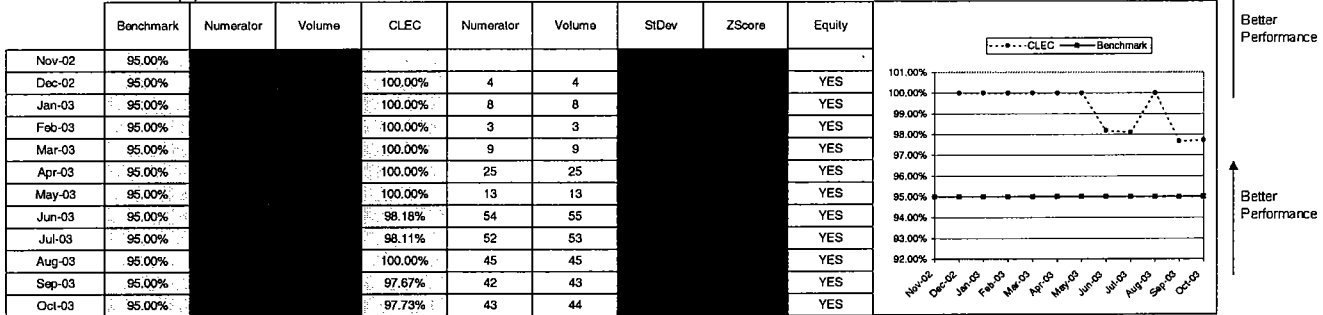
(% of CLEC Reject Notification Intervals <= 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals in <= 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.4

EELs/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals <= 24 Hours)

Numerator Indicates total number of CLEC reject notification Intervals in <= 24 hours for this disaggregation in the reporting period.
Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.5 xDSL (ADSL, HDSL and UCL)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	15	15			YES	
Jan-03	95.00%			100.00%	10	10			YES	
Feb-03	95.00%			100.00%	2	2			YES	
Mar-03	95.00%			100.00%	6	6			YES	
Apr-03	95.00%			100.00%	1	1			YES	
May-03	95.00%			100.00%	11	11			YES	
Jun-03	95.00%			100.00%	9	9			YES	
Jul-03	95.00%			96.43%	27	28			YES	
Aug-03	95.00%			100.00%	10	10			YES	
Sep-03	95.00%			92.31%	12	13			NO	
Oct-03	95.00%			100.00%	7	7			YES	

B.1.8.6 ISDN Loop (UDN, UDC)/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	2	2			YES	
Jan-03	95.00%			100.00%	3	3			YES	
Feb-03	95.00%									
Mar-03	95.00%									
Apr-03	95.00%			100.00%	1	1			YES	
May-03	95.00%			100.00%	6	6			YES	
Jun-03	95.00%			100.00%	1	1			YES	
Jul-03	95.00%			100.00%	8	8			YES	
Aug-03	95.00%			100.00%	1	1			YES	
Sep-03	95.00%			100.00%	1	1			YES	
Oct-03	95.00%			100.00%	3	3			YES	

B.1.8.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	9	9			YES	
Jan-03	95.00%			83.33%	5	6			NO	
Feb-03	95.00%			100.00%	3	3			YES	
Mar-03	95.00%			100.00%	7	7			YES	
Apr-03	95.00%			100.00%	19	19			YES	
May-03	95.00%			100.00%	12	12			YES	
Jun-03	95.00%			100.00%	21	21			YES	
Jul-03	95.00%			85.71%	12	14			NO	
Aug-03	95.00%			100.00%	24	24			YES	
Sep-03	95.00%			95.65%	22	23			YES	
Oct-03	95.00%			100.00%	14	14			YES	

Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Ordering

Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals <= 24 Hours)

Numerator Indicates total number of CLEC reject notification intervals in <= 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.9 2W Analog Loop Non-Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			100.00%	8	8			YES	
Jan-03	95.00%			100.00%	3	3			YES	
Feb-03	95.00%									
Mar-03	95.00%			100.00%	8	8			YES	
Apr-03	95.00%			100.00%	4	4			YES	
May-03	95.00%			100.00%	4	4			YES	
Jun-03	95.00%			83.33%	5	6			NO	
Jul-03	95.00%			84.21%	16	19			NO	
Aug-03	95.00%			100.00%	17	17			YES	
Sep-03	95.00%			100.00%	20	20			YES	Better Performance
Oct-03	95.00%			100.00%	12	12			YES	

B.1.8.12 2W Analog Loop w/LNP Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity	
Nov-02	95.00%									Better Performance
Dec-02	95.00%			93.75%	15	16			NO	
Jan-03	95.00%			100.00%	6	6			YES	
Feb-03	95.00%			100.00%	7	7			YES	
Mar-03	95.00%			100.00%	11	11			YES	
Apr-03	95.00%			100.00%	5	5			YES	
May-03	95.00%			100.00%	11	11			YES	
Jun-03	95.00%			92.86%	28	28			NO	
Jul-03	95.00%			100.00%	10	10			YES	
Aug-03	95.00%			100.00%	4	4			YES	Better Performance
Sep-03	95.00%			100.00%	6	6			YES	
Oct-03	95.00%			89.47%	17	19			NO	

Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Ordering

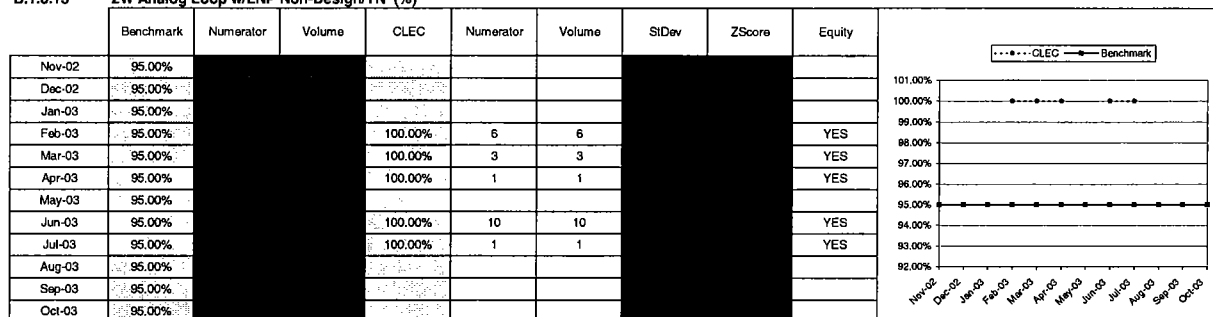
Reject Interval - Non-Mechanized

(% of CLEC Reject Notification Intervals <= 24 Hours)

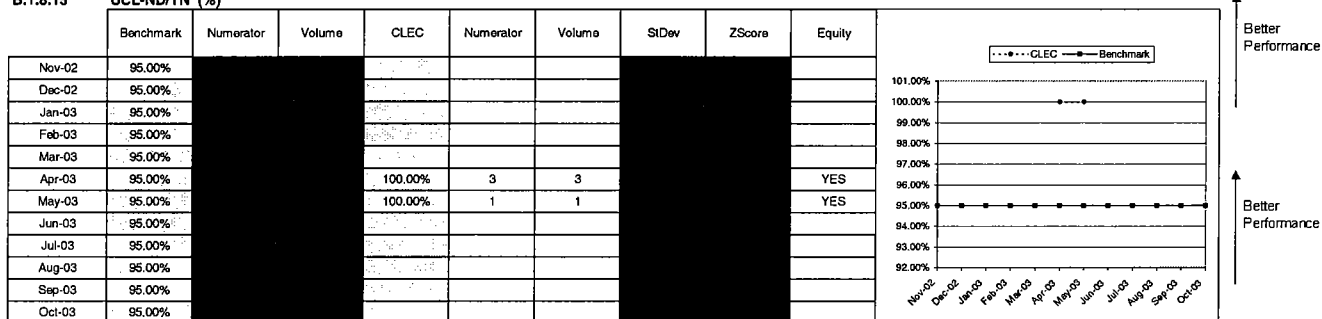
Numerator Indicates total number of CLEC reject notification intervals in <= 24 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests for this disaggregation rejected in the reporting period.

B.1.8.13 2W Analog Loop w/LNP Non-Design/TN (%)



B.1.8.15 UCL-ND/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

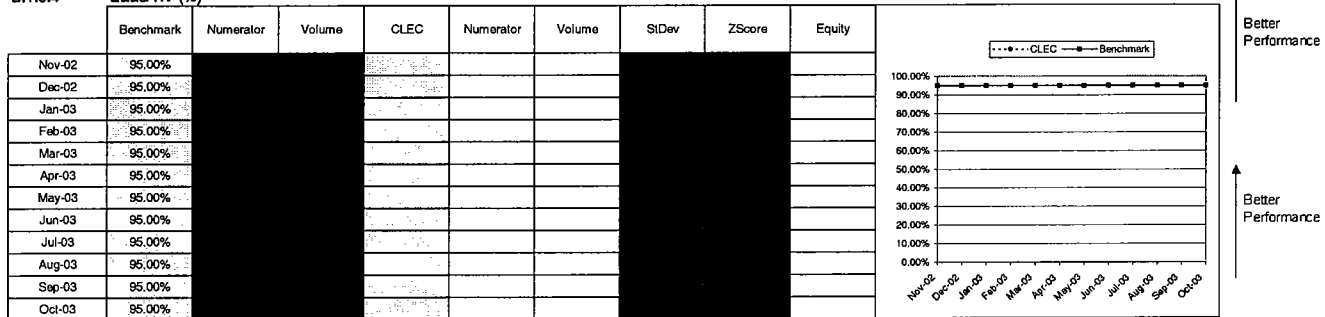
(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.4

EELs/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

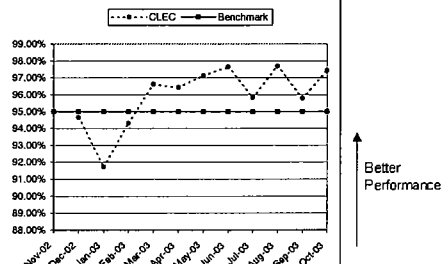
(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator Indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.

Volume Indicates total number of service requests confirmed for this disaggregation in the reporting period.

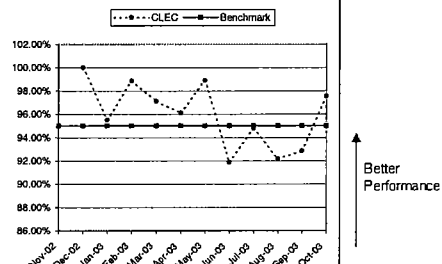
B.1.9.5 xDSL (ADSL, HDSL and UCLYTN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			94.64%	212	224			NO
Jan-03	95.00%			91.72%	155	169			NO
Feb-03	95.00%			94.30%	149	158			NO
Mar-03	95.00%			96.62%	143	148			YES
Apr-03	95.00%			96.43%	162	168			YES
May-03	95.00%			97.14%	102	105			YES
Jun-03	95.00%			97.66%	125	128			YES
Jul-03	95.00%			95.83%	207	216			YES
Aug-03	95.00%			97.70%	212	217			YES
Sep-03	95.00%			95.80%	114	119			YES
Oct-03	95.00%			97.41%	113	116			YES



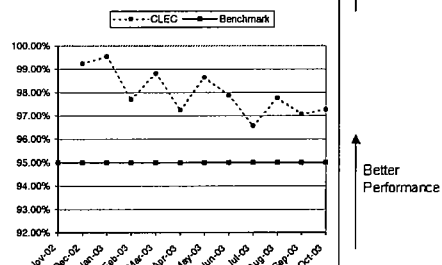
B.1.9.6 ISDN Loop (UDN, UDCYTN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	21	21			YES
Jan-03	95.00%			95.50%	106	111			YES
Feb-03	95.00%			98.89%	89	90			YES
Mar-03	95.00%			97.12%	101	104			YES
Apr-03	95.00%			96.12%	99	103			YES
May-03	95.00%			98.90%	90	91			YES
Jun-03	95.00%			91.89%	68	74			NO
Jul-03	95.00%			94.78%	109	115			NO
Aug-03	95.00%			92.16%	94	102			NO
Sep-03	95.00%			92.86%	91	98			NO
Oct-03	95.00%			97.54%	119	122			YES



B.1.9.8 2W Analog Loop Design/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			99.24%	394	397			YES
Jan-03	95.00%			99.55%	442	444			YES
Feb-03	95.00%			97.71%	384	393			YES
Mar-03	95.00%			98.81%	416	421			YES
Apr-03	95.00%			97.26%	390	401			YES
May-03	95.00%			98.64%	363	368			YES
Jun-03	95.00%			97.88%	369	377			YES
Jul-03	95.00%			96.57%	338	350			YES
Aug-03	95.00%			97.76%	349	357			YES
Sep-03	95.00%			97.07%	364	375			YES
Oct-03	95.00%			97.26%	284	292			YES



Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Ordering

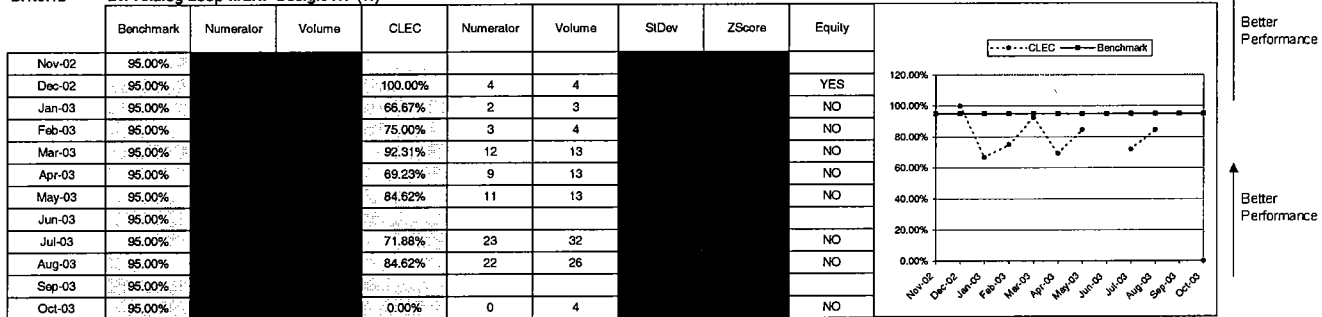
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

Numerator indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.12 2W Analog Loop w/LNP Design/TN (%)



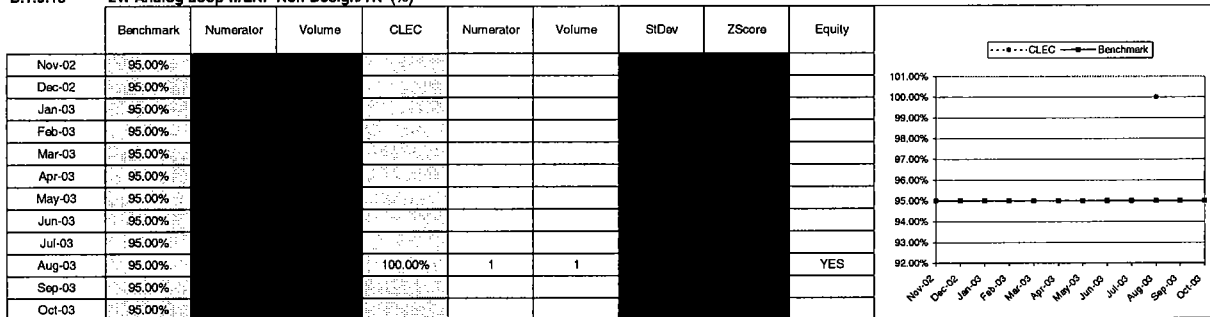
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Ordering
FOC Timeliness - Mechanized

(% of CLEC Firm Order Confirmation Intervals <= 3 hours)

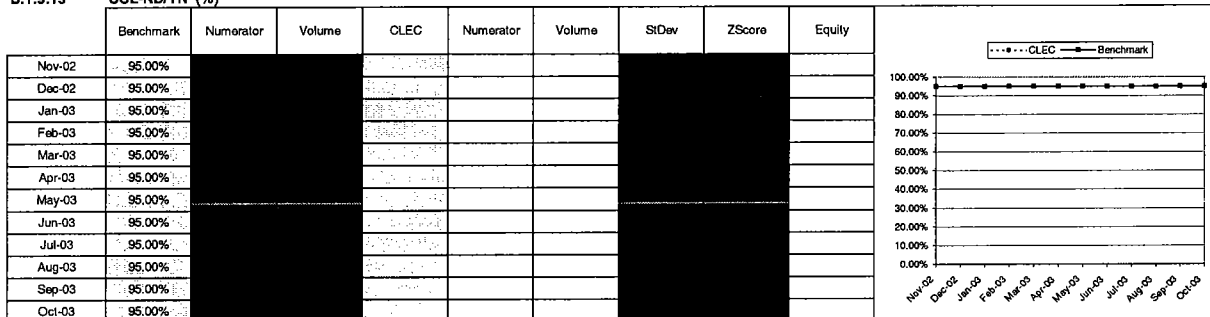
Numerator Indicates total number of CLEC firm order confirmation intervals in <= 3 hours for this disaggregation in the reporting period.

Volume indicates total number of service requests confirmed for this disaggregation in the reporting period.

B.1.9.13 2W Analog Loop w/LNP Non-Design/TN (%)



B.1.9.15 UCL-ND/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

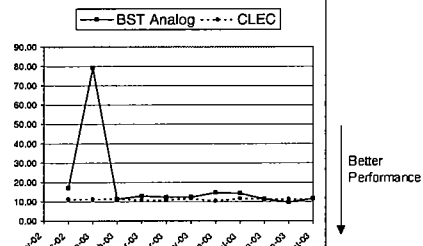
(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.5.3.1 UNE ISDN/c6 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	17.21	2,753	160	11.39	433	38	29.024	1.1095	YES
Jan-03	79.24	17,036	215	11.28	485	43	122.597	3.3183	YES
Feb-03	11.37	1,774	156	11.41	365	32	7.199	-0.0231	YES
Mar-03	12.89	1,960	152	10.81	400	37	8.465	1.3398	YES
Apr-03	12.35	2,025	184	10.86	402	37	7.303	1.1156	YES
May-03	12.32	1,651	134	11.61	360	31	7.873	0.4512	YES
Jun-03	14.68	2,173	148	10.53	400	38	18.650	1.2260	YES
Jul-03	14.35	1,550	108	11.56	451	39	14.666	1.0175	YES
Aug-03	11.32	1,551	137	11.42	377	33	5.807	-0.0915	YES
Sep-03	9.65	1,129	117	11.29	384	34	5.909	-1.4310	YES
Oct-03	11.63	1,221	105	11.37	614	54	9.166	0.1703	YES

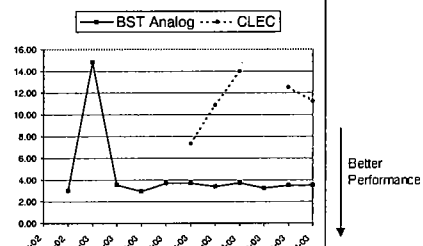
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.3.2 UNE ISDN/c6 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	3.01	793	263				6.489		
Jan-03	14.82	5,817	379				57.825		
Feb-03	3.56	1,037	291				8.081		
Mar-03	2.97	887	299				6.475		
Apr-03	3.68	1,131	307				7.312		
May-03	3.69	1,005	272	7.33	22	3	7.336	-0.8543	YES
Jun-03	3.40	904	266	10.88	87	8	7.452	-2.7961	NO
Jul-03	3.72	915	246	14.00	14	1	7.849	-1.3413	YES
Aug-03	3.27	843	258				8.785		
Sep-03	3.49	974	279	12.50	25	2	8.264	-1.5359	YES
Oct-03	3.52	844	240	11.25	45	4	7.242	-2.1176	NO

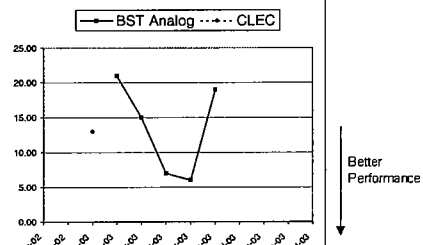
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.4.1 UNE ISDN/6-13 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03				13.00	13	1			
Feb-03	21.00	63	3				3.464		
Mar-03	15.00	15	1				0.000		
Apr-03	7.00	7	1				0.000		
May-03	6.00	6	1				0.000		
Jun-03	19.00	38	2				9.899		
Jul-03									
Aug-03									
Sep-03									
Oct-03									

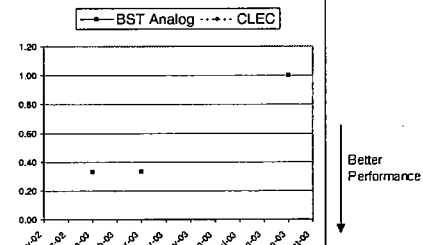
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.1.5.4.2 UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03	0.33	0	1				0.000		
Feb-03									
Mar-03	0.33	0	1				0.000		
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03	1.00	1	1				0.000		
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



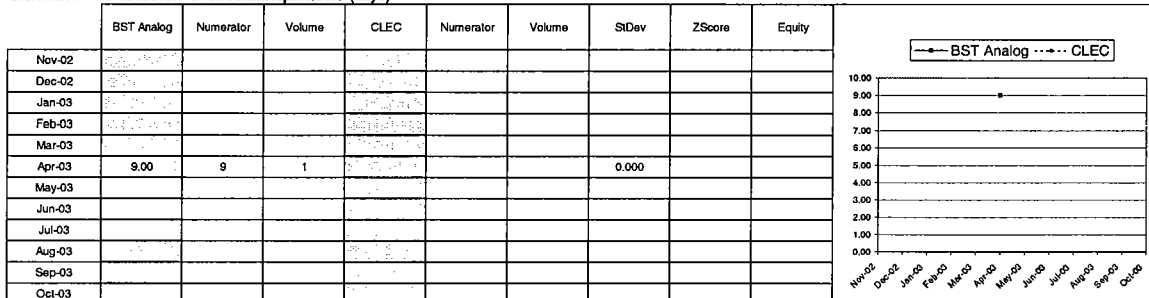
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

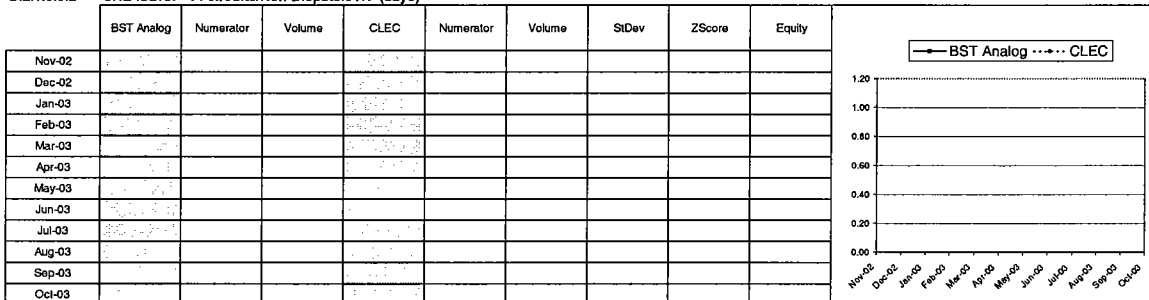
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.5.5.1 UNE ISDN/>=14 circuits/Dispatch/TN (days)



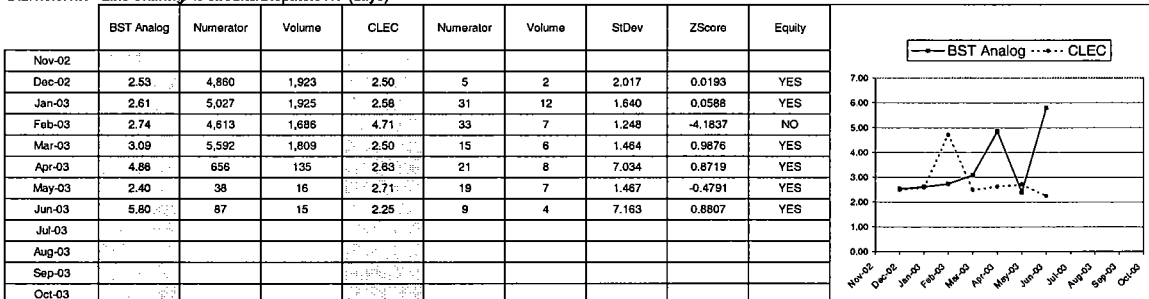
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.1.5.5.2 UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

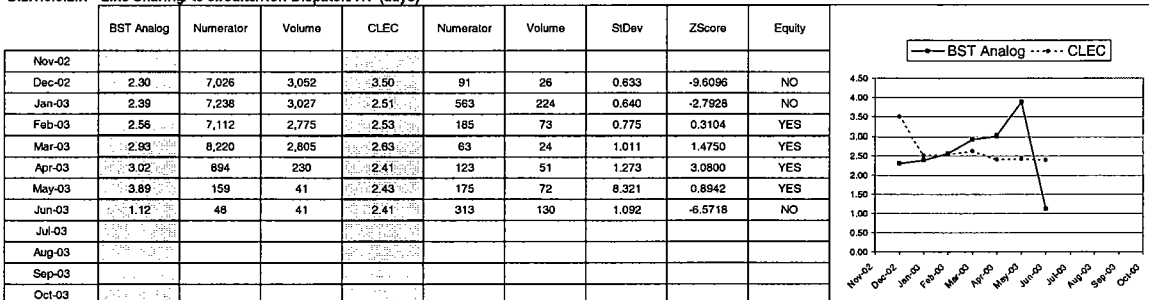
B.2.1.6.3.1.X Line Sharing/<6 circuits/Dispatch/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Tariffed ADSL' to 'ADSL Provided to Retail'

B.2.1.6.3.2.X Line Sharing/<6 circuits/Non-Dispatch/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Tariffed ADSL' to 'ADSL Provided to Retail'

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

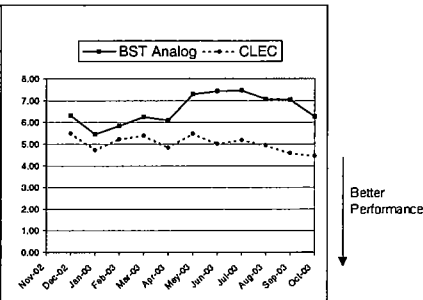
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.7.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.32	82,375	13,040	5.50	330	60	6.397	0.9872	YES
Jan-03	5.46	78,469	14,381	4.73	241	51	6.616	0.7876	YES
Feb-03	5.85	74,624	12,761	5.23	183	35	9.096	0.4022	YES
Mar-03	6.25	86,270	13,806	5.40	324	60	7.540	0.8700	YES
Apr-03	6.10	82,523	13,531	4.84	213	44	6.573	1.2874	YES
May-03	7.29	84,049	11,523	5.49	302	55	7.478	1.7844	YES
Jun-03	7.44	99,500	13,381	5.02	269	53	7.222	2.4316	YES
Jul-03	7.47	94,487	12,656	5.18	311	60	6.659	2.6488	YES
Aug-03	7.07	89,290	12,624	4.94	252	51	4.885	3.2573	YES
Sep-03	7.04	89,257	12,687	4.58	229	50	5.532	3.1323	YES
Oct-03	6.25	80,177	12,831	4.45	169	38	5.928	1.8705	YES

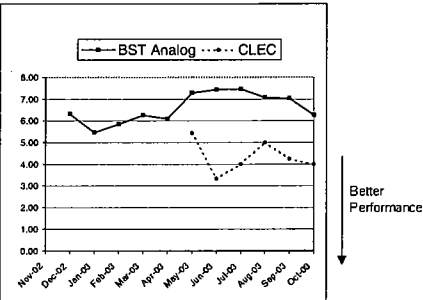
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.7.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.32	82,375	13,040				6.397		
Jan-03	5.46	78,469	14,381				6.616		
Feb-03	5.85	74,624	12,761				9.096		
Mar-03	6.25	86,270	13,806				7.540		
Apr-03	6.10	82,523	13,531				6.573		
May-03	7.29	84,049	11,523	5.43	38	7	7.478	0.6600	YES
Jun-03	7.44	99,500	13,381	3.33	10	3	7.222	0.9838	YES
Jul-03	7.47	94,487	12,656	4.00	8	2	6.659	0.7360	YES
Aug-03	7.07	89,290	12,624	5.00	5	1	4.885	0.4444	YES
Sep-03	7.04	89,257	12,687	4.25	17	4	5.532	1.0089	YES
Oct-03	6.25	80,177	12,831	4.00	8	2	5.928	0.5364	YES

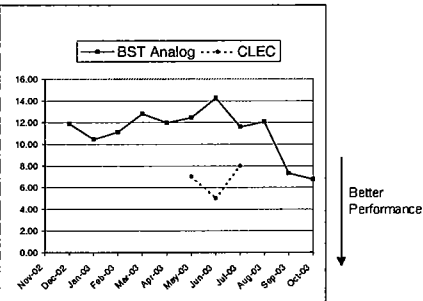
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.7.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.89	690	58				11.763		
Jan-03	10.43	605	58				12.306		
Feb-03	11.12	845	76				16.951		
Mar-03	12.81	871	68				14.634		
Apr-03	11.99	827	69				12.127		
May-03	12.45	909	73	7.00	7	1	13.883	0.3897	YES
Jun-03	14.24	1,253	88	5.00	5	1	14.864	0.6183	YES
Jul-03	11.81	824	71	8.00	8	1	9.006	0.3976	YES
Aug-03	12.06	929	77				10.964		
Sep-03	7.31	541	74				8.090		
Oct-03	6.73	357	53				5.323		

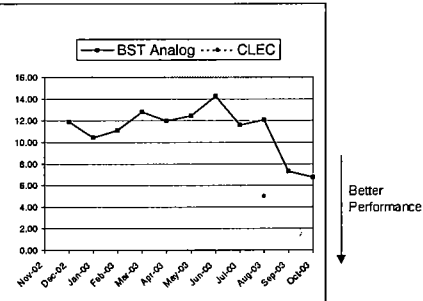
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.7.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.89	690	58				11.763		
Jan-03	10.43	605	58				12.306		
Feb-03	11.12	845	76				16.951		
Mar-03	12.81	871	68				14.634		
Apr-03	11.99	827	69				12.127		
May-03	12.45	909	73				13.883		
Jun-03	14.24	1,253	88				14.864		
Jul-03	11.81	824	71				9.006		
Aug-03	12.06	929	77	5.00	5	1	10.964	0.6402	YES
Sep-03	7.31	541	74				8.090		
Oct-03	6.73	357	53				5.323		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

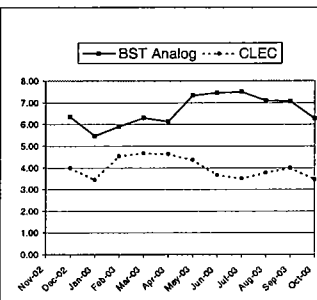
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.

Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.8.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)

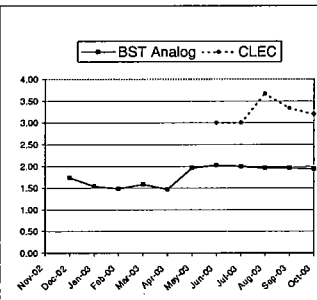
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.34	81,366	12,837	4.00	20	5	6.291	0.8310	YES
Jan-03	5.47	77,093	14,090	3.44	31	9	6.570	0.9253	YES
Feb-03	5.90	73,446	12,444	4.55	50	11	9.172	0.4904	YES
Mar-03	6.30	84,724	13,450	4.67	70	15	7.559	0.8360	YES
Apr-03	6.14	81,227	13,232	4.64	51	11	6.596	0.7551	YES
May-03	7.33	83,254	11,359	4.38	48	11	7.507	1.3097	YES
Jun-03	7.45	96,615	13,233	3.87	22	6	7.228	1.2825	YES
Jul-03	7.50	93,721	12,496	3.50	42	12	6.684	2.0721	YES
Aug-03	7.10	88,447	12,466	3.77	49	13	4.852	2.5764	YES
Sep-03	7.06	88,689	12,555	4.00	48	12	5.543	1.9138	YES
Oct-03	8.26	79,338	12,664	3.46	45	13	5.940	1.7007	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch in/TN (days)

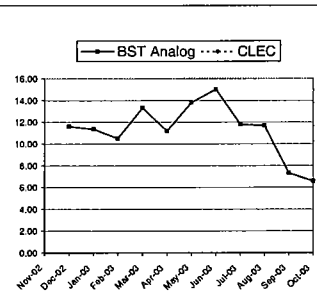
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.73	213,041	122,672				2.115		
Jan-03	1.54	245,080	159,152				1.411		
Feb-03	1.49	182,689	122,934				1.819		
Mar-03	1.58	194,318	122,702				1.727		
Apr-03	1.47	207,980	141,491				1.651		
May-03	1.96	121,234	61,869				4.044		
Jun-03	2.03	123,634	60,986	3.00	6	2	3.691	-0.3536	YES
Jul-03	2.00	121,517	60,805	3.00	6	2	2.779	-0.5097	YES
Aug-03	1.96	125,572	64,111	3.67	33	9	2.753	-1.8609	NO
Sep-03	1.96	119,199	60,821	3.33	20	6	2.253	-1.4930	YES
Oct-03	1.94	128,931	68,947	3.20	16	5	2.981	-0.9773	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)

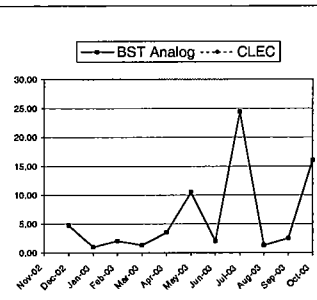
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.58	544	47				12.074		
Jan-03	11.36	500	44				12.920		
Feb-03	10.49	693	68				17.297		
Mar-03	13.30	705	53				15.962		
Apr-03	11.18	615	55				11.751		
May-03	13.82	802	58				15.142		
Jun-03	15.03	1,097	73				16.082		
Jul-03	11.81	756	64				9.359		
Aug-03	11.68	829	71				10.465		
Sep-03	7.31	497	68				8.401		
Oct-03	6.56	275	42				5.445		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.8.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch in/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.73	52	11				0.905		
Jan-03	1.00	1	1				0.000		
Feb-03	2.03	61	30				0.163		
Mar-03	1.33	4	3				0.577		
Apr-03	3.50	21	6				3.728		
May-03	10.40	52	5				14.519		
Jun-03	2.00	2	1				0.000		
Jul-03	24.40	122	5				52.324		
Aug-03	1.25	5	4				0.500		
Sep-03	2.50	5	2				2.121		
Oct-03	16.00	48	3				25.981		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

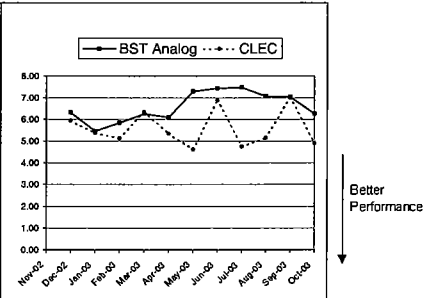
Numerator indicates total of order completion intervals for this disaggregation in the reporting period.

Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.11.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.32	82,375	13,040	5.95	113	19	6.397	0.2518	YES
Jan-03	5.46	78,469	14,381	5.38	129	24	6.616	0.0603	YES
Feb-03	5.85	74,624	12,761	5.13	41	8	9.096	0.2247	YES
Mar-03	6.25	86,270	13,806	6.35	165	26	7.540	-0.0658	YES
Apr-03	6.10	82,523	13,531	5.33	128	24	6.573	0.5700	YES
May-03	7.29	84,049	11,523	4.62	97	21	7.476	1.6382	YES
Jun-03	7.44	99,500	13,381	6.88	117	17	7.222	0.3158	YES
Jul-03	7.47	94,487	12,656	4.75	38	8	6.659	1.1532	YES
Aug-03	7.07	89,290	12,624	5.14	36	7	4.665	1.0945	YES
Sep-03	7.04	89,257	12,687	7.00	7	1	5.532	0.0064	YES
Oct-03	6.25	80,177	12,831	4.90	49	10	5.928	0.7192	YES

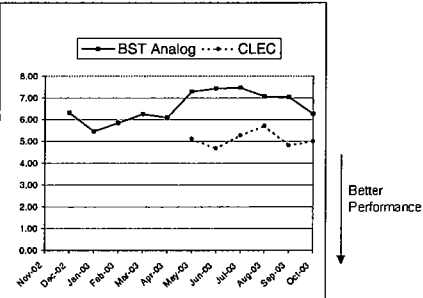
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.11.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.32	82,375	13,040				6.397		
Jan-03	5.46	78,469	14,381				6.616		
Feb-03	5.85	74,624	12,761				9.096		
Mar-03	6.25	86,270	13,806				7.540		
Apr-03	6.10	82,523	13,531				6.573		
May-03	7.29	84,049	11,523	5.12	87	17	7.476	1.1994	YES
Jun-03	7.44	99,500	13,381	4.67	28	6	7.222	0.9390	YES
Jul-03	7.47	94,487	12,656	5.29	37	7	6.659	0.8660	YES
Aug-03	7.07	89,290	12,624	5.71	40	7	4.665	0.7705	YES
Sep-03	7.04	89,257	12,687	4.80	24	5	5.532	0.9034	YES
Oct-03	6.25	80,177	12,831	5.00	20	4	5.928	0.4212	YES

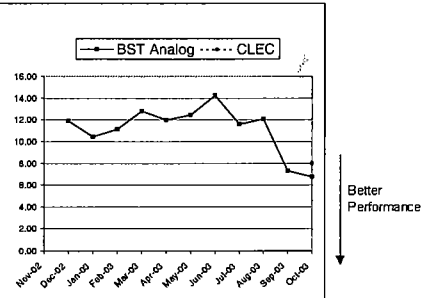
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.11.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.89	690	58				11.763		
Jan-03	10.43	605	58				12.306		
Feb-03	11.12	845	76				16.951		
Mar-03	12.81	871	68				14.634		
Apr-03	11.99	827	69				12.127		
May-03	12.45	909	73				13.883		
Jun-03	14.24	1,253	88				14.864		
Jul-03	11.61	824	71				9.006		
Aug-03	12.06	929	77				10.964		
Sep-03	7.31	541	74				8.090		
Oct-03	6.73	357	53	8.00	6	1	5.323	-0.2365	YES

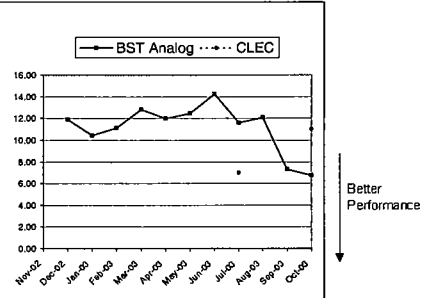
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.1.11.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.89	690	58				11.763		
Jan-03	10.43	605	58				12.306		
Feb-03	11.12	845	76				16.951		
Mar-03	12.81	871	68				14.634		
Apr-03	11.99	827	69				12.127		
May-03	12.45	909	73				13.883		
Jun-03	14.24	1,253	88				14.864		
Jul-03	11.61	824	71	7.00	7	1	9.006	0.5079	YES
Aug-03	12.06	929	77				10.964		
Sep-03	7.31	541	74				8.090		
Oct-03	6.73	357	53	11.00	11	1	5.323	-0.7948	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



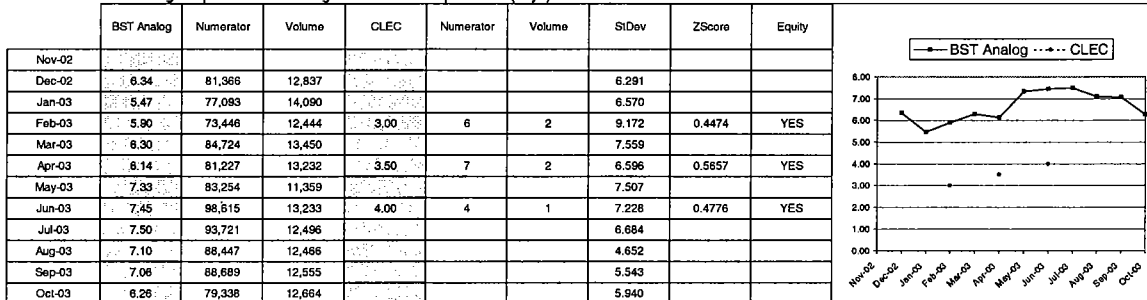
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.

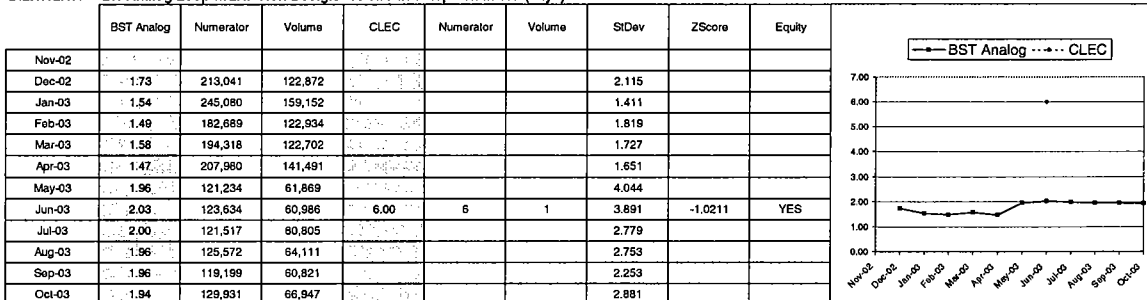
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.12.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN (days)



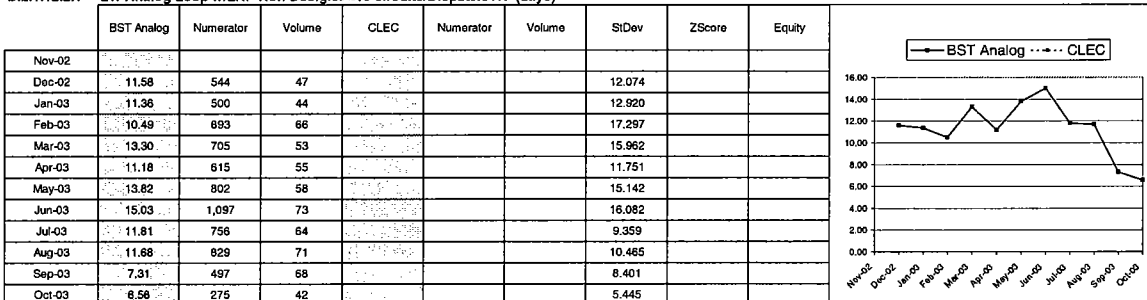
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/TN (days)



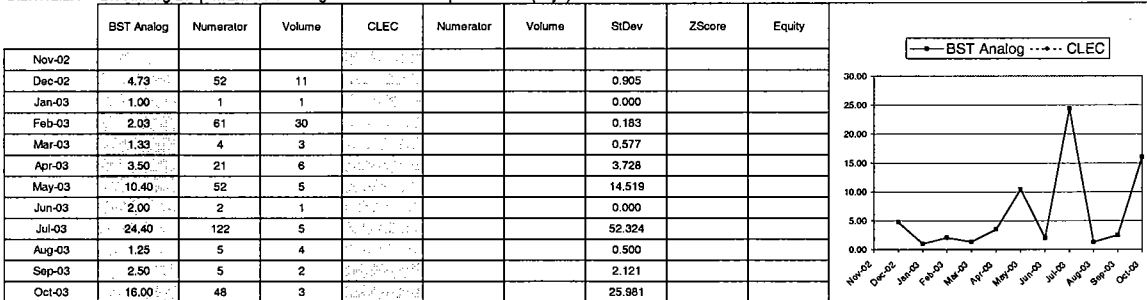
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.1.12.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/TN (days)



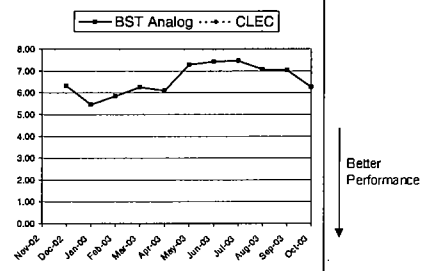
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval
(Interval Between Order Issuance and Completion)

Numerator indicates total of order completion intervals for this disaggregation in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.14.1.1 UCL-ND/<10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.32	82,375	13,040				6.397		
Jan-03	5.48	78,469	14,381				6.616		
Feb-03	5.85	74,624	12,761				9.096		
Mar-03	6.25	86,270	13,806				7.540		
Apr-03	6.10	82,523	13,531				6.573		
May-03	7.29	84,049	11,523				7.476		
Jun-03	7.44	99,500	13,361				7.222		
Jul-03	7.47	94,487	12,656				6.659		
Aug-03	7.07	89,290	12,624				4.665		
Sep-03	7.04	89,257	12,687				5.532		
Oct-03	6.25	80,177	12,631				5.928		

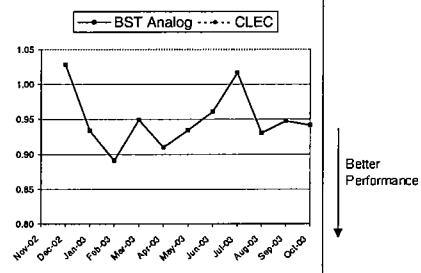


Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.1.2 UCL-ND/<10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.03	256,837	249,513				1.676		
Jan-03	0.93	303,251	324,870				1.202		
Feb-03	0.89	228,964	256,925				1.406		
Mar-03	0.95	241,721	254,597				1.406		
Apr-03	0.91	258,405	283,992				1.317		
May-03	0.93	249,996	267,577				2.100		
Jun-03	0.96	252,440	262,780				2.035		
Jul-03	1.02	280,525	256,242				1.606		
Aug-03	0.93	252,831	271,791				1.520		
Sep-03	0.95	249,324	263,116				1.312		
Oct-03	0.94	280,081	276,227				1.692		

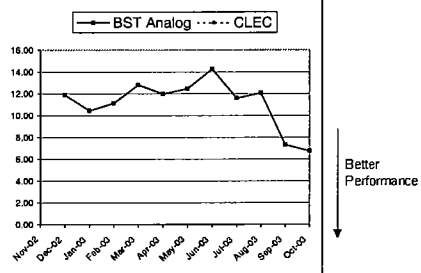


Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.2.1 UCL-ND/>=10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.89	690	58				11.763		
Jan-03	10.43	605	58				12.306		
Feb-03	11.12	845	76				16.951		
Mar-03	12.81	871	68				14.634		
Apr-03	11.99	827	69				12.127		
May-03	12.45	909	73				13.883		
Jun-03	14.24	1,253	88				14.864		
Jul-03	11.81	824	71				9.006		
Aug-03	12.06	929	77				10.964		
Sep-03	7.31	541	74				8.090		
Oct-03	6.73	357	53				5.323		

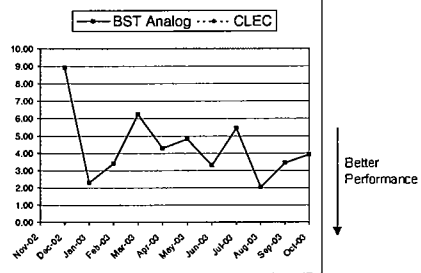


Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.1.14.2.2 UCL-ND/>=10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	8.91	348	39				29.995		
Jan-03	2.28	76	34				2.684		
Feb-03	3.41	242	71				5.326		
Mar-03	6.25	388	62				9.698		
Apr-03	4.30	271	63				7.238		
May-03	4.83	246	51				9.265		
Jun-03	3.30	211	64				5.797		
Jul-03	5.46	311	57				16.621		
Aug-03	2.03	122	60				2.905		
Sep-03	3.44	110	32				5.924		
Oct-03	3.92	173	44				8.720		



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Retail Residence/Business Dispatch' to 'Retail Residence / Business'

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval

(Interval Between Order Issuance and Completion)

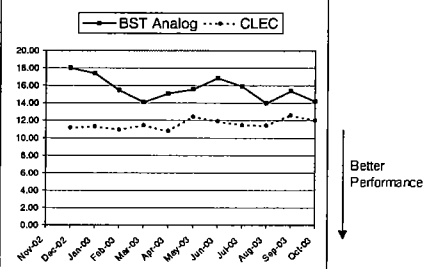
Numerator Indicates total of order completion intervals for this disaggregation in the reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.1.20.1.1 EELs<10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	18.00	9,199	511	11.15	223	20	14.309	2.1009	YES
Jan-03	17.38	8,897	512	11.31	294	26	11.408	2.6464	YES
Feb-03	15.48	7,482	484	10.94	339	31	10.598	2.3037	YES
Mar-03	14.10	5,951	422	11.43	560	49	12.879	1.3758	YES
Apr-03	15.10	7,412	491	10.79	313	29	10.831	2.1178	YES
May-03	15.55	6,962	449	12.42	534	43	10.997	1.7838	YES
Jun-03	16.86	9,423	559	11.91	524	44	12.499	2.5286	YES
Jul-03	15.88	6,353	400	11.45	469	41	13.295	2.0344	YES
Aug-03	13.98	5,817	416	11.41	422	37	11.092	1.3500	YES
Sep-03	15.40	6,359	413	12.59	491	39	11.950	1.4019	YES
Oct-03	14.18	6,905	487	12.02	781	65	11.468	1.4285	YES

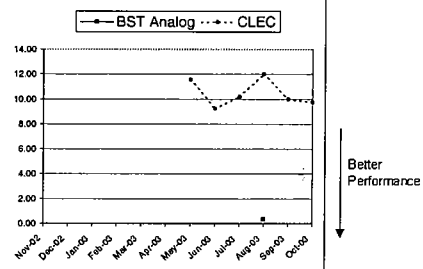
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.1.20.1.2 EELs<10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03				11.56	104	9			
Jun-03				9.25	37	4			
Jul-03				10.20	51	5			
Aug-03	0.33	1	2	12.00	60	5	0.000		NO
Sep-03				10.00	30	3			
Oct-03				9.75	78	8			

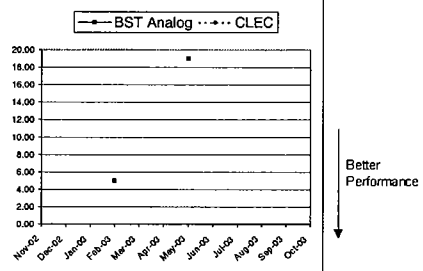
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.1.20.2.1 EELs/>=10 circuits/Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03	5.00	5	1				0.000		
Mar-03									
Apr-03									
May-03	19.00	19	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

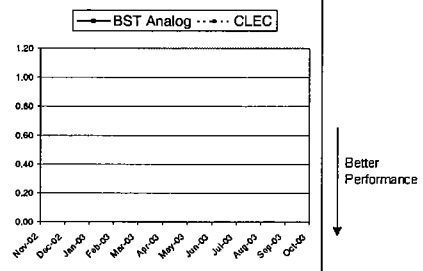
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.1.20.2.2 EELs/>=10 circuits/Non-Dispatch/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



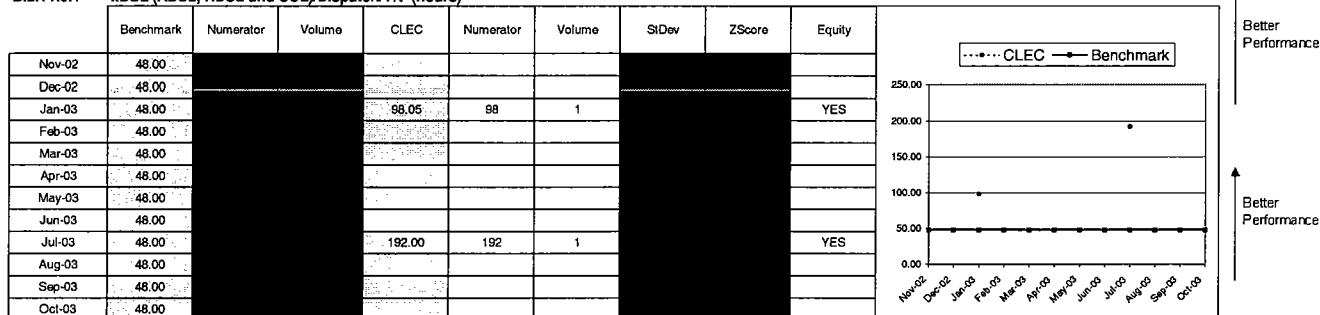
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

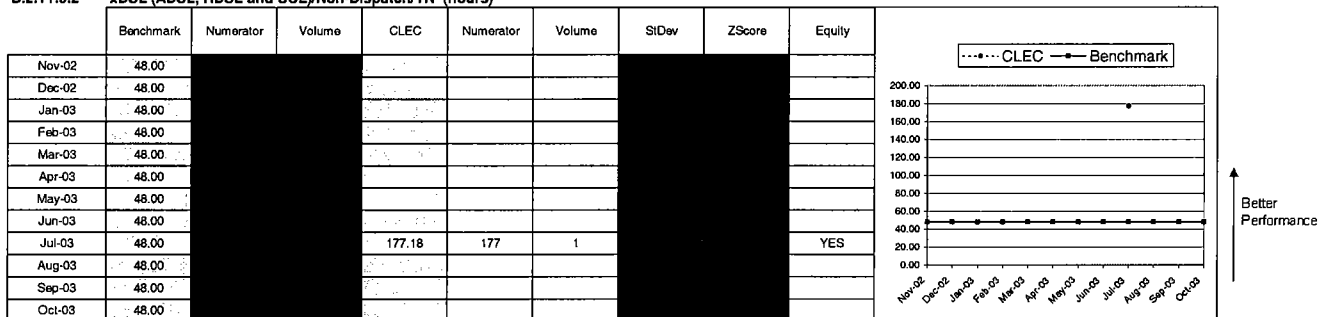
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.11.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)



B.2.11.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)



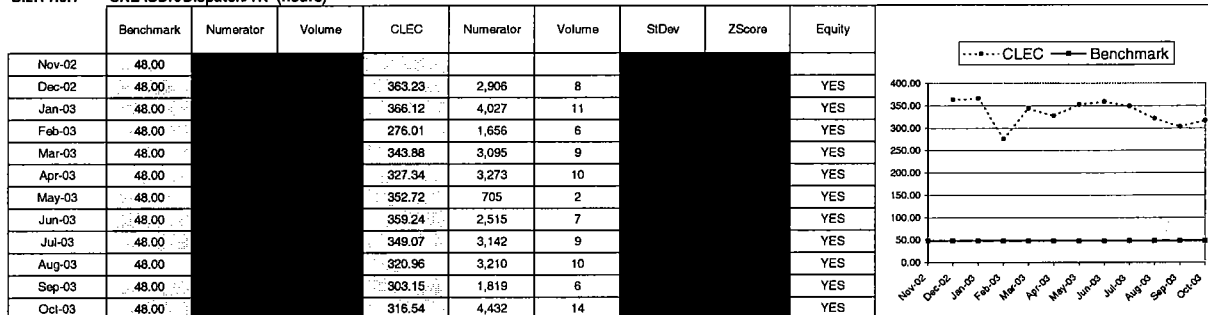
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

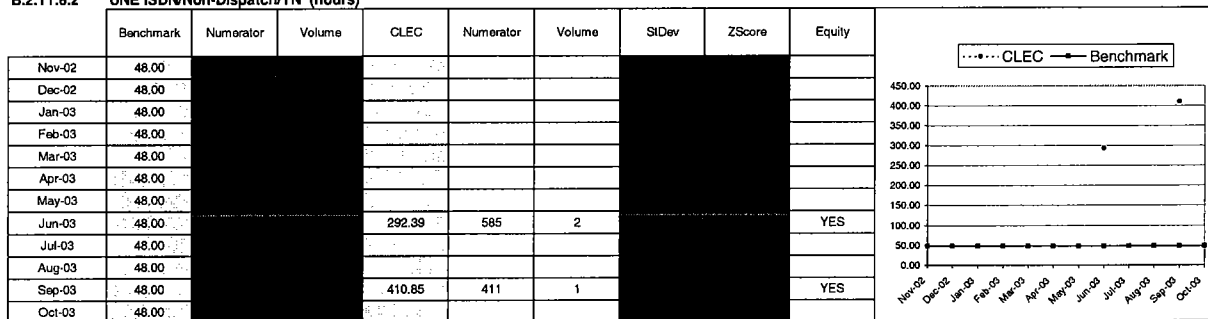
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.11.6.1 UNE ISDN/Dispatch/TN (hours)



B.2.11.6.2 UNE ISDN/Non-Dispatch/TN (hours)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Mechanized

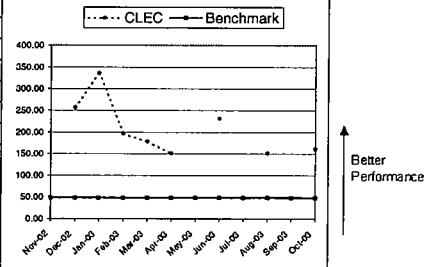
(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

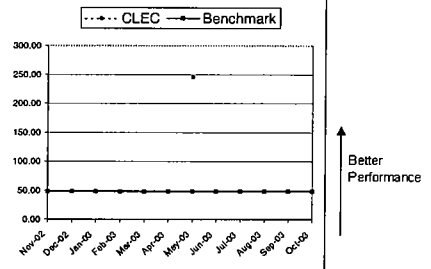
B.2.11.12.1 2W Analog Loop w/LNP Design/Dispatch/TN (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00			256.83	1,285	5			YES
Jan-03	48.00			335.92	1,680	5			YES
Feb-03	48.00			196.63	197	1			YES
Mar-03	48.00			178.38	535	3			YES
Apr-03	48.00			150.90	151	1			YES
May-03	48.00								
Jun-03	48.00			231.74	463	2			YES
Jul-03	48.00								
Aug-03	48.00			151.62	152	1			YES
Sep-03	48.00								
Oct-03	48.00			161.53	323	2			YES



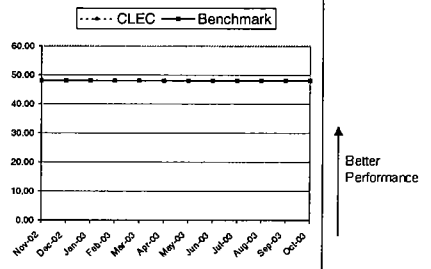
B.2.11.12.2 2W Analog Loop w/LNP Design/Non-Dispatch/TN (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00			245.65	246	1			YES
Jun-03	48.00								
Jul-03	48.00								
Aug-03	48.00								
Sep-03	48.00								
Oct-03	48.00								



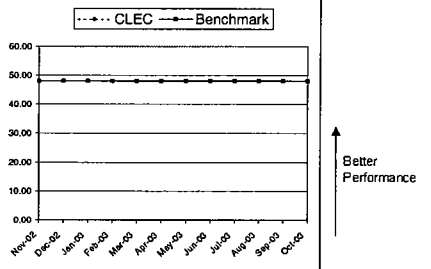
B.2.11.13.1 2W Analog Loop w/LNP Non-Design/Dispatch/TN (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00								
Jun-03	48.00								
Jul-03	48.00								
Aug-03	48.00								
Sep-03	48.00								
Oct-03	48.00								



B.2.11.13.2 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (hours)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	48.00								
Dec-02	48.00								
Jan-03	48.00								
Feb-03	48.00								
Mar-03	48.00								
Apr-03	48.00								
May-03	48.00								
Jun-03	48.00								
Jul-03	48.00								
Aug-03	48.00								
Sep-03	48.00								
Oct-03	48.00								



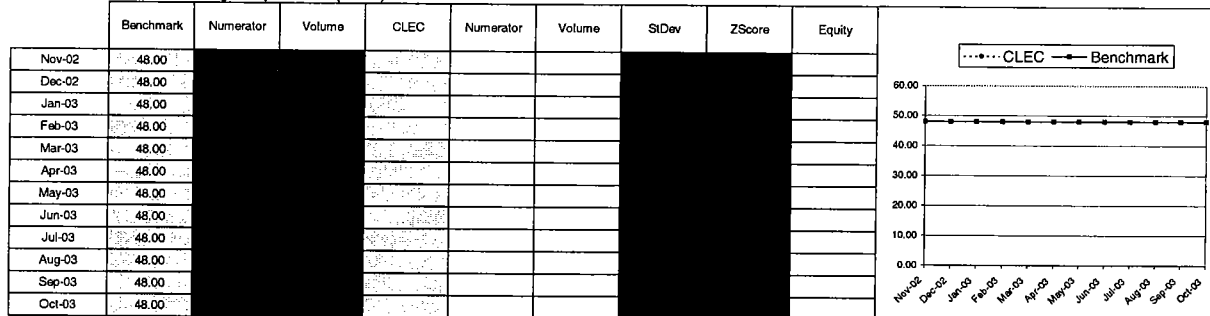
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order Is In Jeopardy Prior to Due Date)

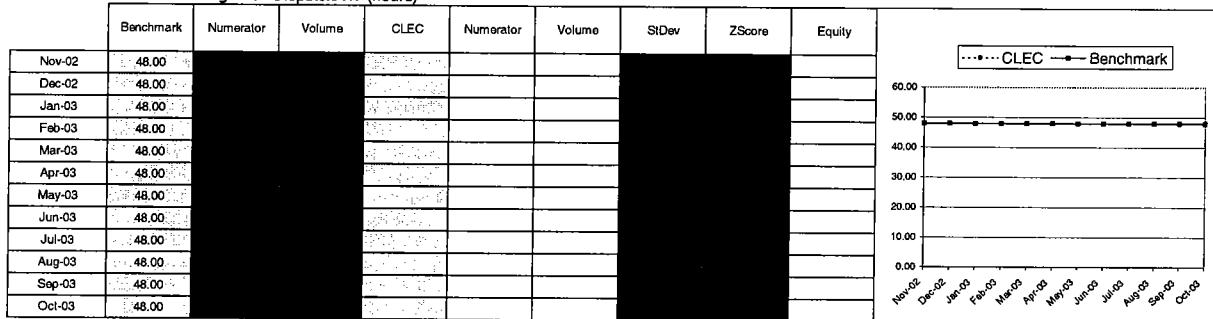
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.11.15.1 Other Non-Design/Dispatch/TN (hours)



B.2.11.15.2 Other Non-Design/Non-Dispatch/TN (hours)



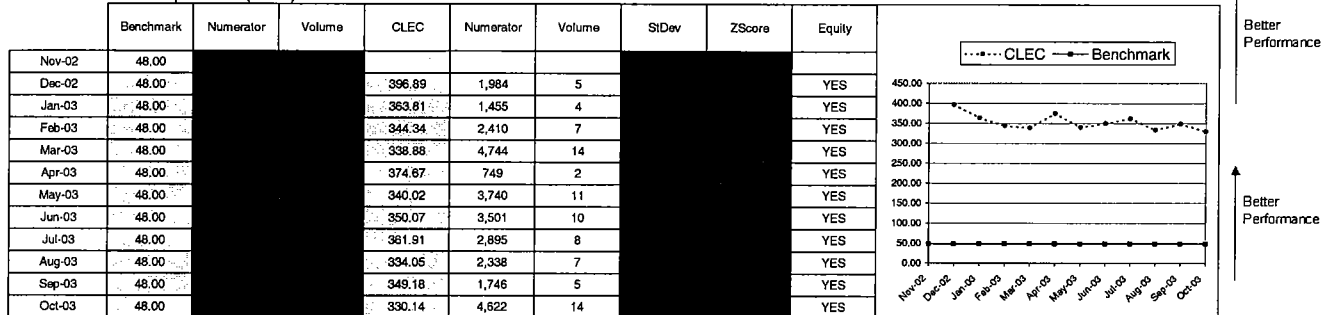
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Mechanized

(Average Time of Advanced Warning that Order is In Jeopardy Prior to Due Date)

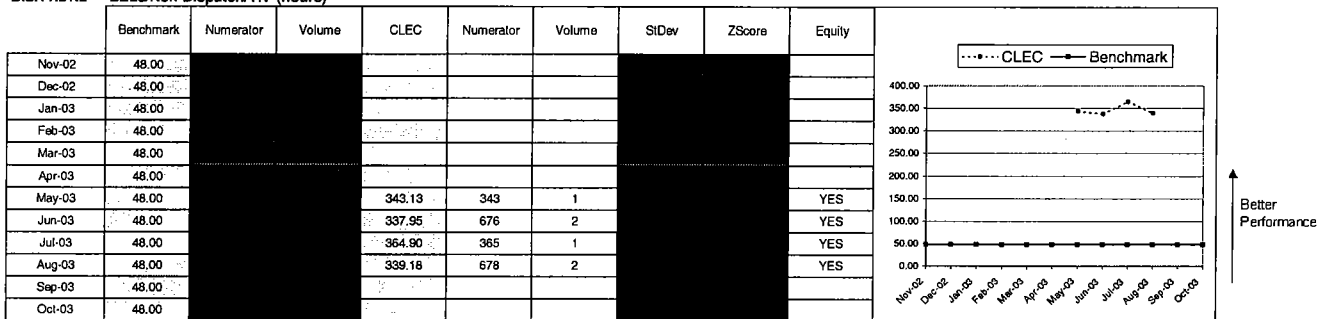
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.11.21.1 EELs/Dispatch/TN (hours)



B.2.11.21.2 EELs/Non-Dispatch/TN (hours)



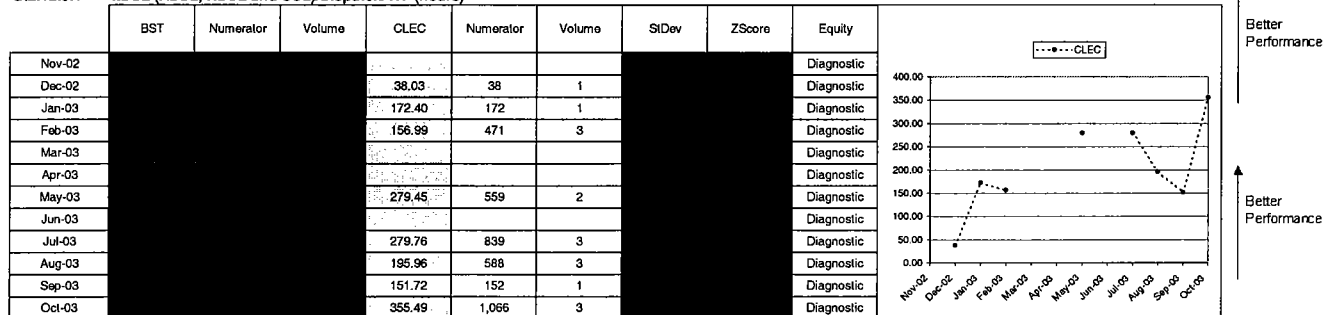
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Non-Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

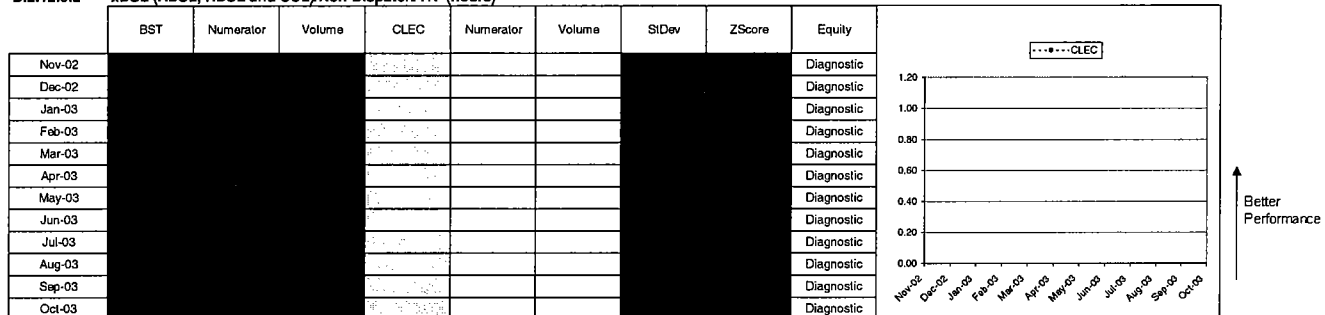
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.12.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)



B.2.12.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Non-Mechanized

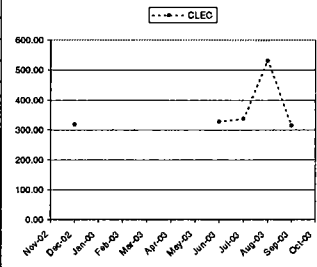
(Average Time of Advanced Warning that Order Is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.12.6.1 UNE ISDN/Dispatch/TN (hours)

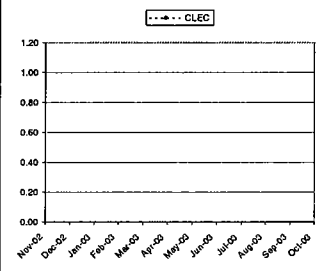
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02				318.32	318	1			Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03				328.28	328	1			Diagnostic
Jul-03				337.75	338	1			Diagnostic
Aug-03				530.88	531	1			Diagnostic
Sep-03				315.42	315	1			Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.12.6.2 UNE ISDN/Non-Dispatch/TN (hours)

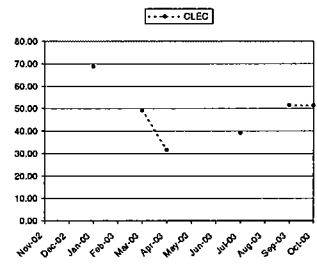
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.12.7.1 Line Sharing/Dispatch/TN (hours)

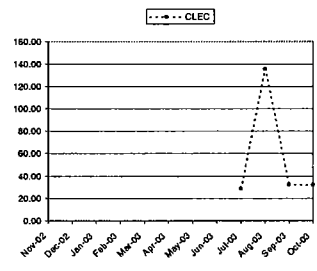
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03				68.80	275	4			Diagnostic
Feb-03									Diagnostic
Mar-03				49.18	49	1			Diagnostic
Apr-03				31.50	32	1			Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03				39.11	78	2			Diagnostic
Aug-03									Diagnostic
Sep-03				51.51	155	3			Diagnostic
Oct-03				51.30	205	4			Diagnostic



Better
Performance

B.2.12.7.2 Line Sharing/Non-Dispatch/TN (hours)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03				29.05	87	3			Diagnostic
Aug-03				135.69	407	3			Diagnostic
Sep-03				32.40	32	1			Diagnostic
Oct-03				32.13	32	1			Diagnostic



Better
Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Non-Mechanized

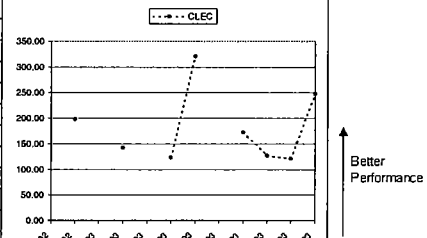
(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.12.8.1 2W Analog Loop Design/Dispatch/TN (hours)

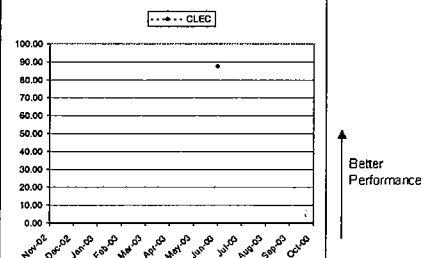
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02				198.43	595	3			Diagnostic
Jan-03									Diagnostic
Feb-03				142.55	285	2			Diagnostic
Mar-03									Diagnostic
Apr-03				123.77	371	3			Diagnostic
May-03				321.00	642	2			Diagnostic
Jun-03									Diagnostic
Jul-03				172.66	518	3			Diagnostic
Aug-03				126.66	253	2			Diagnostic
Sep-03				121.30	121	1			Diagnostic
Oct-03				247.85	991	4			Diagnostic



Better
Performance

B.2.12.8.2 2W Analog Loop Design/Non-Dispatch/TN (hours)

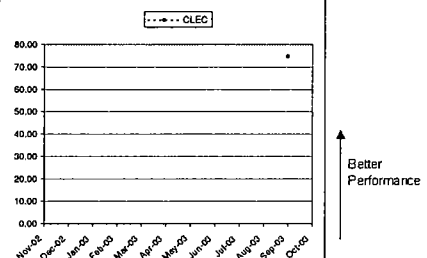
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03				87.68	88	1			Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.12.9.1 2W Analog Loop Non-Design/Dispatch/TN (hours)

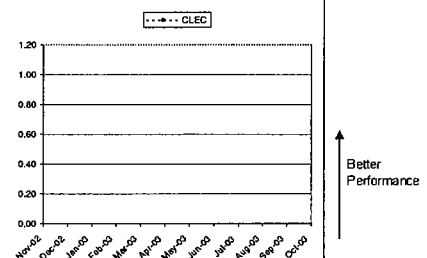
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03				74.63	75	1			Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.12.9.2 2W Analog Loop Non-Design/Non-Dispatch/TN (hours)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic



Better
Performance

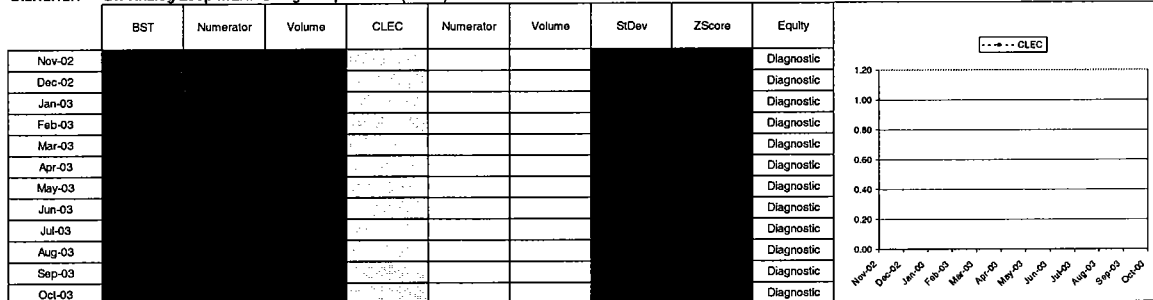
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Non-Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

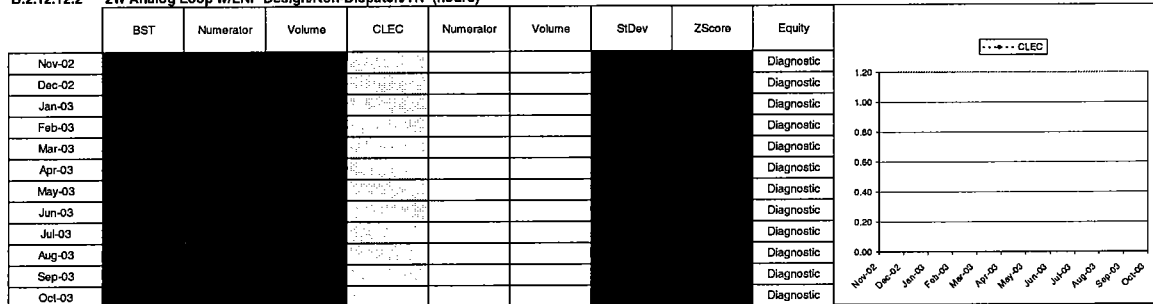
Numerator indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

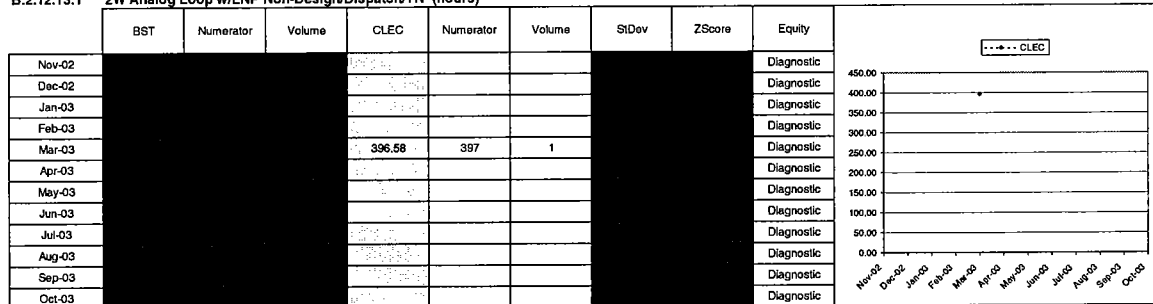
B.2.12.12.1 2W Analog Loop w/LNP Design/Dispatch/TN (hours)



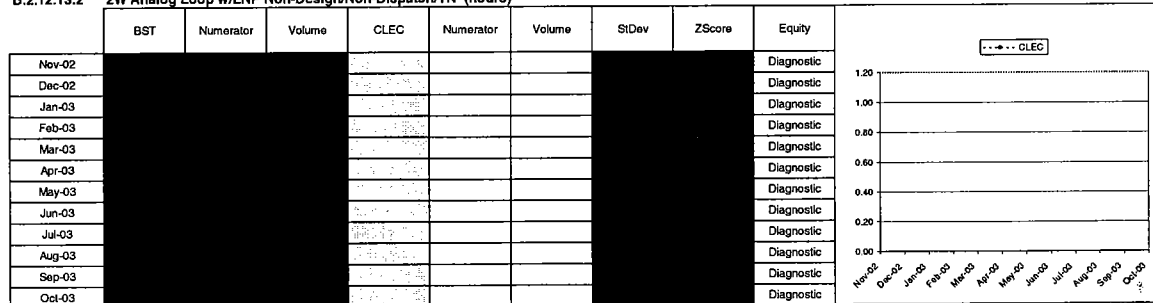
B.2.12.12.2 2W Analog Loop w/LNP Design/Non-Dispatch/TN (hours)



B.2.12.13.1 2W Analog Loop w/LNP Non-Design/Dispatch/TN (hours)



B.2.12.13.2 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (hours)



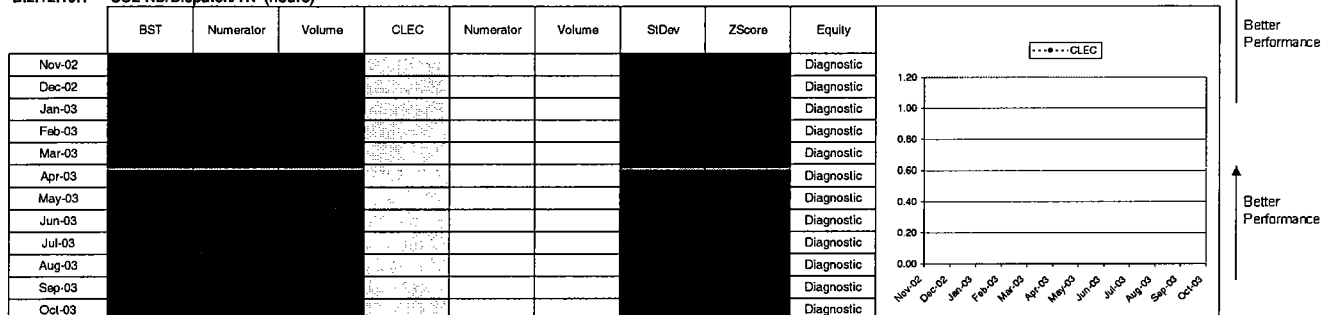
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Jeopardy Notice Interval - Non-Mechanized

(Average Time of Advanced Warning that Order is in Jeopardy Prior to Due Date)

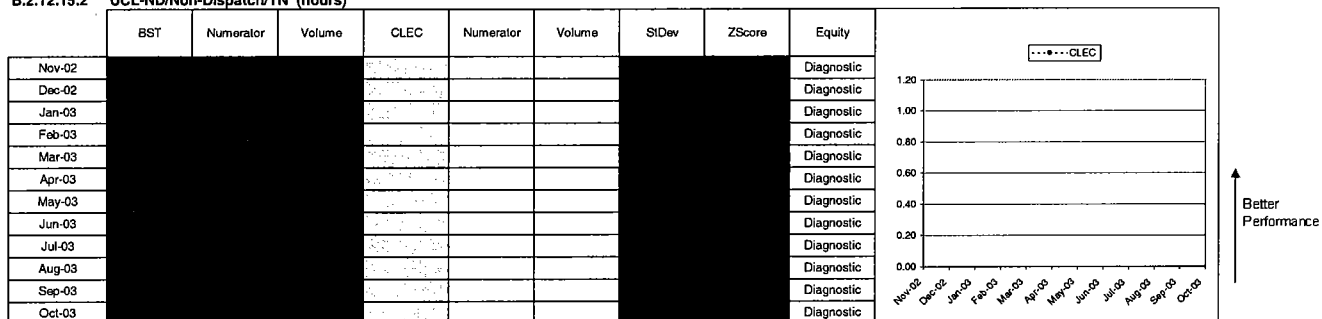
Numerator Indicates total time of advanced warning that order is in jeopardy prior to due date for this disaggregation.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.12.15.1 UCL-ND/Dispatch/TN (hours)



B.2.12.15.2 UCL-ND/Non-Dispatch/TN (hours)



Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Provisioning

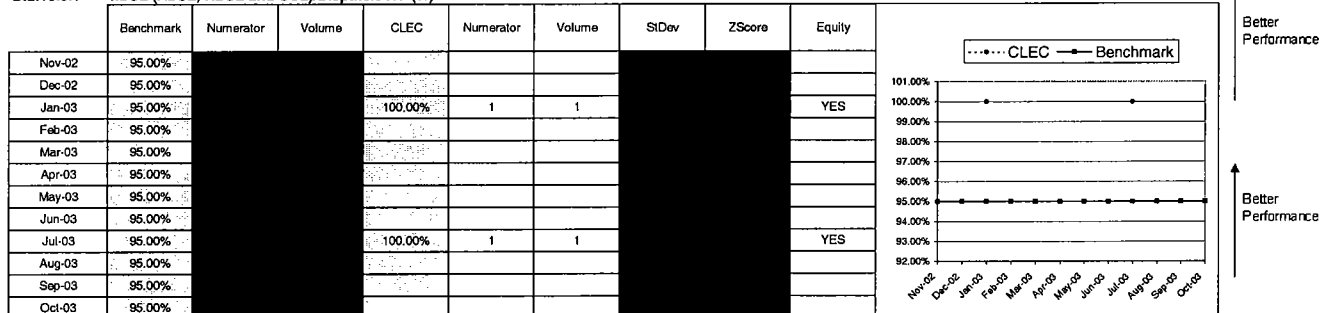
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

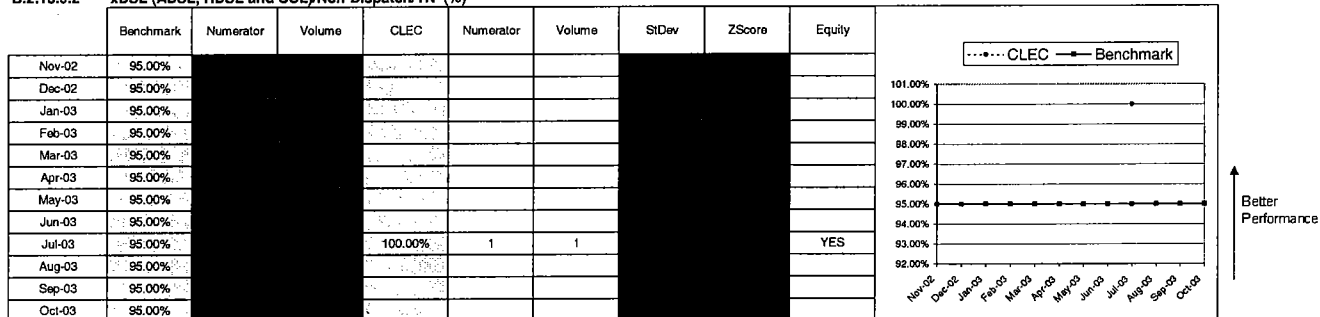
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.13.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)



B.2.13.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)



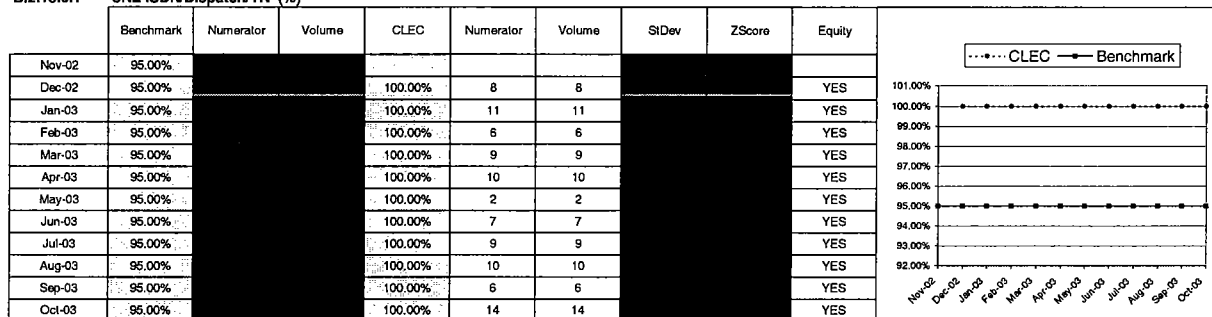
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice $\geq$ 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

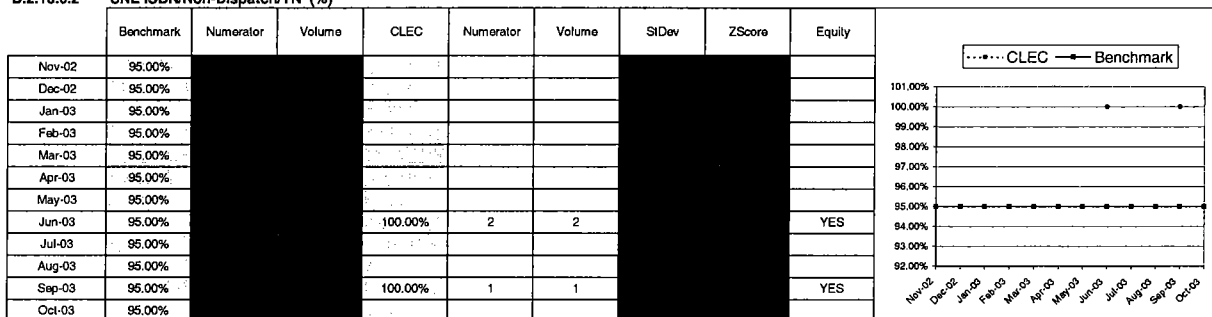
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.13.6.1 UNE ISDN/Dispatch/TN (%)



B.2.13.6.2 UNE ISDN/Non-Dispatch/TN (%)



Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Provisioning

% Jeopardy Notice >= 48 hours - Mechanized

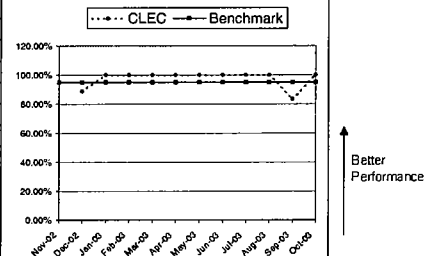
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

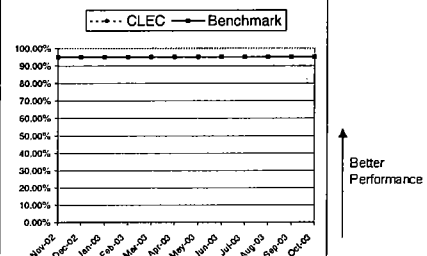
B.2.13.8.1 2W Analog Loop Design/Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			88.89%	8	9			NO
Jan-03	95.00%			100.00%	10	10			YES
Feb-03	95.00%			100.00%	11	11			YES
Mar-03	95.00%			100.00%	11	11			YES
Apr-03	95.00%			100.00%	9	9			YES
May-03	95.00%			100.00%	4	4			YES
Jun-03	95.00%			100.00%	11	11			YES
Jul-03	95.00%			100.00%	2	2			YES
Aug-03	95.00%			100.00%	5	5			YES
Sep-03	95.00%			83.33%	5	6			NO
Oct-03	95.00%			100.00%	8	8			YES



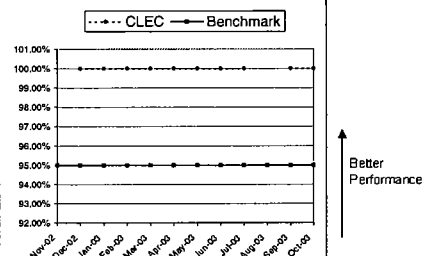
B.2.13.8.2 2W Analog Loop Design/Non-Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



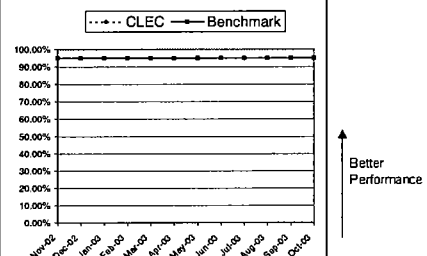
B.2.13.9.1 2W Analog Loop Non-Design/Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	3	3			YES
Jan-03	95.00%			100.00%	2	2			YES
Feb-03	95.00%			100.00%	2	2			YES
Mar-03	95.00%			100.00%	2	2			YES
Apr-03	95.00%			100.00%	2	2			YES
May-03	95.00%			100.00%	2	2			YES
Jun-03	95.00%			100.00%	2	2			YES
Jul-03	95.00%			100.00%	1	1			YES
Aug-03	95.00%								
Sep-03	95.00%			100.00%	2	2			YES
Oct-03	95.00%			100.00%	2	2			YES



B.2.13.9.2 2W Analog Loop Non-Design/Non-Dispatch/TN (%)

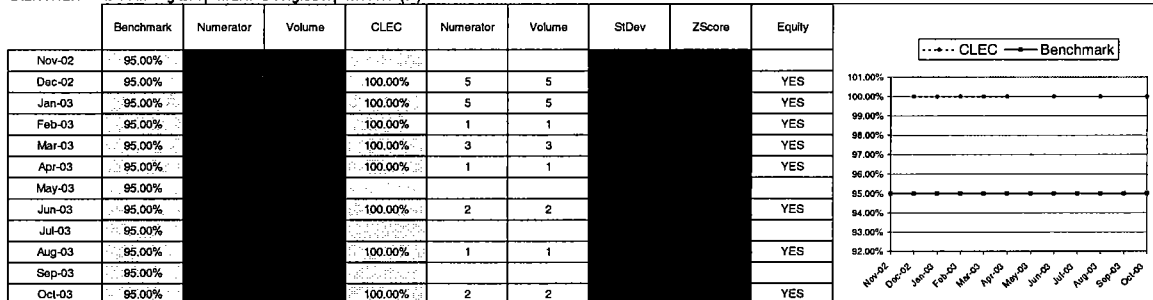
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



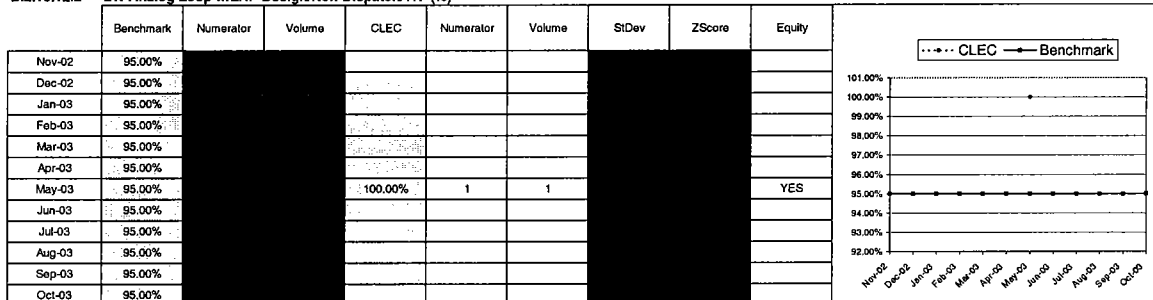
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice $\geq$ 48 hours - Mechanized
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.
Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

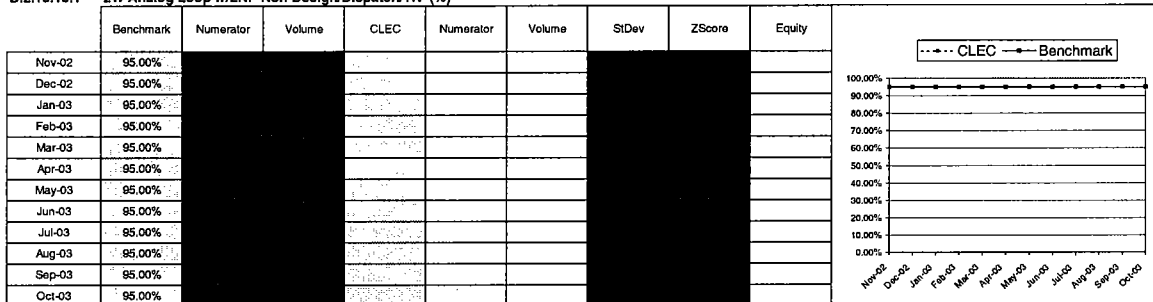
B.2.13.12.1 2W Analog Loop w/LNP Design/Dispatch/TN (%)



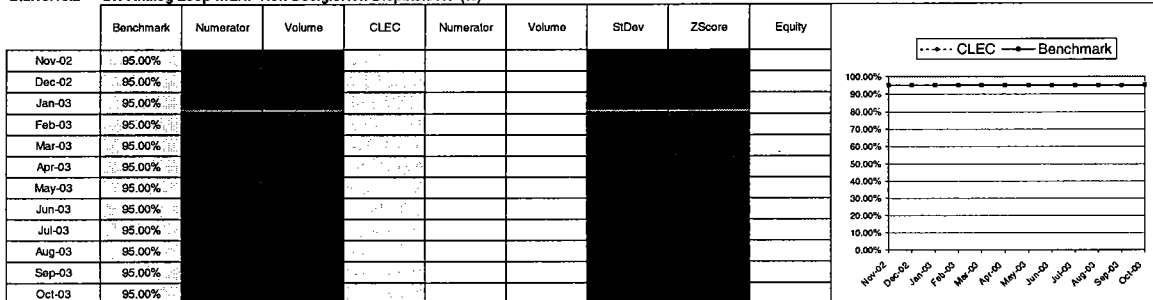
B.2.13.12.2 2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)



B.2.13.13.1 2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)



B.2.13.13.2 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)



Tennessee III, November 2002 - October 2003

Unbundled Network Elements - Provisioning

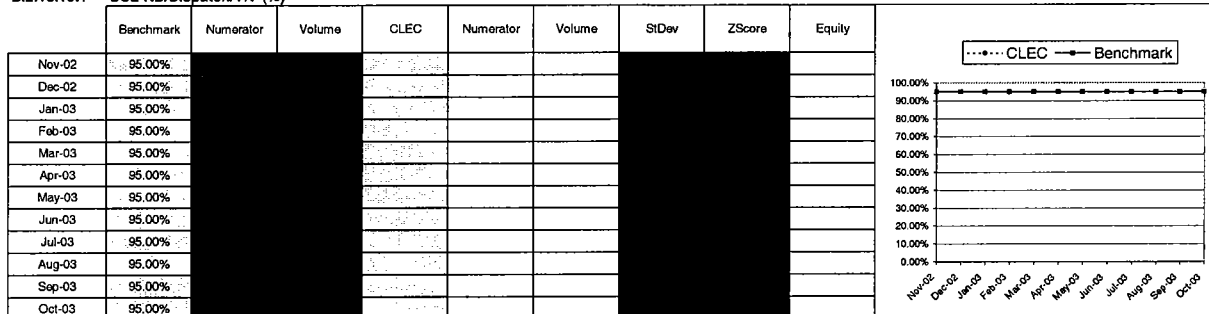
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

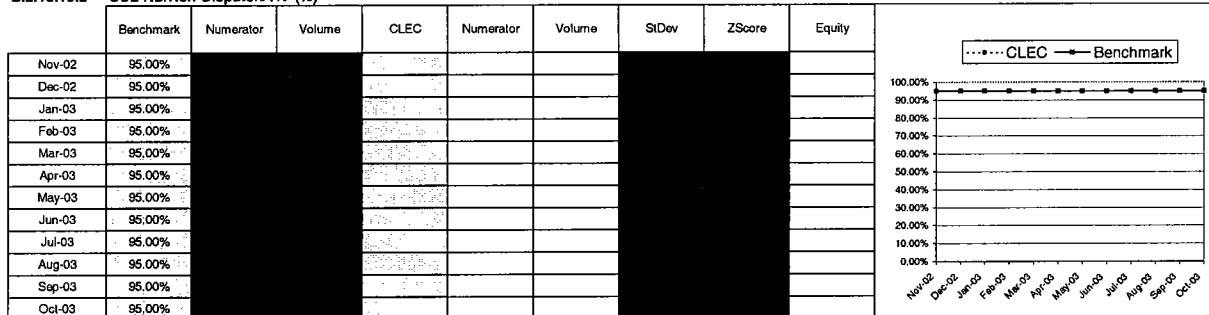
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.13.15.1 UCL-ND/Dispatch/TN (%)



B.2.13.15.2 UCL-ND/Non-Dispatch/TN (%)



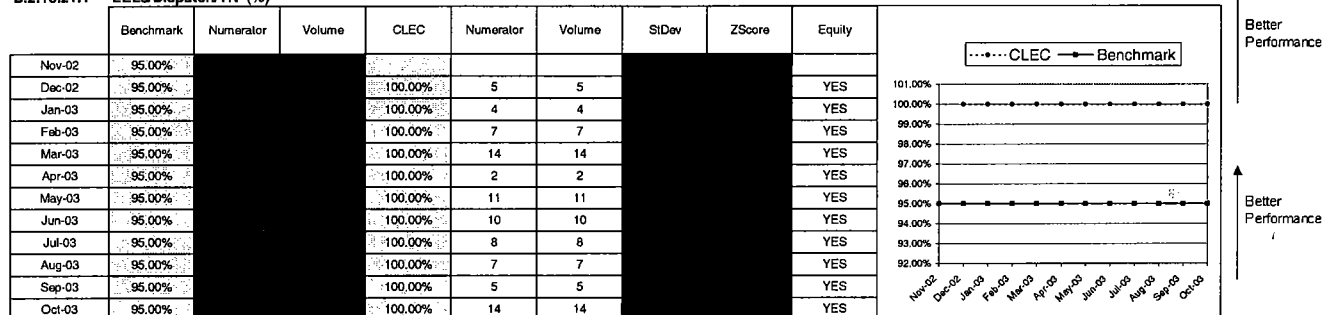
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

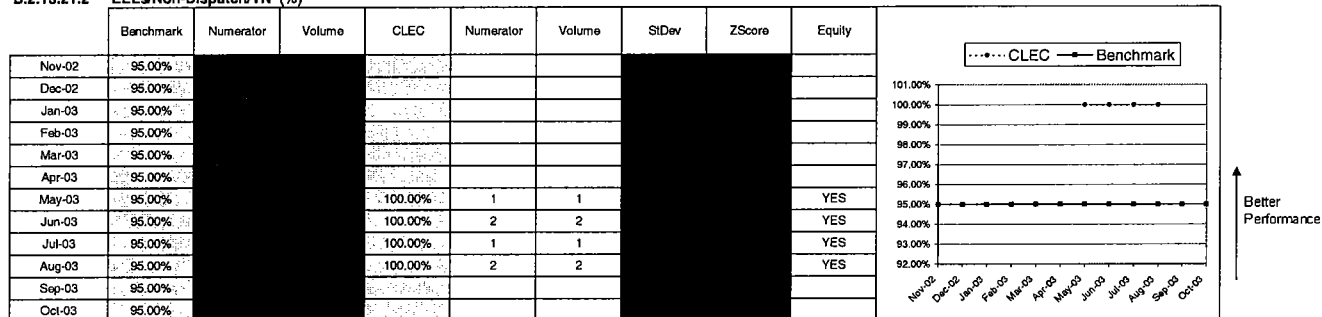
Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.13.21.1 EELs/Dispatch/TN (%)



B.2.13.21.2 EELs/Non-Dispatch/TN (%)



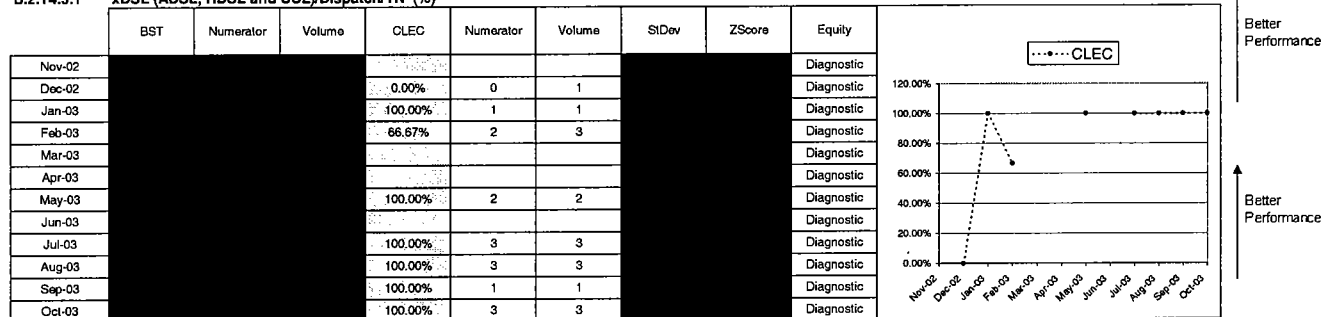
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Non-Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

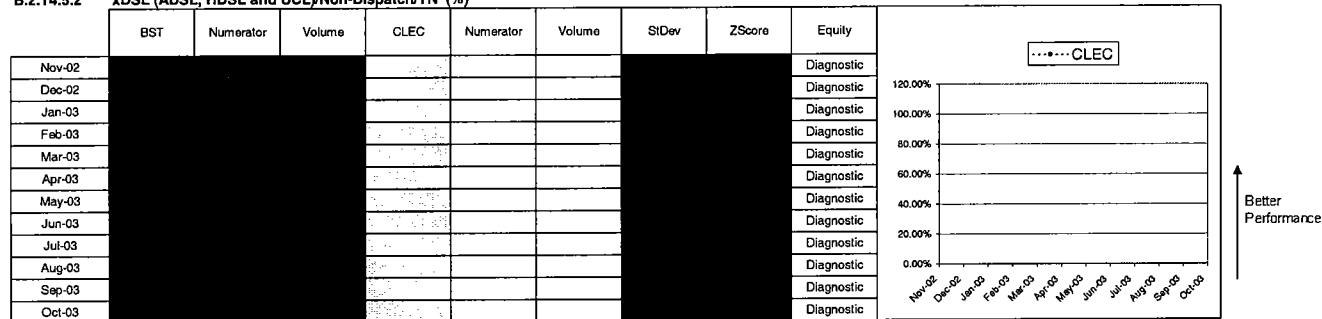
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.14.5.1 xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)



B.2.14.5.2 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)



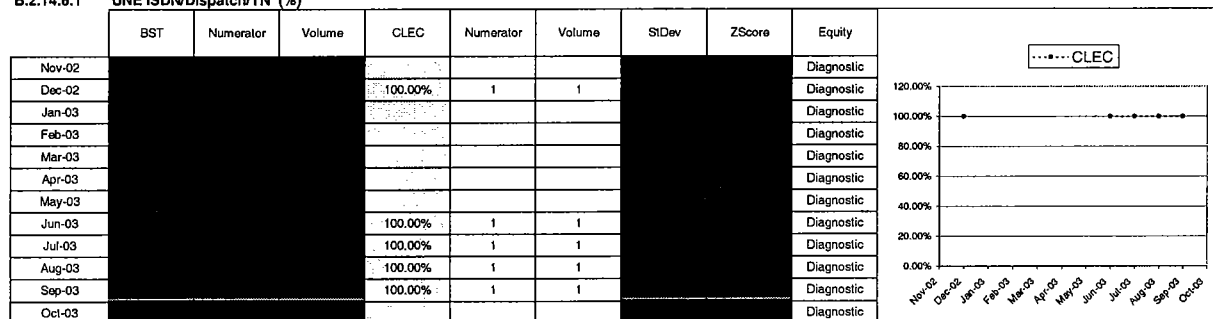
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Non-Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

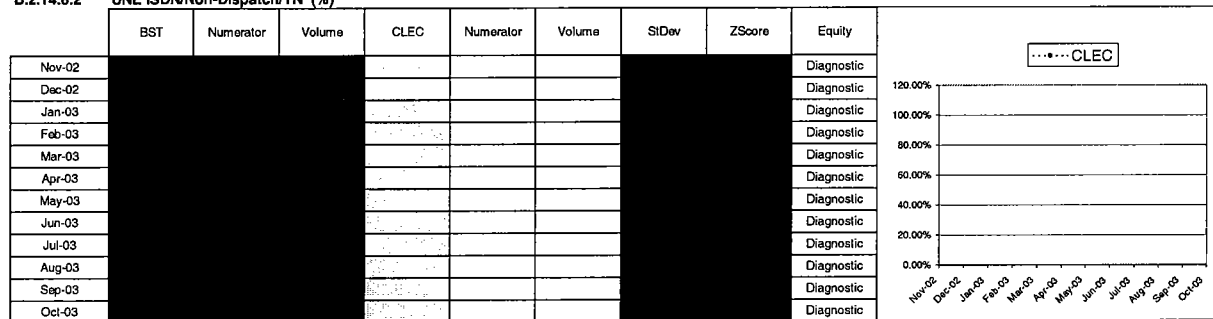
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.14.6.1 UNE ISDN/Dispatch/TN (%)



B.2.14.6.2 UNE ISDN/Non-Dispatch/TN (%)

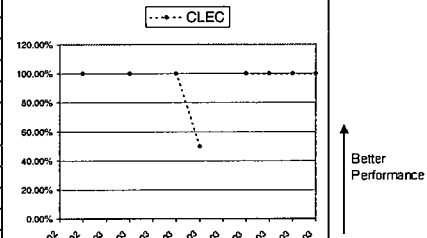


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Non-Mechanized
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.
Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.14.8.1 2W Analog Loop Design/Dispatch/TN (%)

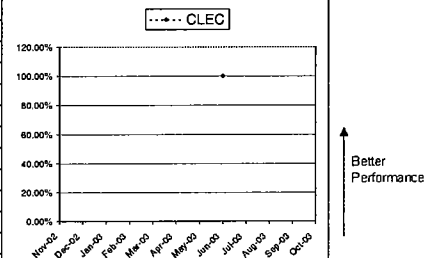
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02				100.00%	3	3			Diagnostic
Jan-03									Diagnostic
Feb-03				100.00%	2	2			Diagnostic
Mar-03									Diagnostic
Apr-03				100.00%	3	3			Diagnostic
May-03				50.00%	1	2			Diagnostic
Jun-03									Diagnostic
Jul-03				100.00%	3	3			Diagnostic
Aug-03				100.00%	2	2			Diagnostic
Sep-03				100.00%	1	1			Diagnostic
Oct-03				100.00%	4	4			Diagnostic



Better
Performance

B.2.14.8.2 2W Analog Loop Design/Non-Dispatch/TN (%)

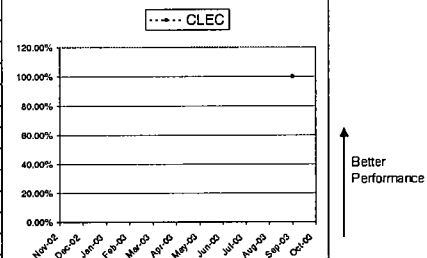
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03				100.00%	1	1			Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.14.9.1 2W Analog Loop Non-Design/Dispatch/TN (%)

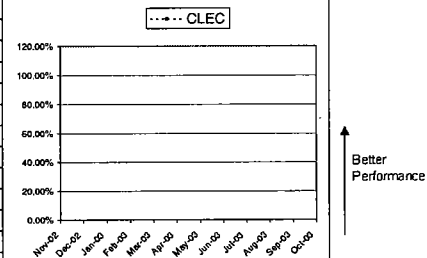
	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03				100.00%	1	1			Diagnostic
Oct-03									Diagnostic



Better
Performance

B.2.14.9.2 2W Analog Loop Non-Design/Non-Dispatch/TN (%)

	BST	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									Diagnostic
Dec-02									Diagnostic
Jan-03									Diagnostic
Feb-03									Diagnostic
Mar-03									Diagnostic
Apr-03									Diagnostic
May-03									Diagnostic
Jun-03									Diagnostic
Jul-03									Diagnostic
Aug-03									Diagnostic
Sep-03									Diagnostic
Oct-03									Diagnostic

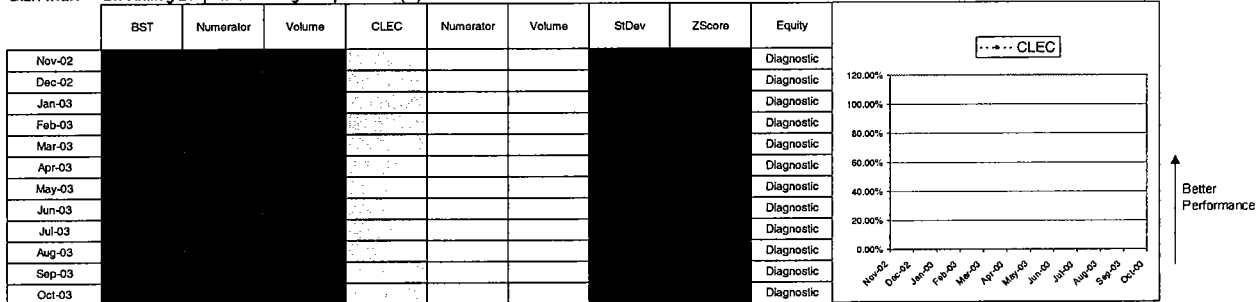


Better
Performance

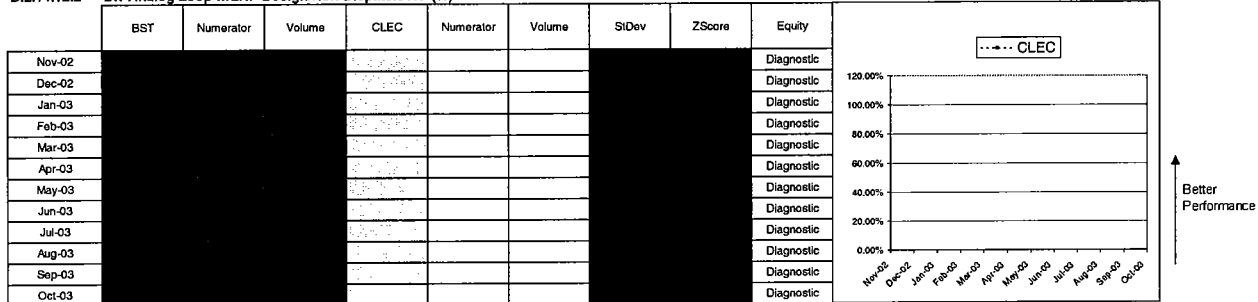
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Non-Mechanized
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.
Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

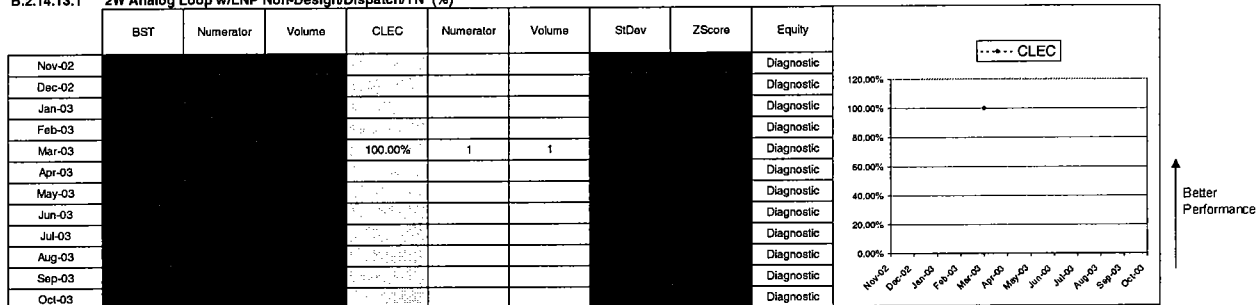
B.2.14.12.1 2W Analog Loop w/LNP Design/Dispatch/TN (%)



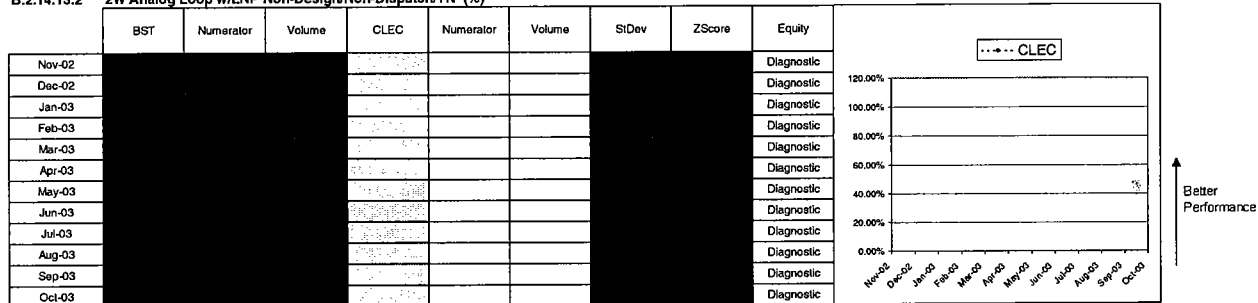
B.2.14.12.2 2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)



B.2.14.13.1 2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)



B.2.14.13.2 2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)



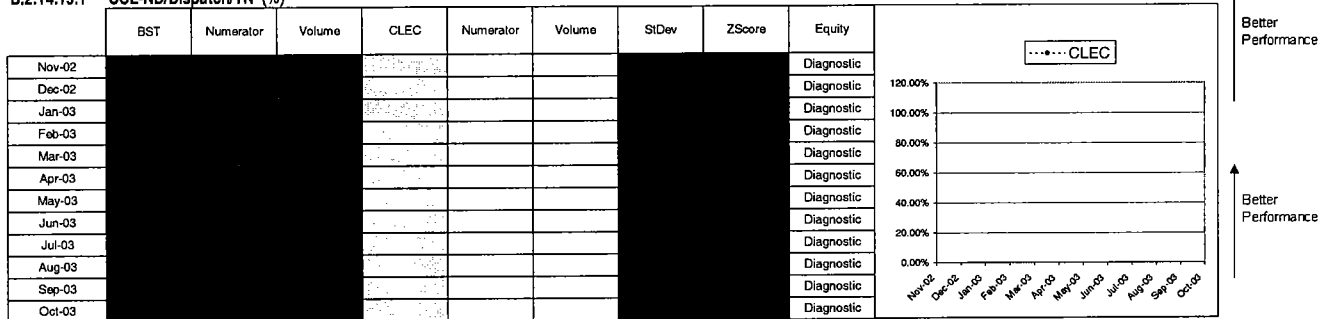
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice $\geq$ 48 hours - Non-Mechanized

(% of Jeopardy Notices delivered greater than or equal to 48 hours)

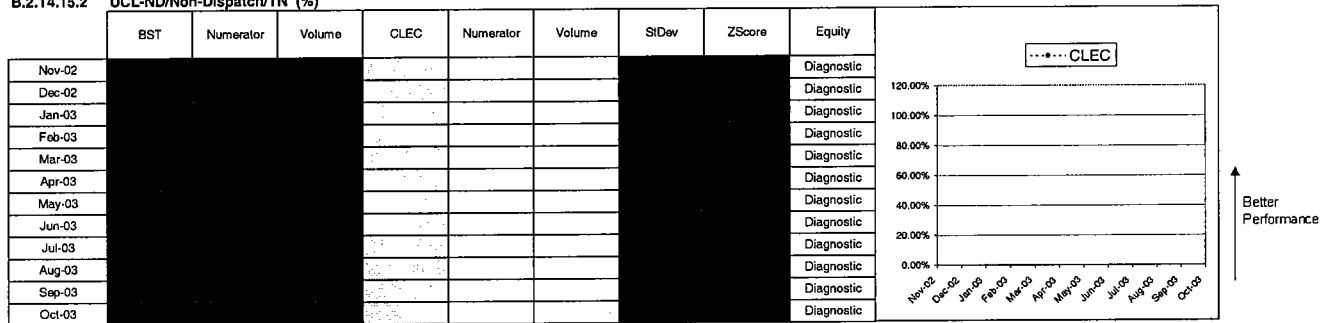
Numerator indicates total number of jeopardy notices completed greater than or equal to 48 hours.

Volume indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.14.15.1 UCL-ND/Dispatch/TN (%)



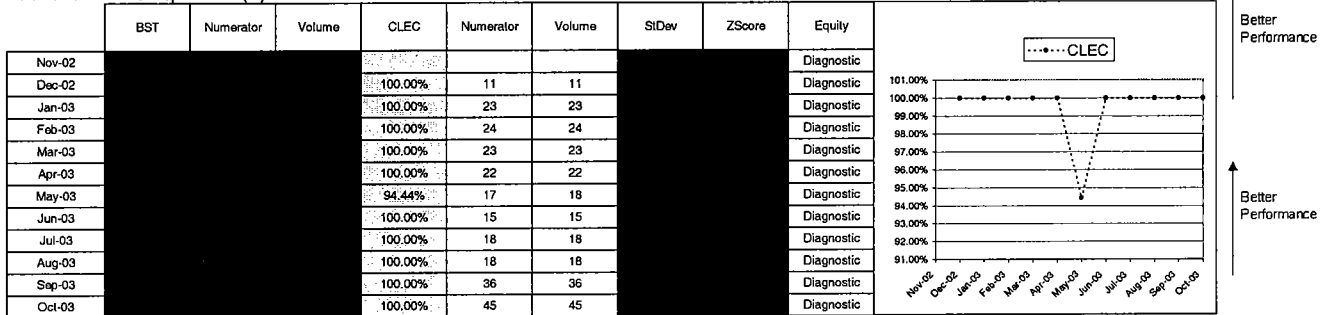
B.2.14.15.2 UCL-ND/Non-Dispatch/TN (%)



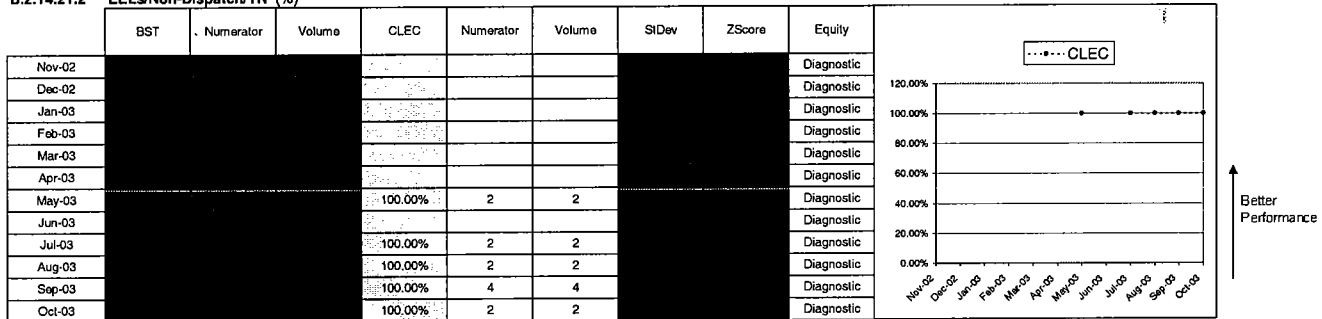
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Jeopardy Notice >= 48 hours - Non-Mechanized
(% of Jeopardy Notices delivered greater than or equal to 48 hours)

Numerator Indicates total number of jeopardy notices completed greater than or equal to 48 hours.
Volume Indicates total number of service orders for this disaggregation in the reporting period notified in advance of their jeopardy.

B.2.14.21.1 EELs/Dispatch/TN (%)



B.2.14.21.2 EELs/Non-Dispatch/TN (%)

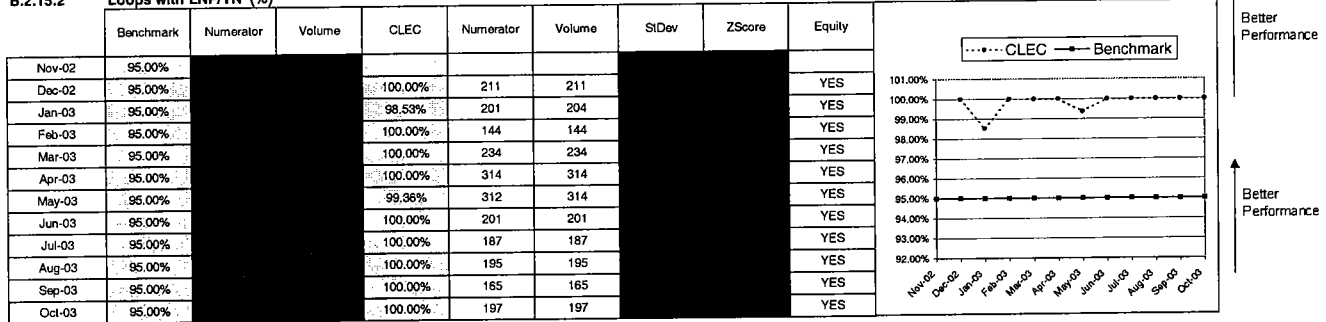


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Coordinated Customers Conversions

(% of Coordinated Time Intervals Worked to Cutover Loops (BST-CLEC) within 15 min)

Numerator indicates total number of coordinated loop cutovers performed within 15 min for this disaggregation in the reporting period.
Volume indicates the number of items cut for this disaggregation in the reporting period.

B.2.15.2 Loops with LNP/TN (%)



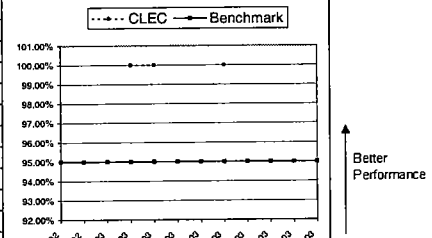
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Hot Cut Timeliness

(% of Hot Cuts Performed within 15 Minutes of Scheduled Cut)

Numerator indicates total number of hot cuts performed within 15 minutes of scheduled cut in the reporting period.
Volume Indicates total number of hot cut service orders completed for this disaggregation in the reporting period.

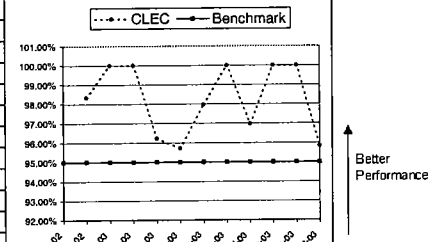
B.2.17.1 Time-Specific SL1/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%			100.00%	1	1			YES
Mar-03	95.00%			100.00%	1	1			YES
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%			100.00%	1	1			YES
Jul-03	95.00%								
Aug-03	95.00%								
Sep-03	95.00%								
Oct-03	95.00%								



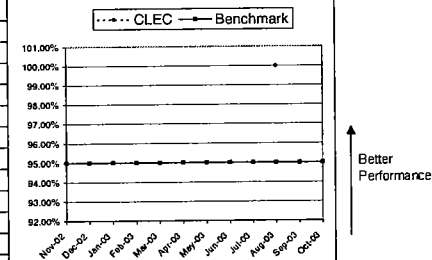
B.2.17.2 Time-Specific SL2/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			98.33%	59	60			YES
Jan-03	95.00%			100.00%	56	56			YES
Feb-03	95.00%			100.00%	36	36			YES
Mar-03	95.00%			96.23%	51	53			YES
Apr-03	95.00%			95.71%	67	70			YES
May-03	95.00%			97.98%	97	99			YES
Jun-03	95.00%			100.00%	45	45			YES
Jul-03	95.00%			96.97%	32	33			YES
Aug-03	95.00%			100.00%	54	54			YES
Sep-03	95.00%			100.00%	27	27			YES
Oct-03	95.00%			95.83%	23	24			YES



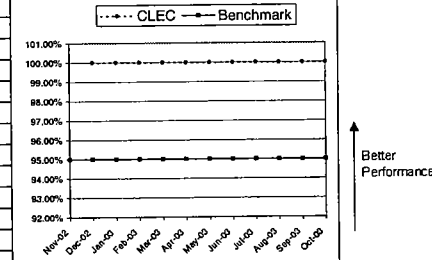
B.2.17.3 Non-Time Specific SL1/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%								
Jan-03	95.00%								
Feb-03	95.00%								
Mar-03	95.00%								
Apr-03	95.00%								
May-03	95.00%								
Jun-03	95.00%								
Jul-03	95.00%								
Aug-03	95.00%			100.00%	1	1			YES
Sep-03	95.00%								
Oct-03	95.00%								



B.2.17.4 Non-Time Specific SL2/TN (%)

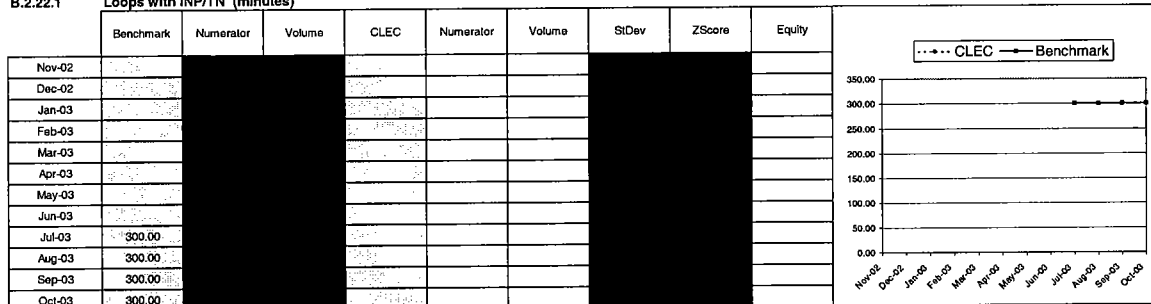
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02	95.00%								
Dec-02	95.00%			100.00%	13	13			YES
Jan-03	95.00%			100.00%	14	14			YES
Feb-03	95.00%			100.00%	6	6			YES
Mar-03	95.00%			100.00%	18	18			YES
Apr-03	95.00%			100.00%	25	25			YES
May-03	95.00%			100.00%	20	20			YES
Jun-03	95.00%			100.00%	9	9			YES
Jul-03	95.00%			100.00%	16	16			YES
Aug-03	95.00%			100.00%	20	20			YES
Sep-03	95.00%			100.00%	17	17			YES
Oct-03	95.00%			100.00%	27	27			YES



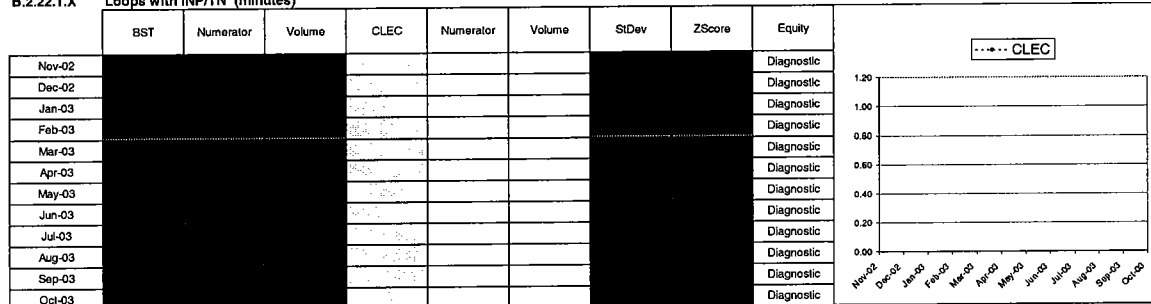
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Recovery Time - CCC

(Time between notification by BellSouth of a service outage found that can be isolated to the BellSouth side of the network)
Numerator Indicates date and time trouble is closed by CLEC minus date and time the initial trouble is opened with BellSouth.
Volume Indicates total number of troubles referred to BellSouth in the reporting period.

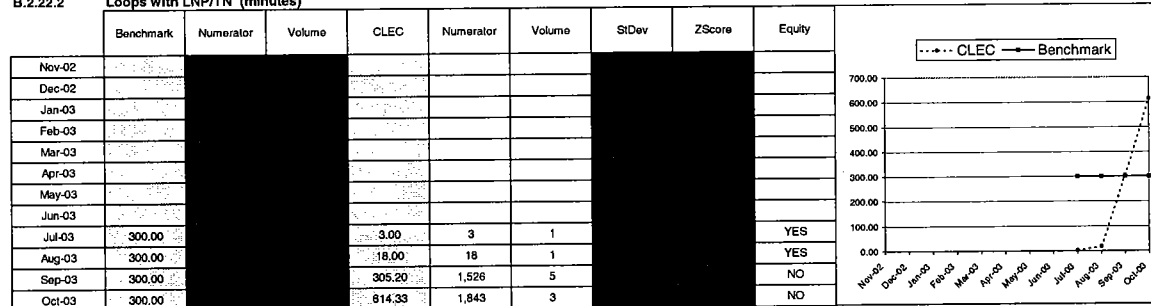
B.2.22.1 Loops with INP/TN (minutes)



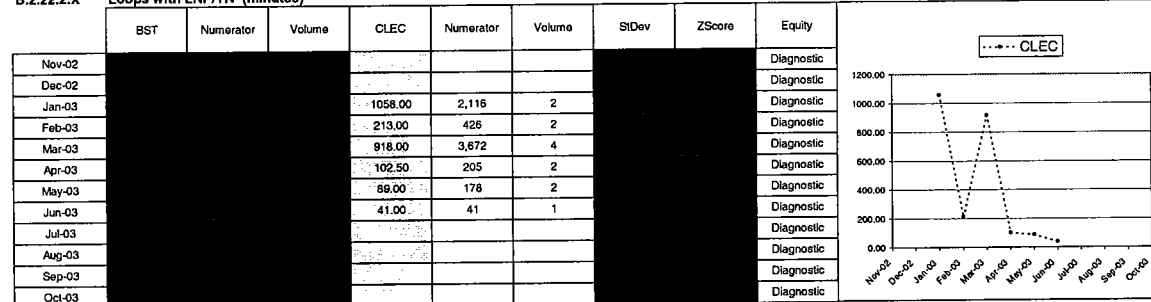
B.2.22.1.X Loops with INP/TN (minutes)



B.2.22.2 Loops with LNP/TN (minutes)



B.2.22.2.X Loops with LNP/TN (minutes)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 7 Days - Hot Cuts

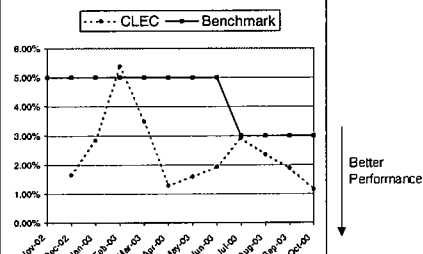
(% of Trouble Reports Received within 7 Days of Hot Cut Service Order Completion)

Numerator indicates total number of hot cut circuits with a trouble report within 7 days following service order completion.

Volume indicates total number of cut counts for this disaggregation in the previous reporting period.

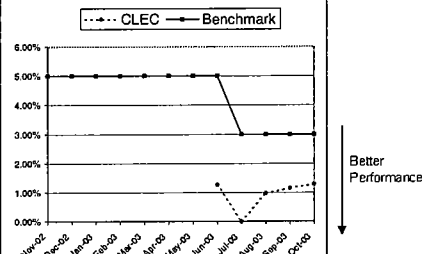
B.2.23.1.1 UNE Loop Design/Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%			1.85%	2	121			YES
Jan-03	5.00%			2.84%	6	211			YES
Feb-03	5.00%			5.39%	11	204			NO
Mar-03	5.00%			3.50%	5	143			YES
Apr-03	5.00%			1.29%	3	233			YES
May-03	5.00%			1.59%	5	314			YES
Jun-03	5.00%			1.92%	3	156			YES
Jul-03	3.00%			2.92%	4	137			YES
Aug-03	3.00%			2.35%	2	85			YES
Sep-03	3.00%			1.89%	2	106			YES
Oct-03	3.00%			1.15%	1	87			YES



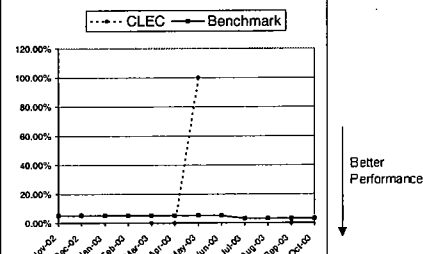
B.2.23.1.2 UNE Loop Design/Non-Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%								
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%								
Jun-03	5.00%			1.27%	2	158			YES
Jul-03	3.00%			0.00%	0	63			YES
Aug-03	3.00%			0.98%	1	102			YES
Sep-03	3.00%			1.15%	1	87			YES
Oct-03	3.00%			1.28%	1	78			YES



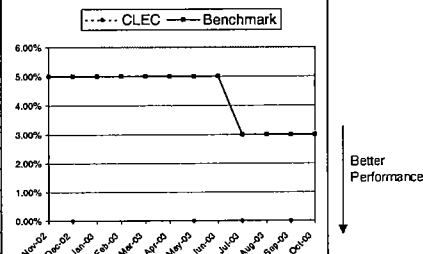
B.2.23.2.1 UNE Loop Non-Design/Dispatch/TN (%)

	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%			5.56%	1	18			NO
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%			0.00%	0	1			YES
Apr-03	5.00%			0.00%	0	1			YES
May-03	5.00%			100.00%	1	1			NO
Jun-03	5.00%								
Jul-03	3.00%								
Aug-03	3.00%								
Sep-03	3.00%								
Oct-03	3.00%			0.00%	0	1			YES



B.2.23.2.2 UNE Loop Non-Design/Non-Dispatch/TN (%)

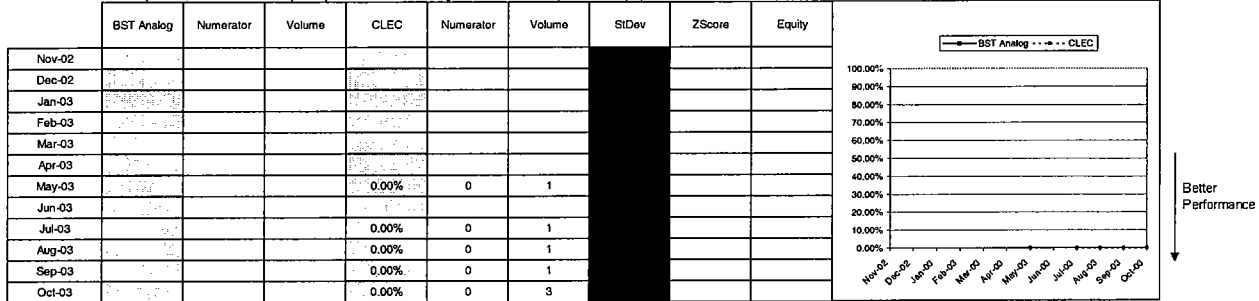
	Benchmark	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02	5.00%								
Dec-02	5.00%			0.00%	0	1			YES
Jan-03	5.00%								
Feb-03	5.00%								
Mar-03	5.00%								
Apr-03	5.00%								
May-03	5.00%			0.00%	0	1			YES
Jun-03	5.00%								
Jul-03	3.00%			0.00%	0	1			YES
Aug-03	3.00%								
Sep-03	3.00%			0.00%	0	1			YES
Oct-03	3.00%								



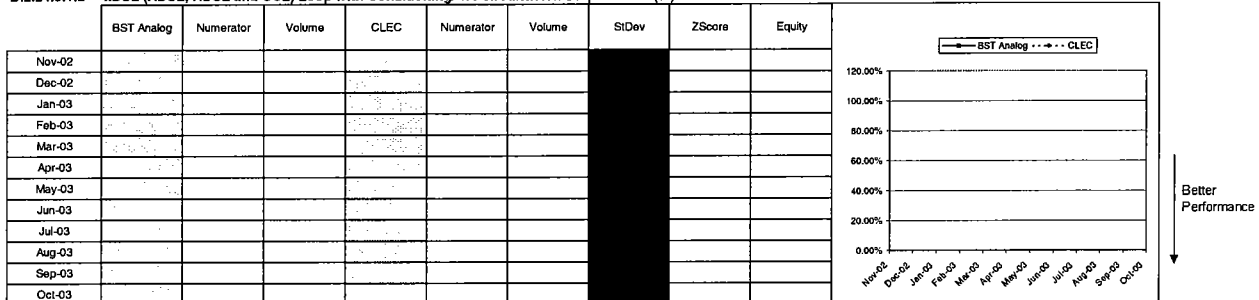
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume Indicates total orders for this disaggregation completed in the reporting period.

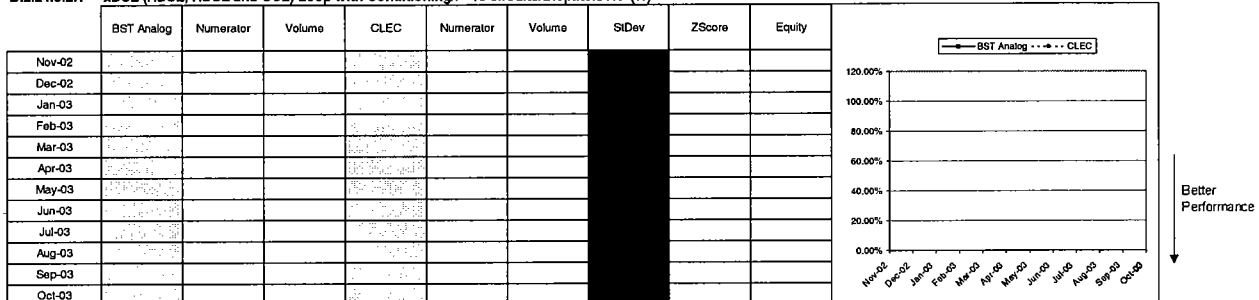
B.2.24.5.1.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<10 circuits/Dispatch/TN (%)



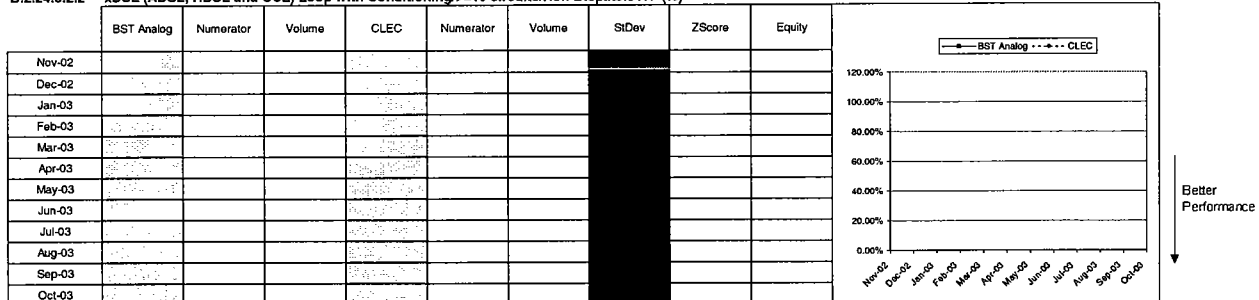
B.2.24.5.1.2 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<10 circuits/Non-Dispatch/TN (%)



B.2.24.5.2.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/>=10 circuits/Dispatch/TN (%)



B.2.24.5.2.2 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/>=10 circuits/Non-Dispatch/TN (%)



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments

(% of Installation Order Appointments Missed)

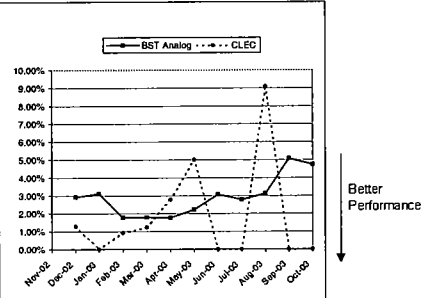
Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.6.1.1 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.92%	59	2,023	1.26%	1	78		0.8418	YES
Jan-03	3.11%	63	2,023	0.00%	0	102		1.7667	YES
Feb-03	1.78%	32	1,795	0.93%	1	108		0.6535	YES
Mar-03	1.80%	36	1,999	1.23%	1	81		0.3757	YES
Apr-03	1.78%	39	2,193	2.78%	1	36		-0.4500	YES
May-03	2.22%	55	2,483	5.00%	1	20		-0.8429	YES
Jun-03	3.06%	76	2,486	0.00%	0	16		0.7081	YES
Jul-03	2.77%	71	2,563	0.00%	0	13		0.6071	YES
Aug-03	3.11%	109	3,505	9.09%	1	11		-1.1410	YES
Sep-03	5.07%	161	3,175	0.00%	0	4		0.4620	YES
Oct-03	4.72%	188	3,556	0.00%	0	2		0.3148	YES

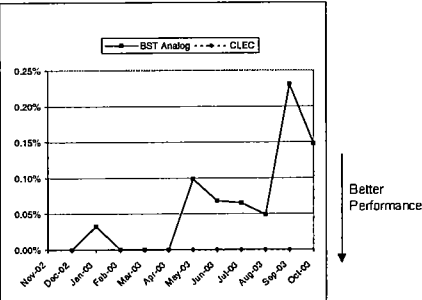
Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report



B.2.24.6.1.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	3,073						
Jan-03	0.03%	1	3,052						
Feb-03	0.00%	0	2,835						
Mar-03	0.00%	0	2,904						
Apr-03	0.00%	0	2,759						
May-03	0.10%	3	3,037	0.00%	0	5		0.0703	YES
Jun-03	0.07%	2	2,928	0.00%	0	1		0.0281	YES
Jul-03	0.07%	2	3,068	0.00%	0	2		0.0361	YES
Aug-03	0.05%	2	4,096	0.00%	0	1		0.0221	YES
Sep-03	0.23%	8	3,464	0.00%	0	1		0.0481	YES
Oct-03	0.15%	6	4,069						

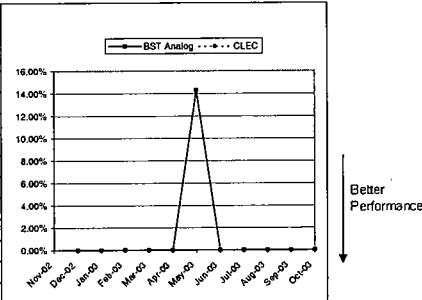
Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report



B.2.24.6.2.1 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	5						
Jan-03	0.00%	0	3						
Feb-03	0.00%	0	6						
Mar-03	0.00%	0	3						
Apr-03	0.00%	0	7						
May-03	14.29%	1	7						
Jun-03	0.00%	0	2						
Jul-03	0.00%	0	7						
Aug-03	0.00%	0	1						
Sep-03	0.00%	0	4						
Oct-03	0.00%	0	2						

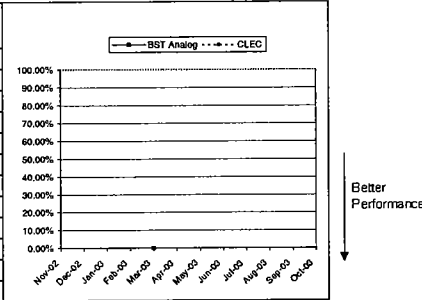
Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report



B.2.24.6.2.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	0.00%	0	1						
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: ADSL Provided to Retail - without Conditioning data serves as the BST Analog for this report



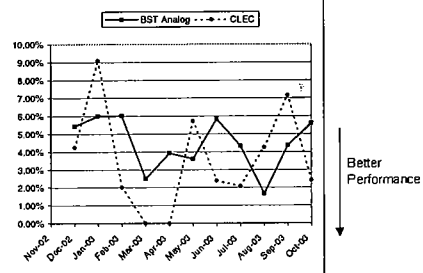
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.7.1.1 UNE ISDN/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	5.42%	9	166	4.26%	2	47		0.3117	YES
Jan-03	6.01%	14	233	9.06%	5	55		-0.8652	YES
Feb-03	6.02%	10	166	2.00%	1	50		1.0484	YES
Mar-03	2.50%	4	160	0.00%	0	48		0.9571	YES
Apr-03	3.93%	7	178	0.00%	0	50		1.2641	YES
May-03	3.80%	5	139	5.71%	2	35		-0.6012	YES
Jun-03	5.84%	9	154	2.36%	1	42		0.8481	YES
Jul-03	4.31%	5	116	2.08%	1	48		0.6389	YES
Aug-03	1.86%	3	181	4.26%	2	47		-1.2429	YES
Sep-03	4.35%	6	136	7.14%	3	42		-0.7777	YES
Oct-03	5.60%	7	125	2.41%	2	83		0.9800	YES

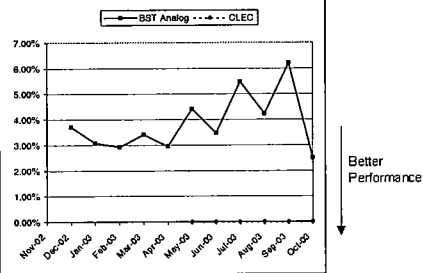
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.24.7.1.2 UNE ISDN/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	3.71%	16	431						
Jan-03	3.09%	18	583						
Feb-03	2.92%	13	445						
Mar-03	3.42%	15	439						
Apr-03	2.95%	14	474						
May-03	4.42%	20	453	0.00%	0	3		0.3710	YES
Jun-03	3.47%	15	432	0.00%	0	9		0.5631	YES
Jul-03	5.48%	21	383	0.00%	0	1		0.2405	YES
Aug-03	4.23%	16	378	0.00%	0	2		0.2965	YES
Sep-03	6.21%	28	451	0.00%	0	2		0.3630	YES
Oct-03	2.49%	10	401	0.00%	0	4		0.3183	YES

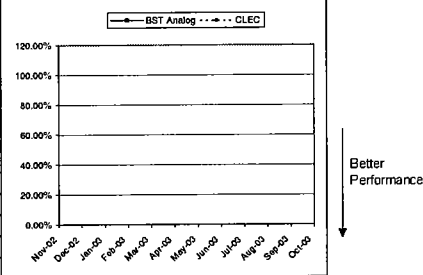
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.24.7.2.1 UNE ISDN/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

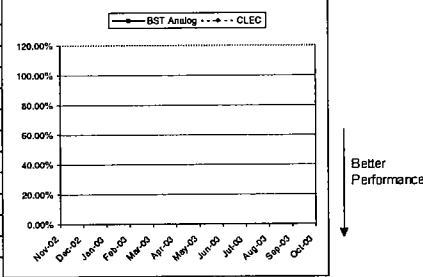
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.24.7.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



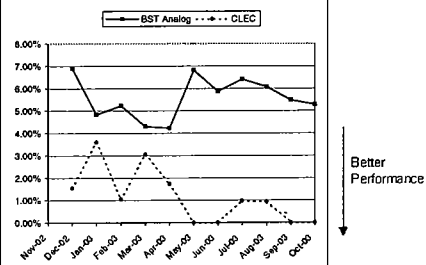
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume Indicates total orders for this disaggregation completed in the reporting period.

B.2.24.9.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.89%	1,021	14,814	1.55%	2	129		2.3847	YES
Jan-03	4.83%	774	16,035	3.60%	4	111		0.5993	YES
Feb-03	5.23%	752	14,378	1.05%	1	95		1.8229	YES
Mar-03	4.30%	689	16,039	3.05%	4	131		0.6984	YES
Apr-03	4.23%	661	15,644	1.74%	2	115		1.3205	YES
May-03	6.81%	926	13,605	0.00%	0	141		3.1925	YES
Jun-03	5.87%	943	16,069	0.00%	0	97		2.4517	YES
Jul-03	6.40%	931	14,537	0.98%	1	102		2.2296	YES
Aug-03	6.06%	937	15,464	0.93%	1	108		2.2282	YES
Sep-03	5.47%	842	15,387	0.00%	0	86		2.2250	YES
Oct-03	5.28%	833	15,771	0.00%	0	85		2.1713	YES

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

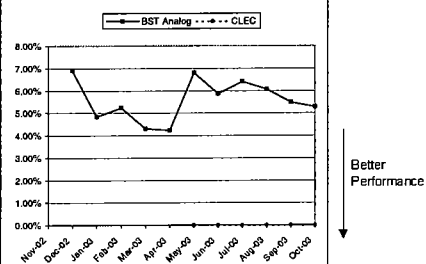


Better Performance

B.2.24.9.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.89%	1,021	14,814						
Jan-03	4.83%	774	16,035						
Feb-03	5.23%	752	14,378						
Mar-03	4.30%	689	16,039						
Apr-03	4.23%	661	15,644						
May-03	6.81%	926	13,605	0.00%	0	15		1.0461	YES
Jun-03	5.87%	943	16,069	0.00%	0	8		0.7060	YES
Jul-03	6.40%	931	14,537	0.00%	0	6		0.6406	YES
Aug-03	6.06%	937	15,464	0.00%	0	2		0.3591	YES
Sep-03	5.47%	842	15,387	0.00%	0	4		0.4811	YES
Oct-03	5.28%	833	15,771	0.00%	0	6		0.5783	YES

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

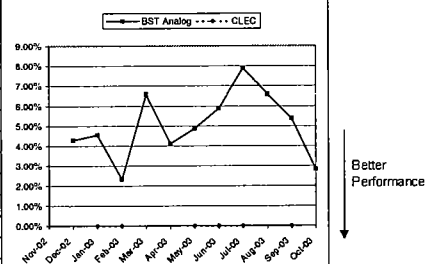


Better Performance

B.2.24.9.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.28%	3	70						
Jan-03	4.55%	3	66	0.00%	0	1		0.2166	YES
Feb-03	2.33%	2	86	0.00%	0	1		0.1534	YES
Mar-03	6.58%	5	76						
Apr-03	4.11%	3	73						
May-03	4.88%	4	82	0.00%	0	1		0.2251	YES
Jun-03	5.88%	6	102	0.00%	0	1		0.2488	YES
Jul-03	7.89%	6	76	0.00%	0	1		0.2909	YES
Aug-03	6.60%	7	106						
Sep-03	5.38%	5	93	0.00%	0	1		0.2371	YES
Oct-03	2.82%	2	71						

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

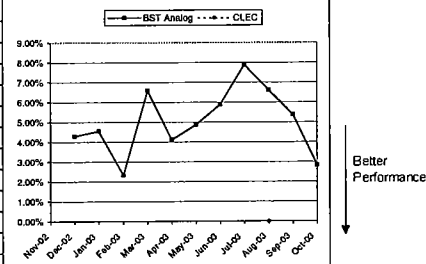


Better Performance

B.2.24.9.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.29%	3	70						
Jan-03	4.55%	3	66						
Feb-03	2.33%	2	86						
Mar-03	6.58%	5	76						
Apr-03	4.11%	3	73						
May-03	4.88%	4	82						
Jun-03	5.88%	6	102						
Jul-03	7.89%	6	76						
Aug-03	6.60%	7	106	0.00%	0	1		0.2647	YES
Sep-03	5.38%	5	93						
Oct-03	2.82%	2	71						

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report



Better Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments

(% of Installation Order Appointments Missed)

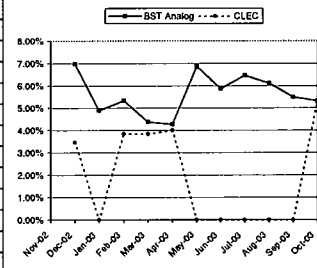
Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.10.1.1 2W Analog Loop Non-Design<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.88%	1,019	14,508	3.45%	1	29		0.7450	YES
Jan-03	4.89%	769	15,741	0.00%	0	27		1.1766	YES
Feb-03	5.33%	749	14,057	3.85%	1	26		0.3362	YES
Mar-03	4.37%	686	15,681	3.85%	1	26		0.1317	YES
Apr-03	4.28%	656	15,343	4.00%	1	25		0.0681	YES
May-03	6.86%	922	13,439	0.00%	0	30		1.4849	YES
Jun-03	5.87%	934	15,918	0.00%	0	21		1.1434	YES
Jul-03	6.47%	830	14,377	0.00%	0	17		1.0837	YES
Aug-03	6.11%	934	15,285	0.00%	0	20		1.1402	YES
Sep-03	5.49%	836	15,228	0.00%	0	18		1.0219	YES
Oct-03	5.31%	828	15,582	5.26%	1	19		0.0098	YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

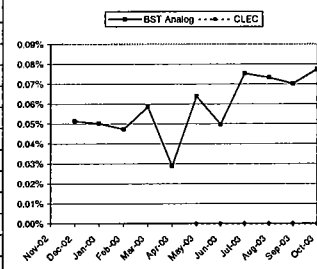


Better
Performance

B.2.24.10.1.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.05%	67	130,535						
Jan-03	0.05%	92	183,507						
Feb-03	0.05%	67	141,869						
Mar-03	0.06%	91	155,839						
Apr-03	0.03%	48	167,090						
May-03	0.06%	54	84,638	0.00%	0	2		0.0357	YES
Jun-03	0.05%	42	84,854	0.00%	0	2		0.0315	YES
Jul-03	0.08%	61	80,938	0.00%	0	4		0.0549	YES
Aug-03	0.07%	62	84,728	0.00%	0	10		0.0856	YES
Sep-03	0.07%	54	77,012	0.00%	0	9		0.0795	YES
Oct-03	0.08%	62	80,118	0.00%	0	5		0.0622	YES

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

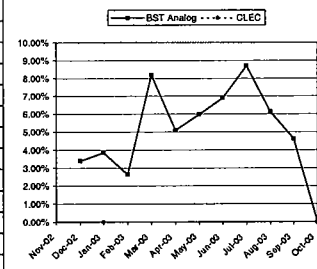


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Performance

B.2.24.10.2.1 2W Analog Loop Non-Design<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	3.39%	2	59						
Jan-03	3.85%	2	52	0.00%	0	1		0.1981	YES
Feb-03	2.63%	2	76						
Mar-03	8.20%	5	61						
Apr-03	5.08%	3	59						
May-03	5.97%	4	67						
Jun-03	6.90%	6	87						
Jul-03	8.70%	6	69						
Aug-03	6.12%	6	98						
Sep-03	4.60%	4	87						
Oct-03	0.00%	0	57						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

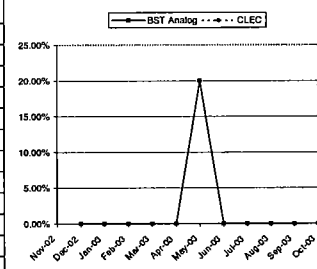


Better
Performance

B.2.24.10.2.4 2W Analog Loop Non-Design<10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	11						
Jan-03	0.00%	0	1						
Feb-03	0.00%	0	30						
Mar-03	0.00%	0	3						
Apr-03	0.00%	0	6						
May-03	20.00%	1	5						
Jun-03	0.00%	0	1						
Jul-03	0.00%	0	5						
Aug-03	0.00%	0	4						
Sep-03	0.00%	0	2						
Oct-03	0.00%	0	5						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



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Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning

% Missed Installation Appointments

(% of Installation Order Appointments Missed)

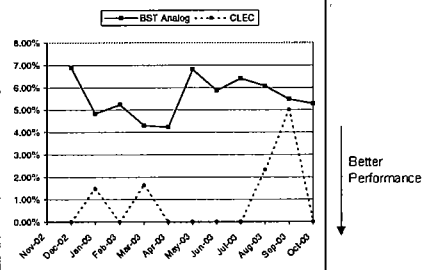
Numerator Indicates total number of installation appointments missed for this disaggregation in the reporting period.

Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.13.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.89%	1,021	14,814	0.00%	0	83		2.4718	YES
Jan-03	4.83%	774	16,035	1.47%	1	68		1.2886	YES
Feb-03	5.23%	752	14,378	0.00%	0	47		1.6079	YES
Mar-03	4.30%	689	16,039	1.84%	1	61		1.0213	YES
Apr-03	4.23%	661	15,644	0.00%	0	90		1.9889	YES
May-03	6.81%	926	13,605	0.00%	0	63		2.1401	YES
Jun-03	5.87%	943	16,069	0.00%	0	49		1.7451	YES
Jul-03	6.40%	931	14,537	0.00%	0	27		1.3580	YES
Aug-03	6.06%	937	15,464	2.33%	1	43		1.0246	YES
Sep-03	5.47%	842	15,387	5.00%	1	20		0.0928	YES
Oct-03	5.28%	833	15,771	0.00%	0	23		1.1317	YES

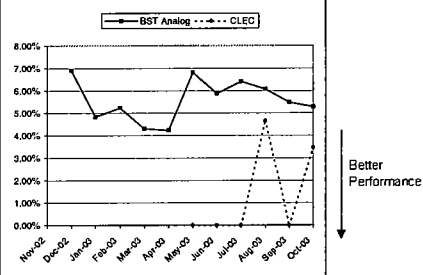
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.24.13.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.89%	1,021	14,814						
Jan-03	4.83%	774	16,035						
Feb-03	5.23%	752	14,378						
Mar-03	4.30%	689	16,039						
Apr-03	4.23%	661	15,644						
May-03	6.81%	926	13,605	0.00%	0	56		2.0182	YES
Jun-03	5.87%	943	16,069	0.00%	0	17		1.0289	YES
Jul-03	6.40%	931	14,537	0.00%	0	24		1.2804	YES
Aug-03	6.06%	937	15,464	4.85%	2	43		0.3665	YES
Sep-03	5.47%	842	15,387	0.00%	0	29		1.2945	YES
Oct-03	5.28%	833	15,771	3.45%	1	29		0.4411	YES

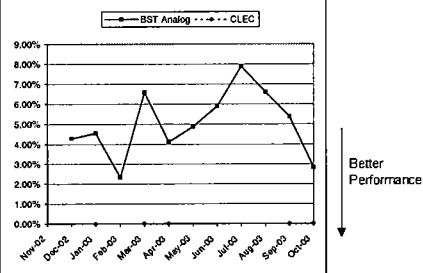
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.24.13.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.29%	3	70						
Jan-03	4.55%	3	66	0.00%	0	1		0.2166	YES
Feb-03	2.33%	2	86						
Mar-03	6.58%	5	76	0.00%	0	2		0.3705	YES
Apr-03	4.11%	3	73	0.00%	0	1		0.2056	YES
May-03	4.88%	4	82						
Jun-03	5.88%	6	102						
Jul-03	7.89%	6	76						
Aug-03	6.60%	7	106						
Sep-03	5.38%	5	93	0.00%	0	1		0.2371	YES
Oct-03	2.82%	2	71	0.00%	0	3		0.2888	YES

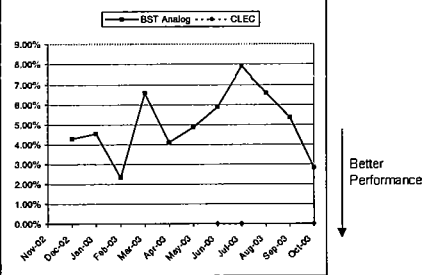
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.24.13.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.29%	3	70						
Jan-03	4.55%	3	66						
Feb-03	2.33%	2	86						
Mar-03	6.58%	5	76						
Apr-03	4.11%	3	73						
May-03	4.88%	4	82						
Jun-03	5.88%	6	102	0.00%	0	1		0.2488	YES
Jul-03	7.89%	6	76	0.00%	0	2		0.4087	YES
Aug-03	6.60%	7	106						
Sep-03	5.38%	5	93						
Oct-03	2.82%	2	71	0.00%	0	1		0.1691	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

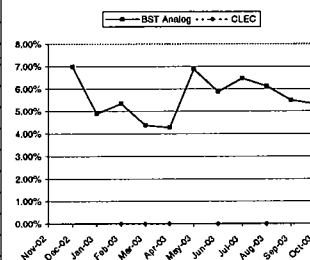


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.14.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	8.96%	1,019	14,608						
Jan-03	4.89%	769	15,741						
Feb-03	5.33%	749	14,057	0.00%	0	2		0.3355	YES
Mar-03	4.37%	686	15,681	0.00%	0	3		0.3704	YES
Apr-03	4.28%	656	15,343	0.00%	0	3		0.3660	YES
May-03	6.86%	922	13,439						
Jun-03	5.87%	934	15,918	0.00%	0	1		0.2497	YES
Jul-03	6.47%	930	14,377						
Aug-03	6.11%	934	15,295	0.00%	0	1		0.2551	YES
Sep-03	5.49%	836	15,228						
Oct-03	5.31%	828	15,582						

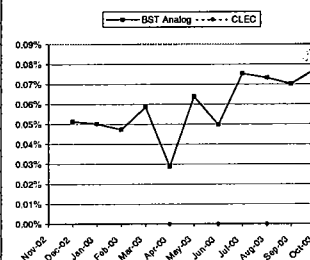


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.14.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.05%	67	130,535						
Jan-03	0.05%	92	183,507						
Feb-03	0.05%	67	141,869						
Mar-03	0.06%	91	155,639						
Apr-03	0.03%	48	167,090	0.00%	0	1		0.0170	YES
May-03	0.06%	54	84,638						
Jun-03	0.05%	42	84,654	0.00%	0	4		0.0446	YES
Jul-03	0.08%	61	80,938						
Aug-03	0.07%	62	84,728	0.00%	0	1		0.0271	YES
Sep-03	0.07%	54	77,012						
Oct-03	0.08%	62	80,116	0.00%	0	1		0.0278	YES

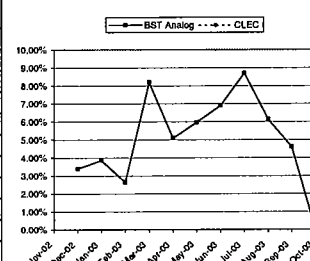


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.14.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	3.39%	2	59						
Jan-03	3.85%	2	52						
Feb-03	2.63%	2	76						
Mar-03	8.20%	5	61						
Apr-03	5.08%	3	59						
May-03	5.97%	4	67						
Jun-03	6.90%	6	87						
Jul-03	6.70%	6	69						
Aug-03	6.12%	6	98						
Sep-03	4.60%	4	87						
Oct-03	0.00%	0	57						

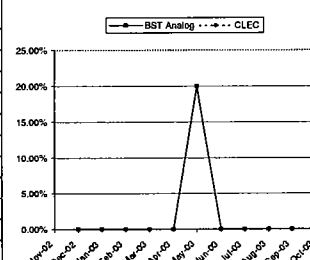


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.24.14.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	11						
Jan-03	0.00%	0	1						
Feb-03	0.00%	0	30						
Mar-03	0.00%	0	3						
Apr-03	0.00%	0	6						
May-03	20.00%	1	5						
Jun-03	0.00%	0	1						
Jul-03	0.00%	0	5						
Aug-03	0.00%	0	4						
Sep-03	0.00%	0	2						
Oct-03	0.00%	0	5						



Better
Performance

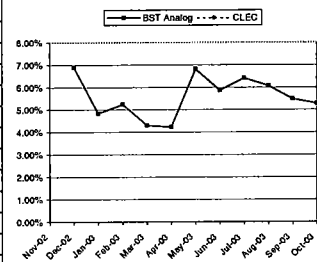
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.16.1.1 UCL-ND/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.89%	1,021	14,814						
Jan-03	4.83%	774	16,035						
Feb-03	5.23%	752	14,378						
Mar-03	4.30%	689	16,039						
Apr-03	4.23%	661	15,644						
May-03	6.81%	926	13,605						
Jun-03	5.87%	943	16,069						
Jul-03	6.40%	931	14,537						
Aug-03	6.06%	937	15,464						
Sep-03	5.47%	842	15,387						
Oct-03	5.28%	833	15,771						

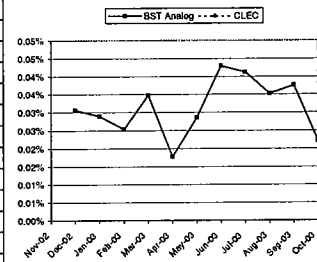


Better
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.1.2 UCL-ND/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.03%	79	257,533						
Jan-03	0.03%	101	349,344						
Feb-03	0.03%	70	275,927						
Mar-03	0.03%	100	287,649						
Apr-03	0.02%	55	309,711						
May-03	0.03%	83	290,481						
Jun-03	0.04%	123	286,464						
Jul-03	0.04%	114	276,461						
Aug-03	0.04%	103	292,582						
Sep-03	0.04%	105	279,459						
Oct-03	0.02%	64	289,506						

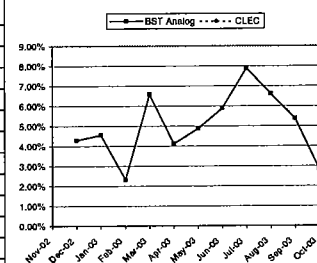


Better
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.2.1 UCL-ND/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.29%	3	70						
Jan-03	4.55%	3	66						
Feb-03	2.33%	2	66						
Mar-03	6.58%	5	76						
Apr-03	4.11%	3	73						
May-03	4.88%	4	82						
Jun-03	5.88%	6	102						
Jul-03	7.89%	6	76						
Aug-03	8.60%	7	106						
Sep-03	5.38%	5	93						
Oct-03	2.62%	2	71						

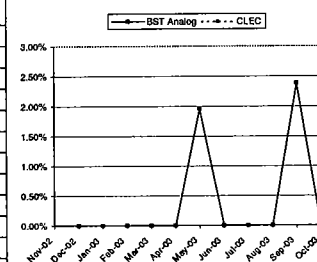


Better
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.24.16.2.2 UCL-ND/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	40						
Jan-03	0.00%	0	36						
Feb-03	0.00%	0	71						
Mar-03	0.00%	0	65						
Apr-03	0.00%	0	65						
May-03	1.96%	1	51						
Jun-03	0.00%	0	64						
Jul-03	0.00%	0	75						
Aug-03	0.00%	0	77						
Sep-03	2.38%	1	42						
Oct-03	0.00%	0	53						



Better
Performance

Note 1: Retail Residence / Business data serves as the BST Analog for this report
Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

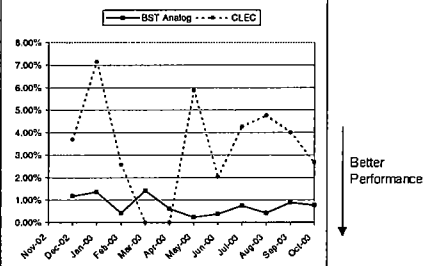
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Missed Installation Appointments
(% of Installation Order Appointments Missed)

Numerator indicates total number of installation appointments missed for this disaggregation in the reporting period.
Volume indicates total orders for this disaggregation completed in the reporting period.

B.2.24.22.1.1 EELs/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.17%	6	511	3.70%	1	27		-1.1892	YES
Jan-03	1.36%	7	514	7.14%	3	42		-3.1080	NO
Feb-03	0.41%	2	484	2.56%	1	39		-2.0143	NO
Mar-03	1.42%	6	422	0.00%	0	59		0.8640	YES
Apr-03	0.61%	3	491	0.00%	0	42		0.4877	YES
May-03	0.22%	1	449	5.88%	3	51		-8.1249	NO
Jun-03	0.37%	2	543	2.04%	1	49		-1.8509	NO
Jul-03	0.75%	3	400	4.26%	2	47		-2.6349	NO
Aug-03	0.42%	2	481	4.76%	2	42		-4.1977	NO
Sep-03	0.89%	4	448	4.00%	2	50		-2.2153	NO
Oct-03	0.77%	4	522	2.67%	2	75		-1.7648	NO

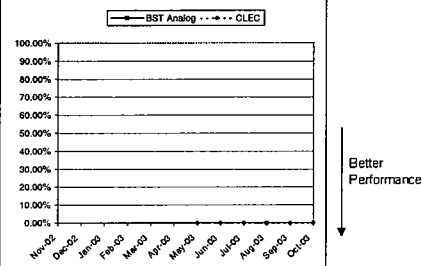
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.24.22.1.2 EELs/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03				0.00%	0	11			
Jun-03				0.00%	0	4			
Jul-03				0.00%	0	5			
Aug-03	0.00%	0	2	0.00%	0	6			YES
Sep-03				0.00%	0	5			
Oct-03				0.00%	0	9			

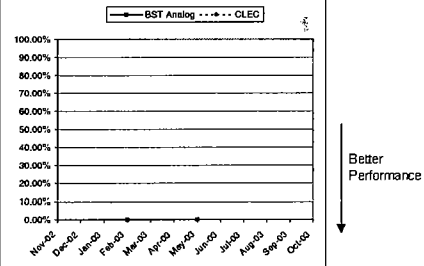
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.24.22.2.1 EELs/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03	0.00%	0	1						
Mar-03									
Apr-03									
May-03	0.00%	0	1						
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

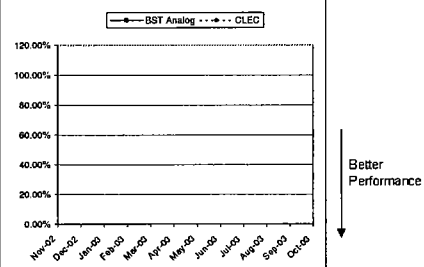
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.24.22.2.2 EELs/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

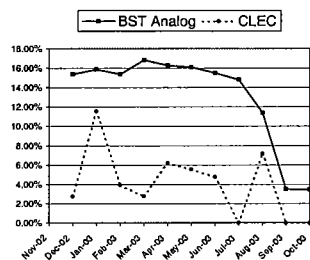
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/TN (%)

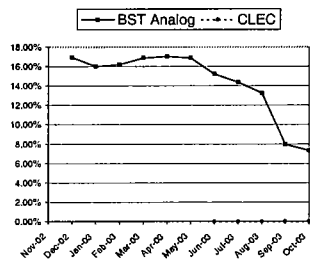
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	15.36%	227	1,478	2.78%	2	72		2.8912	YES
Jan-03	15.87%	321	2,023	11.54%	9	78		1.0268	YES
Feb-03	15.37%	311	2,023	3.82%	4	102		3.1286	YES
Mar-03	16.82%	302	1,795	2.78%	3	108		3.7899	YES
Apr-03	16.26%	325	1,999	6.17%	5	81		2.4116	YES
May-03	16.10%	353	2,193	5.58%	2	36		1.7070	YES
Jun-03	15.52%	386	2,487	4.76%	1	21		1.3559	YES
Jul-03	14.81%	370	2,498	0.00%	0	17		1.7134	YES
Aug-03	11.39%	292	2,563	7.14%	1	14		0.4991	YES
Sep-03	3.51%	123	3,505	0.00%	0	12		0.6595	YES
Oct-03	3.46%	110	3,175	0.00%	0	5		0.4233	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/TN (%)

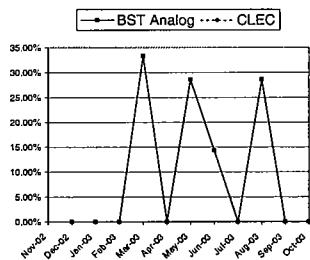
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	16.94%	360	2,125						
Jan-03	16.01%	492	3,073						
Feb-03	16.22%	495	3,052						
Mar-03	16.86%	478	2,835						
Apr-03	17.05%	495	2,904						
May-03	16.85%	465	2,759						
Jun-03	15.21%	462	3,037	0.00%	0	5		0.9464	YES
Jul-03	14.37%	421	2,929	0.00%	0	1		0.4096	YES
Aug-03	13.23%	406	3,088	0.00%	0	2		0.5521	YES
Sep-03	7.96%	326	4,096	0.00%	0	1		0.2940	YES
Oct-03	7.33%	254	3,464	0.00%	0	1		0.2813	YES



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/TN (%)

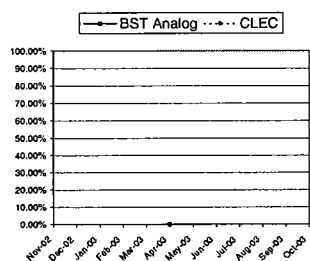
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	3						
Jan-03	0.00%	0	5						
Feb-03	0.00%	0	3						
Mar-03	33.33%	2	6						
Apr-03	0.00%	0	3						
May-03	28.57%	2	7						
Jun-03	14.29%	1	7						
Jul-03	0.00%	0	2						
Aug-03	28.57%	2	7						
Sep-03	0.00%	0	1						
Oct-03	0.00%	0	4						



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.26.5.2.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03	0.00%	0	1						
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

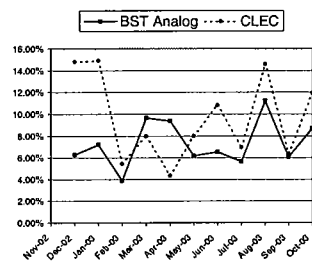
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator Indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.6.1.1 UNE ISDN/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	6.28%	12	191	14.81%	8	54		-2.2814	NO
Jan-03	7.23%	12	166	14.89%	7	47		-1.7913	NO
Feb-03	3.86%	9	233	5.45%	3	55		-0.5510	YES
Mar-03	9.64%	16	166	8.00%	4	50		0.3442	YES
Apr-03	9.38%	15	160	4.35%	2	46		1.0309	YES
May-03	6.18%	11	178	8.00%	4	50		-0.4723	YES
Jun-03	6.54%	10	153	10.81%	4	37		-0.9441	YES
Jul-03	5.66%	9	159	6.98%	3	43		-0.3314	YES
Aug-03	11.21%	13	116	14.56%	7	48		-0.6237	YES
Sep-03	6.08%	11	181	6.38%	3	47		-0.0781	YES
Oct-03	8.70%	12	138	11.90%	5	42		-0.6463	YES

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

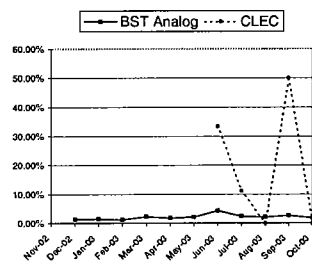


Better Performance

B.2.26.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.31%	6	458						
Jan-03	1.39%	6	431						
Feb-03	1.20%	7	583						
Mar-03	2.25%	10	445						
Apr-03	1.82%	8	439						
May-03	2.11%	10	474						
Jun-03	4.36%	20	459	33.33%	1	3		-2.4505	NO
Jul-03	2.30%	10	434	11.11%	1	9		-1.7430	NO
Aug-03	2.09%	8	383	0.00%	0	1		0.1459	YES
Sep-03	2.65%	10	378	50.00%	1	2		-4.1620	NO
Oct-03	1.77%	8	451	0.00%	0	2		0.1896	YES

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

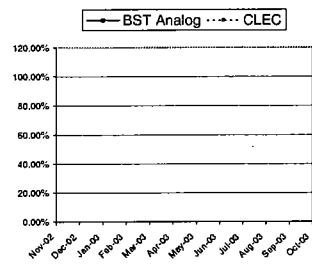


Better Performance

B.2.26.6.2.1 UNE ISDN/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

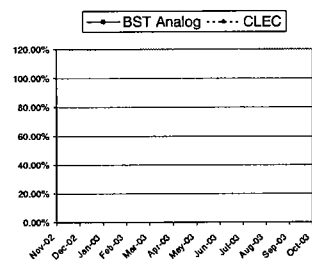


Better Performance

B.2.26.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



Better Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

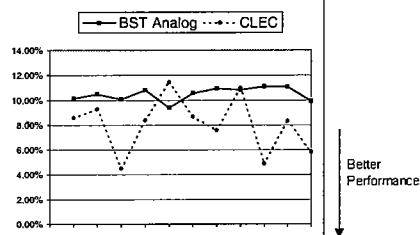
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.8.1.1 2W Analog Loop Design<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,497	14,754	9.59%	11	128		0.5793	YES
Jan-03	10.48%	1,552	14,814	9.30%	12	129		0.4336	YES
Feb-03	10.06%	1,616	16,035	4.50%	5	111		1.9439	YES
Mar-03	10.83%	1,557	14,378	8.42%	8	95		0.7528	YES
Apr-03	9.38%	1,505	16,039	11.45%	15	131		-0.8080	YES
May-03	10.57%	1,653	15,644	8.70%	10	115		0.6502	YES
Jun-03	10.94%	1,495	13,665	7.59%	11	145		1.2871	YES
Jul-03	10.85%	1,748	16,115	11.00%	11	100		-0.0490	YES
Aug-03	11.09%	1,612	14,537	4.90%	5	102		1.9831	YES
Sep-03	11.07%	1,712	15,464	8.33%	9	108		0.9035	YES
Oct-03	9.90%	1,524	15,387	5.81%	5	86		1.2663	YES

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

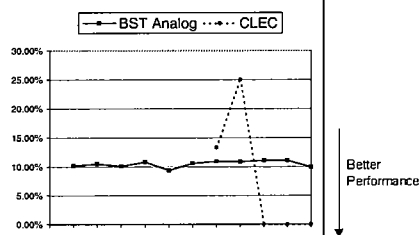


Better Performance

B.2.26.8.1.2 2W Analog Loop Design<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,497	14,754						
Jan-03	10.48%	1,552	14,814						
Feb-03	10.06%	1,616	16,035						
Mar-03	10.83%	1,557	14,378						
Apr-03	9.38%	1,505	16,039						
May-03	10.57%	1,653	15,644						
Jun-03	10.94%	1,495	13,665	13.33%	2	15		-0.2967	YES
Jul-03	10.85%	1,748	16,115	25.00%	2	8		-1.2869	YES
Aug-03	11.09%	1,612	14,537	0.00%	0	6		0.9649	YES
Sep-03	11.07%	1,712	15,464	0.00%	0	2		0.4989	YES
Oct-03	9.90%	1,524	15,387	0.00%	0	4		0.6830	YES

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

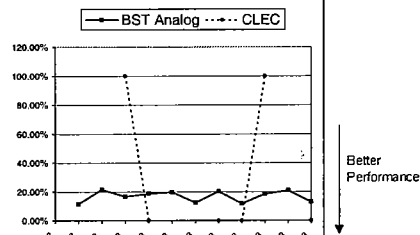


Better Performance

B.2.26.8.2.1 2W Analog Loop Design>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.48%	7	61						
Jan-03	21.43%	15	70						
Feb-03	16.67%	11	66	100.00%	1	1		-2.2193	NO
Mar-03	18.60%	16	86	0.00%	0	1		0.4753	YES
Apr-03	19.74%	15	76						
May-03	12.33%	9	73						
Jun-03	20.24%	17	84	0.00%	0	1		0.5007	YES
Jul-03	11.65%	12	103	0.00%	0	1		0.3614	YES
Aug-03	18.42%	14	76	100.00%	1	1		-2.0907	NO
Sep-03	20.75%	22	106						
Oct-03	12.90%	12	93	0.00%	0	1		0.3828	YES

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

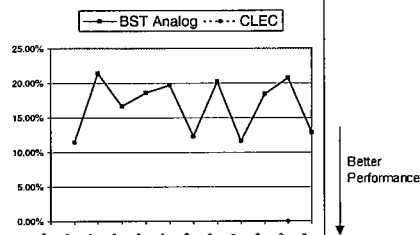


Better Performance

B.2.26.8.2.2 2W Analog Loop Design>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.48%	7	61						
Jan-03	21.43%	15	70						
Feb-03	16.67%	11	66						
Mar-03	18.60%	16	86						
Apr-03	19.74%	15	76						
May-03	12.33%	9	73						
Jun-03	20.24%	17	84						
Jul-03	11.65%	12	103						
Aug-03	18.42%	14	76						
Sep-03	20.75%	22	106	0.00%	0	1		0.5094	YES
Oct-03	12.90%	12	93						

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report



Better Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

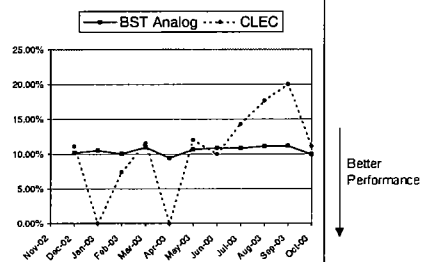
Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,475	14,535	11.11%	2	18		-0.1352	YES
Jan-03	10.49%	1,533	14,608	0.00%	0	29		1.8421	YES
Feb-03	10.04%	1,581	15,741	7.41%	2	27		0.4554	YES
Mar-03	10.93%	1,537	14,057	11.54%	3	26		-0.0987	YES
Apr-03	9.41%	1,476	15,681	0.00%	0	26		1.6423	YES
May-03	10.82%	1,630	15,343	12.00%	3	25		-0.2231	YES
Jun-03	10.87%	1,467	13,496	10.00%	3	30		0.1529	YES
Jul-03	10.81%	1,728	15,961	14.29%	3	21		-0.5120	YES
Aug-03	11.07%	1,592	14,377	17.65%	3	17		-0.8632	YES
Sep-03	11.12%	1,700	15,285	20.00%	4	20		-1.2620	YES
Oct-03	9.94%	1,513	15,228	11.11%	2	18		-0.1666	YES

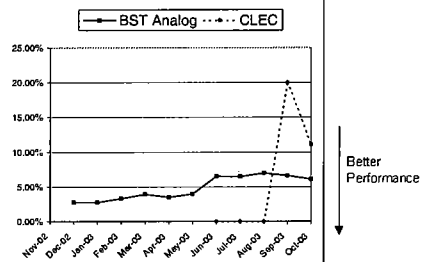
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.78%	3,725	134,178						
Jan-03	2.76%	3,608	130,535						
Feb-03	3.34%	6,124	183,507						
Mar-03	3.91%	5,543	141,869						
Apr-03	3.52%	5,476	155,639						
May-03	3.99%	6,663	167,090						
Jun-03	6.52%	5,526	84,729	0.00%	0	2		0.3735	YES
Jul-03	6.45%	5,464	84,752	0.00%	0	2		0.3712	YES
Aug-03	7.00%	5,662	80,938	0.00%	0	4		0.5485	YES
Sep-03	6.82%	5,805	84,728	20.00%	2	10		-1.7028	NO
Oct-03	6.08%	4,883	77,012	11.11%	1	9		-0.6314	YES

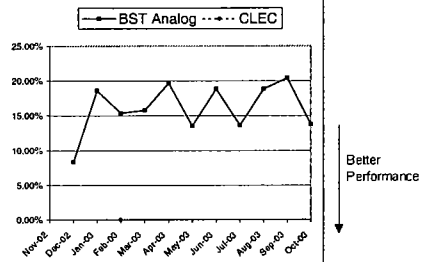
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	8.33%	4	48						
Jan-03	18.64%	11	59						
Feb-03	15.38%	8	52	0.00%	0	1		0.4224	YES
Mar-03	15.79%	12	76						
Apr-03	19.67%	12	61						
May-03	13.56%	8	59						
Jun-03	18.84%	13	69						
Jul-03	13.84%	12	86						
Aug-03	18.84%	13	69						
Sep-03	20.41%	20	98						
Oct-03	13.78%	12	87						

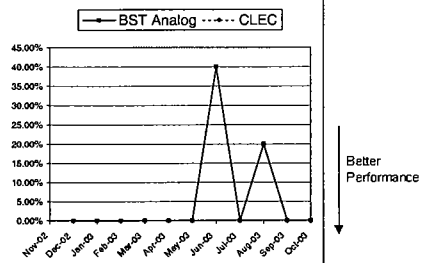
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	1						
Jan-03	0.00%	0	11						
Feb-03	0.00%	0	1						
Mar-03	0.00%	0	30						
Apr-03	0.00%	0	3						
May-03	0.00%	0	6						
Jun-03	40.00%	2	5						
Jul-03	0.00%	0	1						
Aug-03	20.00%	1	5						
Sep-03	0.00%	0	4						
Oct-03	0.00%	0	2						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

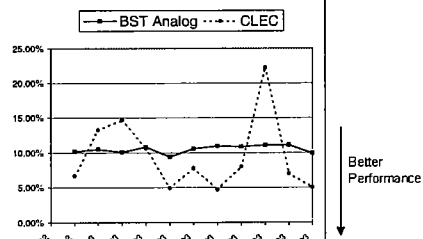
Numerator indicates total number of Initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.12.1.1 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,497	14,754	6.67%	4	60		0.8909	YES
Jan-03	10.48%	1,552	14,814	13.25%	11	83		-0.8236	YES
Feb-03	10.08%	1,616	16,035	14.71%	10	68		-1.2650	YES
Mar-03	10.83%	1,557	14,378	10.84%	5	47		0.0420	YES
Apr-03	9.38%	1,505	16,039	4.92%	3	61		1.1937	YES
May-03	10.57%	1,653	15,644	7.78%	7	90		0.8581	YES
Jun-03	10.94%	1,495	13,665	4.69%	3	64		1.5988	YES
Jul-03	10.85%	1,748	16,115	8.00%	4	50		0.6464	YES
Aug-03	11.09%	1,612	14,537	22.22%	6	27		-1.8407	NO
Sep-03	11.07%	1,712	15,464	6.98%	3	43		0.8544	YES
Oct-03	9.90%	1,524	15,387	5.00%	1	20		0.7338	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

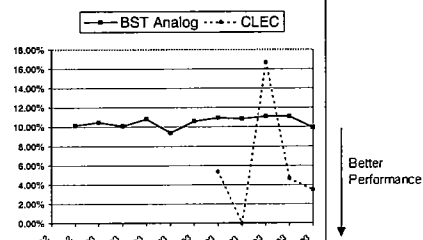


Better Performance

B.2.26.12.1.2 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,497	14,754						
Jan-03	10.48%	1,552	14,814						
Feb-03	10.08%	1,616	16,035						
Mar-03	10.83%	1,557	14,378						
Apr-03	9.38%	1,505	16,039						
May-03	10.57%	1,653	15,644						
Jun-03	10.94%	1,495	13,665	5.38%	3	56		1.3358	YES
Jul-03	10.85%	1,748	16,115	0.00%	0	17		1.4374	YES
Aug-03	11.09%	1,612	14,537	16.67%	4	24		-0.8695	YES
Sep-03	11.07%	1,712	15,464	4.65%	2	43		1.3398	YES
Oct-03	9.90%	1,524	15,387	3.45%	1	29		1.1628	YES

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

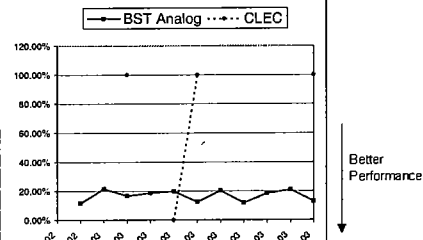


Better Performance

B.2.26.12.2.1 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.48%	7	61						
Jan-03	21.43%	15	70						
Feb-03	16.67%	11	66	100.00%	1	1		-2.2193	NO
Mar-03	18.60%	16	86						
Apr-03	19.74%	15	76	0.00%	0	2		0.6922	YES
May-03	12.33%	9	73	100.00%	1	1		-2.6486	NO
Jun-03	20.24%	17	84						
Jul-03	11.65%	12	103						
Aug-03	16.42%	14	76						
Sep-03	20.75%	22	106						
Oct-03	12.90%	12	93	100.00%	1	1		-2.5842	NO

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

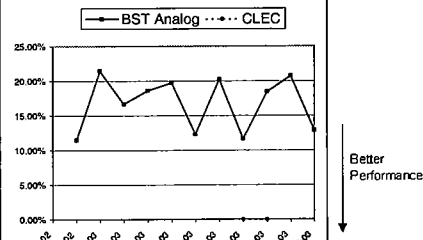


Better Performance

B.2.26.12.2.2 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.48%	7	61						
Jan-03	21.43%	15	70						
Feb-03	16.67%	11	66						
Mar-03	18.60%	16	86						
Apr-03	19.74%	15	76						
May-03	12.33%	9	73						
Jun-03	20.24%	17	84						
Jul-03	11.65%	12	103	0.00%	0	1		0.3814	YES
Aug-03	16.42%	14	76	0.00%	0	2		0.6633	YES
Sep-03	20.75%	22	106						
Oct-03	12.90%	12	93						

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Better Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

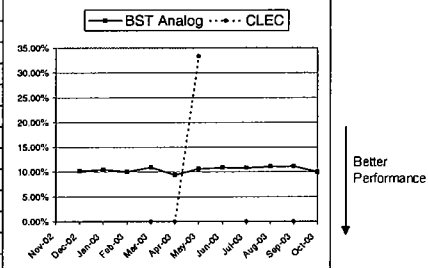
Numerator Indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.

Volume Indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	10.15%	1,475	14,535						
Jan-03	10.49%	1,533	14,608						
Feb-03	10.04%	1,581	15,741						
Mar-03	10.93%	1,537	14,057	0.00%	0	2		0.4955	YES
Apr-03	9.41%	1,476	15,681	0.00%	0	3		0.5583	YES
May-03	10.62%	1,630	15,343	33.33%	1	3		-1.2764	YES
Jun-03	10.87%	1,467	13,496						
Jul-03	10.81%	1,726	15,961	0.00%	0	1		0.3482	YES
Aug-03	11.07%	1,592	14,377						
Sep-03	11.12%	1,700	15,285	0.00%	0	1		0.3537	YES
Oct-03	9.94%	1,513	15,228						

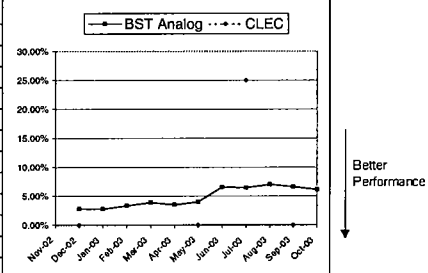
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.13.1.4 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.78%	3,725	134,178	0.00%	0	1		0.1690	YES
Jan-03	2.76%	3,808	130,535						
Feb-03	3.34%	6,124	183,507						
Mar-03	3.91%	5,543	141,869						
Apr-03	3.52%	5,476	155,639						
May-03	3.99%	6,663	167,090	0.00%	0	1		0.2038	YES
Jun-03	6.52%	5,526	84,729						
Jul-03	6.45%	5,464	84,752	25.00%	1	4		-1.5109	YES
Aug-03	7.00%	5,662	80,938						
Sep-03	6.62%	5,605	84,728	0.00%	0	1		0.2662	YES
Oct-03	6.08%	4,683	77,012						

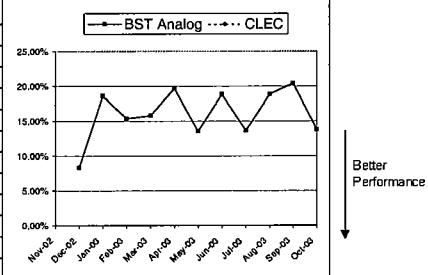
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.13.2.1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	8.33%	4	48						
Jan-03	18.64%	11	59						
Feb-03	15.38%	8	52						
Mar-03	15.79%	12	78						
Apr-03	19.67%	12	61						
May-03	13.58%	8	59						
Jun-03	18.84%	13	69						
Jul-03	13.84%	12	88						
Aug-03	18.84%	13	69						
Sep-03	20.41%	20	98						
Oct-03	13.79%	12	87						

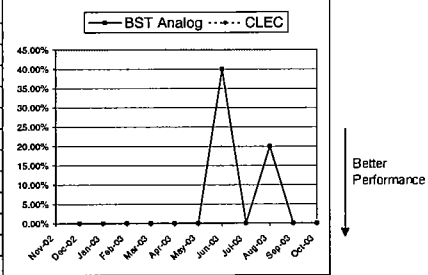
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.26.13.2.4 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.00%	0	1						
Jan-03	0.00%	0	11						
Feb-03	0.00%	0	1						
Mar-03	0.00%	0	30						
Apr-03	0.00%	0	3						
May-03	0.00%	0	6						
Jun-03	40.00%	2	5						
Jul-03	0.00%	0	1						
Aug-03	20.00%	1	5						
Sep-03	0.00%	0	4						
Oct-03	0.00%	0	2						

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

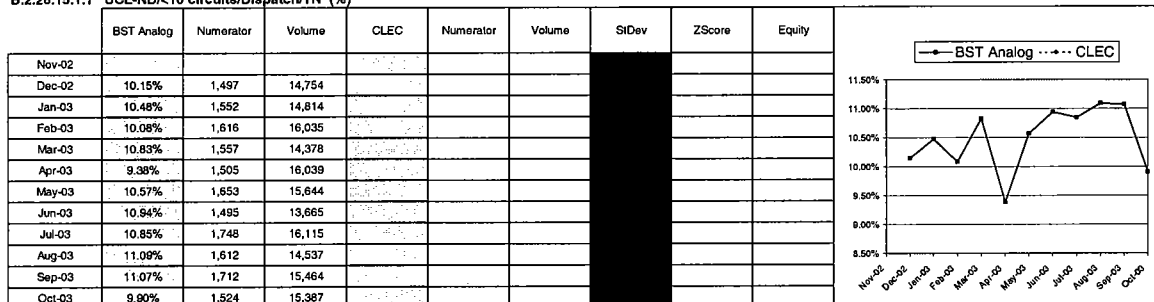


Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

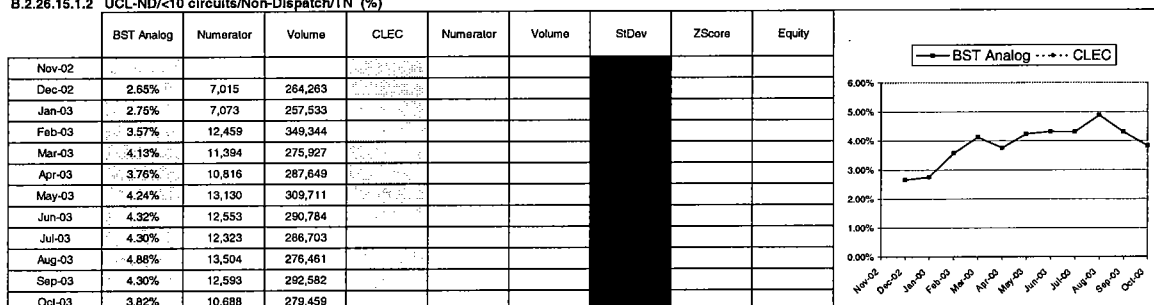
B.2.26.15.1.1 UCL-ND/<10 circuits/Dispatch/TN (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

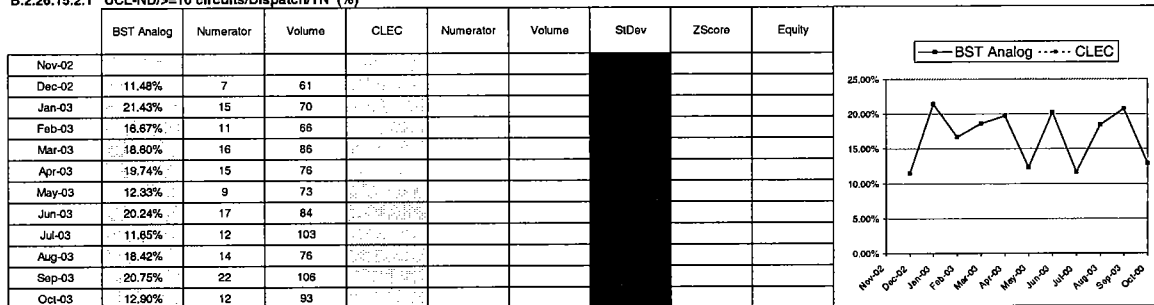
B.2.26.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/TN (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

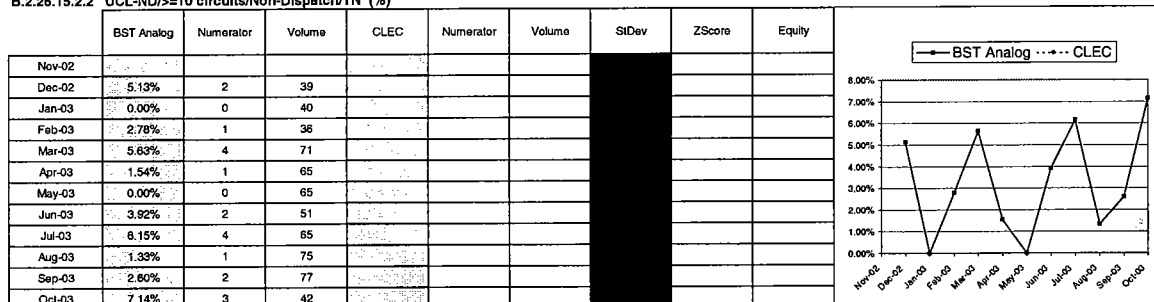
B.2.26.15.2.1 UCL-ND/≥10 circuits/Dispatch/TN (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

B.2.26.15.2.2 UCL-ND/≥10 circuits/Non-Dispatch/TN (%)



Note 1: Retail Residence / Business data serves as the BST Analog for this report

Note 2: Effective April 2001: Analog Changed from 'Residence/Business Dispatch' to 'Retail Residence / Business'

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
% Provisioning Troubles within 30 Days

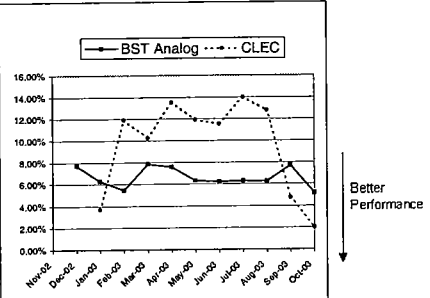
(% of Trouble Reports Received within 30 Days of Service Order Completion)

Numerator indicates total number of initial trouble reports received within 30 days of service order completion for this disaggregation in the previous reporting period.
Volume indicates total number of service orders completed for this disaggregation in the previous reporting period.

B.2.26.21.1.1 EELs/<10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	7.89%	38	494						
Jan-03	6.26%	32	511	3.70%	1	27		0.5348	YES
Feb-03	5.45%	28	514	11.90%	5	42		-1.7729	NO
Mar-03	7.85%	38	484	10.26%	4	39		-0.5372	YES
Apr-03	7.58%	32	422	13.56%	8	59		-1.6243	YES
May-03	6.31%	31	491	11.90%	5	42		-1.4300	YES
Jun-03	6.22%	29	466	11.54%	6	52		-1.5049	YES
Jul-03	6.26%	35	559	14.00%	7	50		-2.1641	NO
Aug-03	6.25%	25	400	12.77%	6	47		-1.7457	NO
Sep-03	7.69%	37	481	4.78%	2	42		0.6835	YES
Oct-03	5.13%	23	448	2.00%	1	50		0.9524	YES

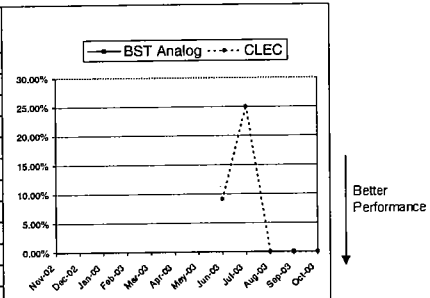
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.26.21.1.2 EELs/<10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03				9.09%	1	11			
Jul-03				25.00%	1	4			
Aug-03				0.00%	0	5			
Sep-03	0.00%	0	2	0.00%	0	6			YES
Oct-03				0.00%	0	5			

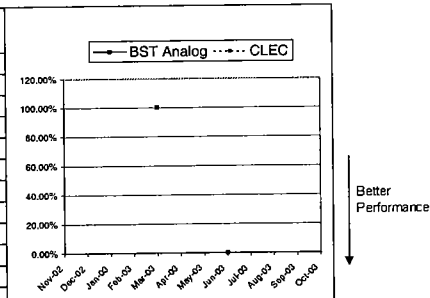
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.26.21.2.1 EELs/>=10 circuits/Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	100.00%	1	1						
Apr-03									
May-03									
Jun-03	0.00%	0	1						
Jul-03									
Aug-03									
Sep-03									
Oct-03									

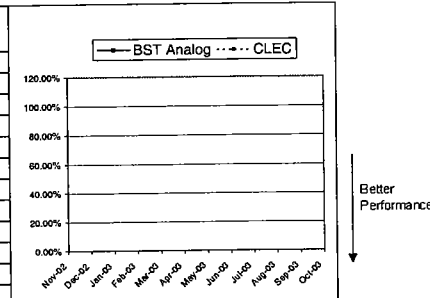
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.26.21.2.2 EELs/>=10 circuits/Non-Dispatch/TN (%)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

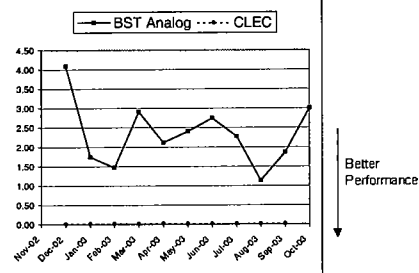
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.5.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.08	8,257	2,023	0.02	1	55	13.899	2.1401	YES
Jan-03	1.75	3,531	2,023	0.02	1	74	8.810	1.8579	YES
Feb-03	1.46	2,628	1,797	0.02	2	90	8.032	1.6665	YES
Mar-03	2.92	5,839	2,003	0.02	1	61	15.710	1.4198	YES
Apr-03	2.11	4,646	2,199	0.02	0	18	15.888	0.5562	YES
May-03	2.40	5,978	2,487	0.02	0	3	14.474	0.2855	YES
Jun-03	2.75	6,864	2,498	0.02	0	4	21.579	0.2529	YES
Jul-03	2.27	5,828	2,563	0.02	0	4	16.810	0.2883	YES
Aug-03	1.13	3,954	3,505	0.02	0	3	8.360	0.2302	YES
Sep-03	1.87	5,925	3,175	0.02	0	2	15.614	0.1675	YES
Oct-03	3.00	10,679	3,556				22.916		

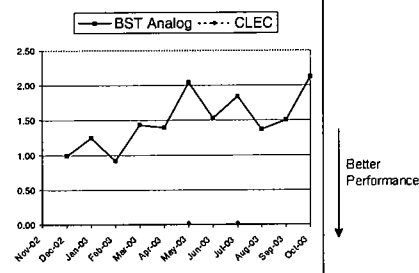
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.27.5.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.99	3,041	3,073				6.496		
Jan-03	1.25	3,800	3,051				7.604		
Feb-03	0.92	2,611	2,839				3.036		
Mar-03	1.43	4,163	2,905				8.850		
Apr-03	1.40	3,854	2,760				8.286		
May-03	2.04	6,204	3,037	0.02	0	2	12.776	0.2242	YES
Jun-03	1.53	4,476	2,929				9.641		
Jul-03	1.84	5,656	3,068	0.02	0	2	15.301	0.1688	YES
Aug-03	1.37	5,599	4,096				7.440		
Sep-03	1.51	5,224	3,464				15.483		
Oct-03	2.12	8,631	4,069				16.014		

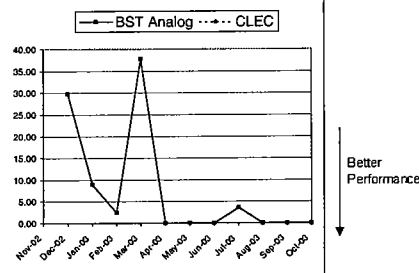
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.27.5.2.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	29.74	149	5				34.055		
Jan-03	8.97	27	3				15.502		
Feb-03	2.43	15	6				5.906		
Mar-03	37.78	113	3				65.414		
Apr-03	0.02	0	7				0.000		
May-03	0.06	0	7				0.076		
Jun-03	0.02	0	2				0.000		
Jul-03	3.52	25	7				9.273		
Aug-03	0.02	0	1				0.000		
Sep-03	0.02	0	4				0.000		
Oct-03	0.02	0	2				0.000		

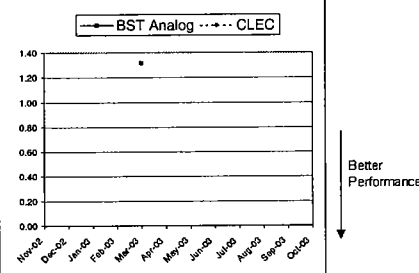
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



B.2.27.5.2.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03	1.32	1	1				0.000		
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

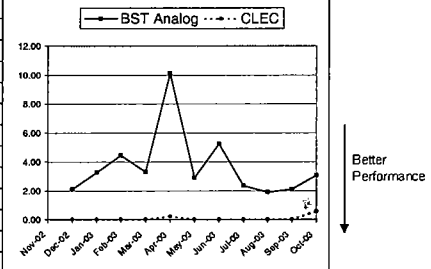
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.6.1.1 UNE ISDN/<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.12	338	160	0.02	1	44	8.657	1.4241	YES
Jan-03	3.25	706	217	0.02	1	50	18.032	1.1442	YES
Feb-03	4.43	825	186	0.02	1	47	19.216	1.4080	YES
Mar-03	3.30	557	169	0.02	1	46	12.059	1.6342	YES
Apr-03	10.13	1,884	186	0.22	11	50	38.745	1.6052	YES
May-03	2.82	446	153	0.02	1	34	12.702	1.2039	YES
Jun-03	5.23	832	159	0.02	1	39	18.786	1.5544	YES
Jul-03	2.35	272	116	0.02	1	40	15.783	0.8050	YES
Aug-03	1.91	346	181	0.02	1	44	12.918	0.8719	YES
Sep-03	2.12	292	138	0.02	1	40	7.704	1.5191	YES
Oct-03	3.06	382	125	0.58	48	82	19.551	0.8908	YES

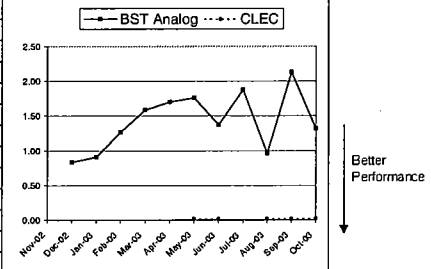
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.27.6.1.2 UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.83	355	425				3.257		
Jan-03	0.91	525	577				2.294		
Feb-03	1.27	572	452				8.018		
Mar-03	1.59	704	444				7.444		
Apr-03	1.70	812	477				13.185		
May-03	1.76	809	459	0.02	0	2	8.797	0.2800	YES
Jun-03	1.37	594	433	0.02	0	9	5.445	0.7395	YES
Jul-03	1.88	719	383				11.975		
Aug-03	0.96	361	375	0.02	0	1	1.366	0.8812	YES
Sep-03	2.13	965	453	0.02	0	1	12.315	0.1715	YES
Oct-03	1.31	527	401	0.03	0	4	4.162	0.6166	YES

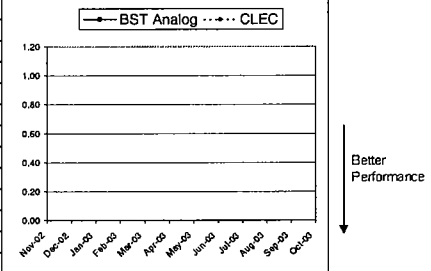
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.27.6.2.1 UNE ISDN/>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

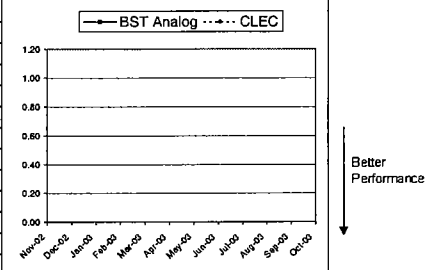
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



B.2.27.6.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

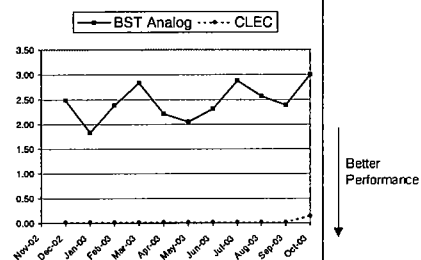
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.8.1.1 2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	36,628	14,760	0.02	2	113	19.244	1.3564	YES
Jan-03	1.83	28,498	15,589	0.02	2	100	14.441	1.2503	YES
Feb-03	2.38	34,416	14,472	0.02	1	89	18.555	1.1970	YES
Mar-03	2.84	45,767	16,140	0.02	2	115	25.305	1.1904	YES
Apr-03	2.21	34,720	15,704	0.02	2	102	25.319	0.8722	YES
May-03	2.05	28,027	13,665	0.02	2	126	13.154	1.7274	YES
Jun-03	2.31	37,169	16,115	0.02	1	88	15.064	1.4220	YES
Jul-03	2.88	41,819	14,537	0.02	1	87	18.283	1.4548	YES
Aug-03	2.57	39,871	15,464	0.02	2	98	18.672	1.3468	YES
Sep-03	2.38	36,885	15,387	0.02	1	76	16.407	1.2549	YES
Oct-03	3.00	47,315	15,771	0.14	10	68	61.598	0.3815	YES

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

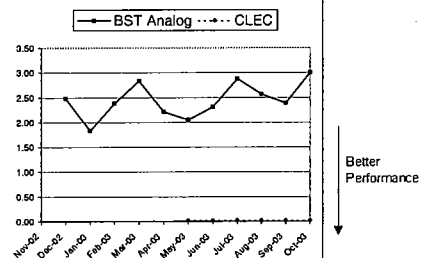


Better Performance

B.2.27.8.1.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	36,628	14,760				19.244		
Jan-03	1.83	28,498	15,589				14.441		
Feb-03	2.38	34,416	14,472				18.555		
Mar-03	2.84	45,767	16,140				25.305		
Apr-03	2.21	34,720	15,704				25.319		
May-03	2.05	28,027	13,665	0.02	0	8	13.154	0.4373	YES
Jun-03	2.31	37,169	16,115	0.02	0	6	15.064	0.3723	YES
Jul-03	2.88	41,819	14,537	0.02	0	6	18.283	0.3831	YES
Aug-03	2.57	39,871	15,464	0.02	0	2	18.672	0.1930	YES
Sep-03	2.38	36,885	15,387	0.02	0	1	16.407	0.1443	YES
Oct-03	3.00	47,315	15,771	0.02	0	5	61.598	0.1083	YES

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

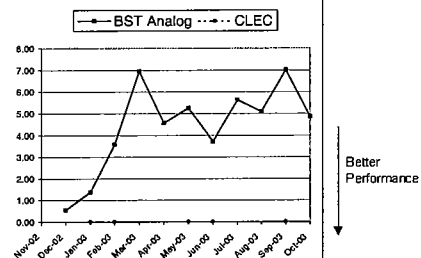


Better Performance

B.2.27.8.2.1 2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.55	38	69				2.941		
Jan-03	1.37	88	64	0.02	0	1	8.289	0.1623	YES
Feb-03	3.58	311	87	0.02	0	1	13.122	0.2698	YES
Mar-03	6.95	528	76				29.834		
Apr-03	4.56	342	75				17.215		
May-03	5.25	441	84	0.02	0	1	17.586	0.2961	YES
Jun-03	3.71	383	103	0.02	0	1	15.876	0.2318	YES
Jul-03	5.62	427	76				22.586		
Aug-03	5.09	539	106				19.611		
Sep-03	7.01	652	83	0.02	0	1	28.355	0.2452	YES
Oct-03	4.85	344	71				21.520		

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report

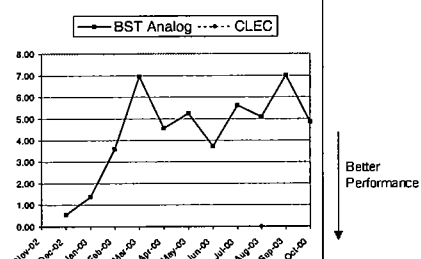


Better Performance

B.2.27.8.2.2 2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.55	38	69				2.941		
Jan-03	1.37	88	64				8.289		
Feb-03	3.58	311	87				13.122		
Mar-03	6.95	528	76				29.834		
Apr-03	4.56	342	75				17.215		
May-03	5.25	441	84				17.586		
Jun-03	3.71	383	103				15.876		
Jul-03	5.62	427	76				22.586		
Aug-03	5.09	539	106	0.02	0	1	19.611	0.2574	YES
Sep-03	7.01	652	83				28.355		
Oct-03	4.85	344	71				21.520		

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report



Better Performance

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

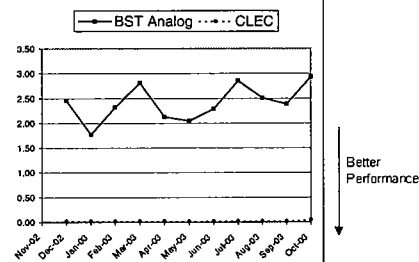
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.9.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)

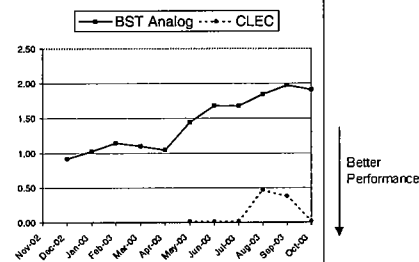
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.46	35,811	14,555	0.02	0	29	19.290	0.6815	YES
Jan-03	1.77	27,111	15,296	0.02	1	25	14.239	0.6142	YES
Feb-03	2.33	32,895	14,148	0.02	0	26	18.538	0.6344	YES
Mar-03	2.82	44,428	15,777	0.02	0	26	25.365	0.5623	YES
Apr-03	2.13	32,814	15,400	0.02	0	23	25.173	0.4025	YES
May-03	2.04	27,583	13,496	0.02	0	29	13.175	0.8276	YES
Jun-03	2.29	36,542	15,961	0.02	0	20	15.055	0.6747	YES
Jul-03	2.85	41,001	14,377	0.02	0	16	18.217	0.6222	YES
Aug-03	2.51	38,393	15,285	0.02	0	19	18.363	0.5919	YES
Sep-03	2.39	36,320	15,228	0.02	0	15	18.453	0.5572	YES
Oct-03	2.93	45,875	15,582	0.05	1	15	61.862	0.1805	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.1.4 2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)

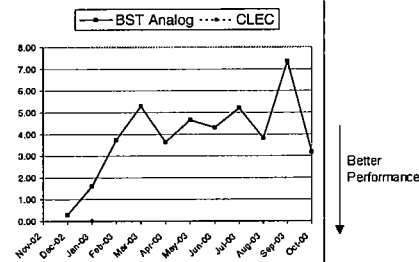
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.92	119,729	130,316				7.483		
Jan-03	1.03	187,645	182,893				6.361		
Feb-03	1.14	162,376	141,928				11.191		
Mar-03	1.10	170,933	155,684				7.563		
Apr-03	1.05	174,859	167,070				8.261		
May-03	1.44	122,181	84,724	0.02	0	2	9.404	0.2144	YES
Jun-03	1.68	142,375	84,745	0.02	0	2	13.532	0.1738	YES
Jul-03	1.68	135,947	80,936	0.02	0	4	9.159	0.3631	YES
Aug-03	1.84	156,051	84,724	0.47	5	10	8.599	0.5051	YES
Sep-03	1.97	151,900	77,011	0.38	3	9	9.692	0.4936	YES
Oct-03	1.91	152,810	80,111	0.02	0	5	9.028	0.4683	YES



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.2.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)

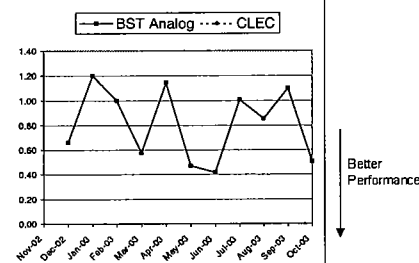
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.30	17	59				1.813		
Jan-03	1.61	82	51	0.02	0	1	9.286	0.1701	YES
Feb-03	3.75	289	77				13.786		
Mar-03	5.29	322	61				25.359		
Apr-03	3.84	222	61				17.927		
May-03	4.66	322	69				17.621		
Jun-03	4.30	378	88				17.118		
Jul-03	5.20	359	69				22.422		
Aug-03	3.82	374	98				14.283		
Sep-03	7.36	840	87				29.273		
Oct-03	3.16	180	57				10.898		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.9.2.4 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.66	7	11				0.334		
Jan-03	1.20	1	1				0.000		
Feb-03	1.00	30	30				0.351		
Mar-03	0.58	2	3				0.337		
Apr-03	1.14	7	6				0.202		
May-03	0.47	2	5				0.419		
Jun-03	0.42	0	1				0.000		
Jul-03	1.01	5	5				0.623		
Aug-03	0.85	3	4				0.436		
Sep-03	1.10	2	2				0.094		
Oct-03	0.50	3	5				0.335		



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

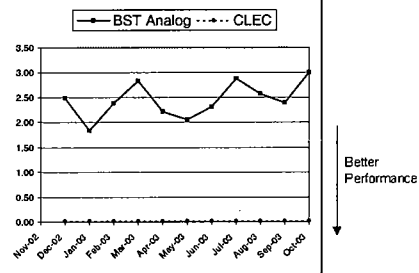
Numerator indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	36,628	14,760	0.02	1	75	19.244	1.1065	YES
Jan-03	1.83	28,498	15,589	0.02	1	56	14.441	0.9370	YES
Feb-03	2.38	34,416	14,472	0.02	1	46	18.555	0.8614	YES
Mar-03	2.84	45,767	16,140	0.02	1	56	25.305	0.8322	YES
Apr-03	2.21	34,720	15,704	0.02	1	89	25.319	0.8153	YES
May-03	2.05	28,027	13,665	0.02	1	62	13.154	1.2150	YES
Jun-03	2.31	37,169	16,115	0.02	1	45	15.064	1.0182	YES
Jul-03	2.88	41,819	14,537	0.02	0	23	18.283	0.7496	YES
Aug-03	2.57	39,671	15,464	0.02	1	41	18.672	0.8729	YES
Sep-03	2.38	36,885	15,387	0.02	0	18	16.407	0.6118	YES
Oct-03	3.00	47,315	15,771	0.02	0	19	61.598	0.2110	YES

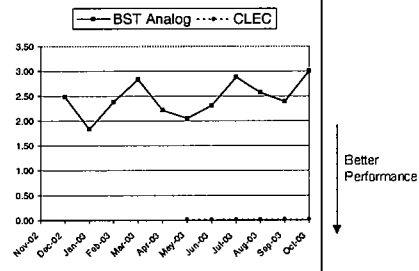
Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report



B.2.27.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	36,628	14,760				19.244		
Jan-03	1.83	28,498	15,589				14.441		
Feb-03	2.38	34,416	14,472				18.555		
Mar-03	2.84	45,767	16,140				25.305		
Apr-03	2.21	34,720	15,704				25.319		
May-03	2.05	28,027	13,665	0.02	1	56	13.154	1.1550	YES
Jun-03	2.31	37,169	16,115	0.02	0	15	15.064	0.5884	YES
Jul-03	2.88	41,819	14,537	0.02	0	24	18.283	0.7657	YES
Aug-03	2.57	39,671	15,464	0.02	1	41	18.672	0.8729	YES
Sep-03	2.38	36,885	15,387	0.02	0	29	16.407	0.7763	YES
Oct-03	3.00	47,315	15,771	0.02	0	25	61.598	0.2419	YES

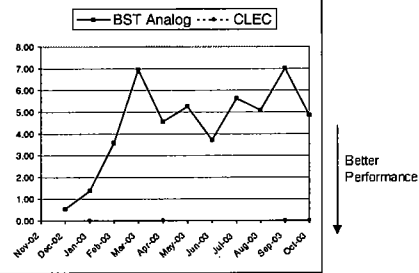
Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report



B.2.27.12.2.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.55	38	69				2.941		
Jan-03	1.37	88	64	0.02	0	1	8.289	0.1623	YES
Feb-03	3.58	311	87				13.122		
Mar-03	6.95	528	76				29.634		
Apr-03	4.58	342	75	0.02	0	1	17.215	0.2620	YES
May-03	5.25	441	84				17.586		
Jun-03	3.71	383	103				15.876		
Jul-03	5.62	427	76				22.586		
Aug-03	5.09	539	106				19.611		
Sep-03	7.01	652	93	0.02	0	1	28.355	0.2452	YES
Oct-03	4.85	344	71	0.02	0	3	21.520	0.3810	YES

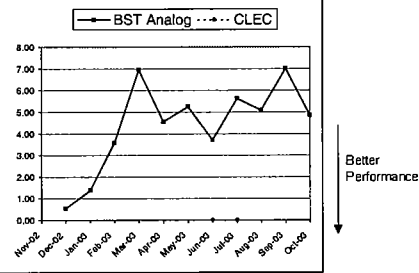
Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report



B.2.27.12.2.2 2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.55	38	69				2.941		
Jan-03	1.37	88	64				8.289		
Feb-03	3.58	311	87				13.122		
Mar-03	6.95	528	76				29.634		
Apr-03	4.58	342	75				17.215		
May-03	5.25	441	84				17.586		
Jun-03	3.71	383	103	0.02	0	1	15.876	0.2318	YES
Jul-03	5.62	427	76	0.02	0	2	22.586	0.3464	YES
Aug-03	5.09	539	106				19.611		
Sep-03	7.01	652	93				28.355		
Oct-03	4.85	344	71				21.520		

Note 1: Retail Residence / Business - Dispatch data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

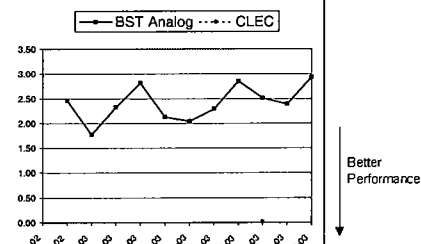
(Interval between Order Completion and Completion Notice Release to CLEC/BST)

Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.13.1.1 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	35,811	14,555				19.290		
Jan-03	1.77	27,111	15,296				14.239		
Feb-03	2.33	32,895	14,148				18.538		
Mar-03	2.82	44,428	15,777				25.365		
Apr-03	2.13	32,814	15,400				25.173		
May-03	2.04	27,583	13,496				13.175		
Jun-03	2.29	36,542	15,961				15.055		
Jul-03	2.85	41,001	14,377				18.217		
Aug-03	2.51	36,393	15,265	0.02	0	1	18.363	0.1359	YES
Sep-03	2.39	36,320	15,228				16.453		
Oct-03	2.93	45,675	15,582				61.862		

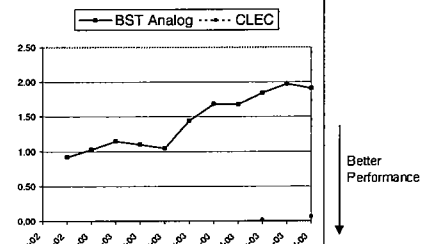


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.1.4 2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.92	119,729	130,316				7.483		
Jan-03	1.03	187,845	182,893				6.361		
Feb-03	1.14	162,376	141,928				11.191		
Mar-03	1.10	170,933	155,684				7.563		
Apr-03	1.05	174,859	167,070				8.261		
May-03	1.44	122,181	84,724				9.404		
Jun-03	1.88	142,375	84,745				13.532		
Jul-03	1.88	135,947	80,836				9.159		
Aug-03	1.84	156,051	84,724	0.02	0	1	8.599	0.2122	YES
Sep-03	1.97	151,900	77,011				9.692		
Oct-03	1.91	152,810	80,111	0.07	0	1	9.028	0.2039	YES

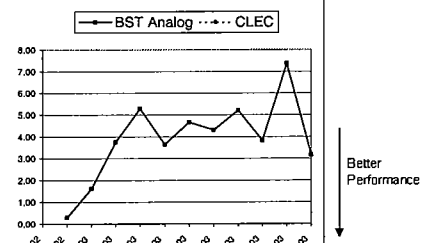


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.2.1 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.30	17	59				1.613		
Jan-03	1.61	82	51				9.286		
Feb-03	3.75	289	77				13.786		
Mar-03	5.29	322	61				25.359		
Apr-03	3.64	222	61				17.927		
May-03	4.66	322	69				17.821		
Jun-03	4.30	378	88				17.118		
Jul-03	5.20	359	69				22.422		
Aug-03	3.82	374	98				14.283		
Sep-03	7.36	640	87				29.273		
Oct-03	3.16	180	57				10.698		

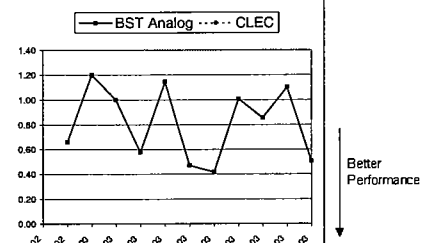


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.27.13.2.4 2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.66	7	11				0.334		
Jan-03	1.20	1	1				0.000		
Feb-03	1.00	30	30				0.351		
Mar-03	0.58	2	3				0.337		
Apr-03	1.14	7	6				0.202		
May-03	0.47	2	5				0.419		
Jun-03	0.42	0	1				0.000		
Jul-03	1.01	5	5				0.623		
Aug-03	0.85	3	4				0.438		
Sep-03	1.10	2	2				0.094		
Oct-03	0.50	3	5				0.335		



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

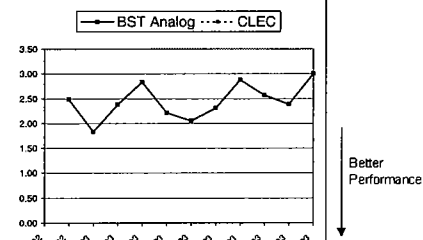
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.15.1.1 UCL-ND/<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.48	36,628	14,760				19.244		
Jan-03	1.83	28,498	15,589				14.441		
Feb-03	2.38	34,416	14,472				18.555		
Mar-03	2.84	45,787	18,140				25.305		
Apr-03	2.21	34,720	15,704				25.319		
May-03	2.05	28,027	13,685				13.154		
Jun-03	2.31	37,189	16,115				15.064		
Jul-03	2.88	41,819	14,537				18.283		
Aug-03	2.57	39,671	15,464				18.672		
Sep-03	2.38	36,685	15,387				16.407		
Oct-03	3.00	47,315	15,771				61.598		

Note 1: Retail Residence / Business data serves as the BST Analog for this report

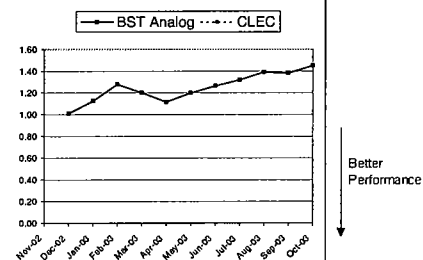


Better Performance

B.2.27.15.1.2 UCL-ND/<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.01	258,828	256,811				8.175		
Jan-03	1.13	391,295	347,812				7.389		
Feb-03	1.28	352,750	276,290				11.915		
Mar-03	1.20	345,426	287,822				8.252		
Apr-03	1.12	345,768	309,769				7.971		
May-03	1.20	347,880	290,639				8.028		
Jun-03	1.26	361,311	286,390				9.325		
Jul-03	1.32	364,573	276,175				7.727		
Aug-03	1.38	407,032	292,539				8.750		
Sep-03	1.38	385,294	278,114				8.094		
Oct-03	1.45	419,322	289,366				8.592		

Note 1: Retail Residence / Business data serves as the BST Analog for this report

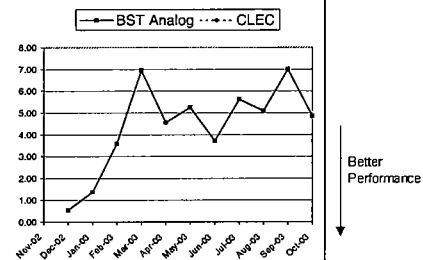


Better Performance

B.2.27.15.2.1 UCL-ND/>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	0.55	38	69				2.941		
Jan-03	1.37	88	64				8.289		
Feb-03	3.58	311	87				13.122		
Mar-03	8.95	528	76				29.834		
Apr-03	4.58	342	75				17.215		
May-03	5.25	441	84				17.586		
Jun-03	3.71	383	103				15.876		
Jul-03	5.82	427	76				22.586		
Aug-03	5.08	539	106				19.611		
Sep-03	7.01	652	93				28.355		
Oct-03	4.85	344	71				21.520		

Note 1: Retail Residence / Business data serves as the BST Analog for this report

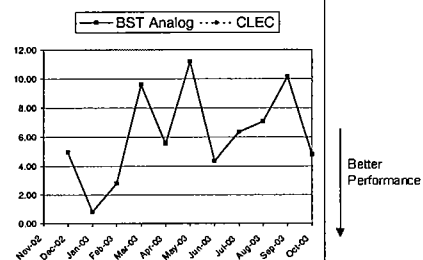


Better Performance

B.2.27.15.2.2 UCL-ND/>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	4.95	198	40				19.447		
Jan-03	0.81	29	36				0.400		
Feb-03	2.79	203	73				9.741		
Mar-03	9.59	633	66				37.613		
Apr-03	5.53	360	65				37.884		
May-03	11.19	571	51				36.580		
Jun-03	4.34	282	65				20.473		
Jul-03	8.35	476	75				18.698		
Aug-03	7.08	545	77				23.587		
Sep-03	10.15	426	42				19.932		
Oct-03	4.79	254	53				15.570		

Note 1: Retail Residence / Business data serves as the BST Analog for this report



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Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Average Completion Notice Interval - Mechanized

(Interval between Order Completion and Completion Notice Release to CLEC/BST)

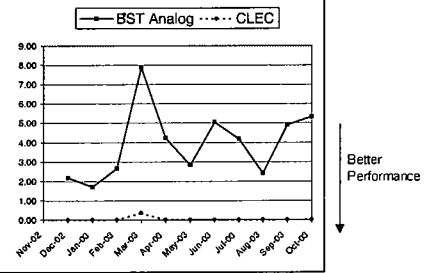
Numerator Indicates total of completion notice intervals for this disaggregation in the reporting period.

Volume Indicates total number of orders for this disaggregation receiving completion notice in the reporting period.

B.2.27.21.1.1 EELs<10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.17	1,102	507	0.02	0	7	9.042	0.6266	YES
Jan-03	1.72	857	499	0.02	0	4	5.437	0.6230	YES
Feb-03	2.67	1,368	513	0.02	0	8	10.462	0.7111	YES
Mar-03	7.89	3,391	430	0.37	7	19	101.995	0.3144	YES
Apr-03	4.22	2,111	500	0.02	0	6	21.429	0.4779	YES
May-03	2.83	1,317	466	0.02	0	11	9.580	0.9615	YES
Jun-03	5.05	2,820	559	0.02	0	15	37.364	0.5144	YES
Jul-03	4.17	1,670	400	0.02	0	13	14.348	1.0283	YES
Aug-03	2.41	1,160	481	0.02	0	13	22.606	0.3768	YES
Sep-03	4.90	2,196	448	0.02	0	7	41.027	0.3126	YES
Oct-03	5.32	2,779	522	0.02	0	17	56.108	0.3838	YES

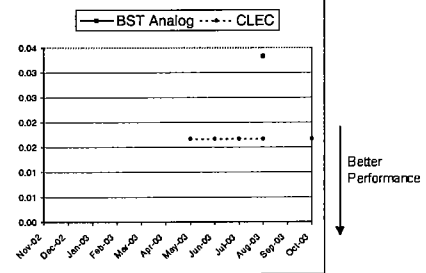
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.27.21.1.2 EELs<10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03				0.02	0	4	0.000		
Jun-03				0.02	0	3	0.000		
Jul-03				0.02	0	1	0.000		
Aug-03	0.03	0	2	0.02	0	2	0.024	0.7071	YES
Sep-03									
Oct-03				0.02	0	2	0.000		

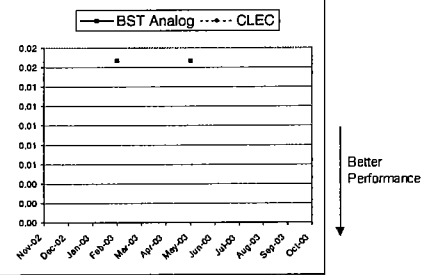
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.27.21.2.1 EELs/>=10 circuits/Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03	0.02	0	1				0.000		
Mar-03									
Apr-03									
May-03	0.02	0	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

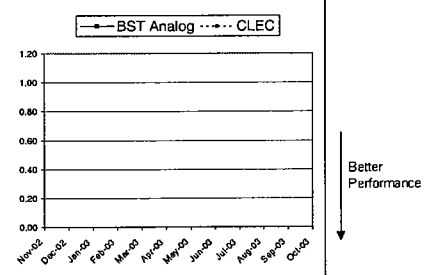
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



B.2.27.21.2.2 EELs/>=10 circuits/Non-Dispatch/TN (hours)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

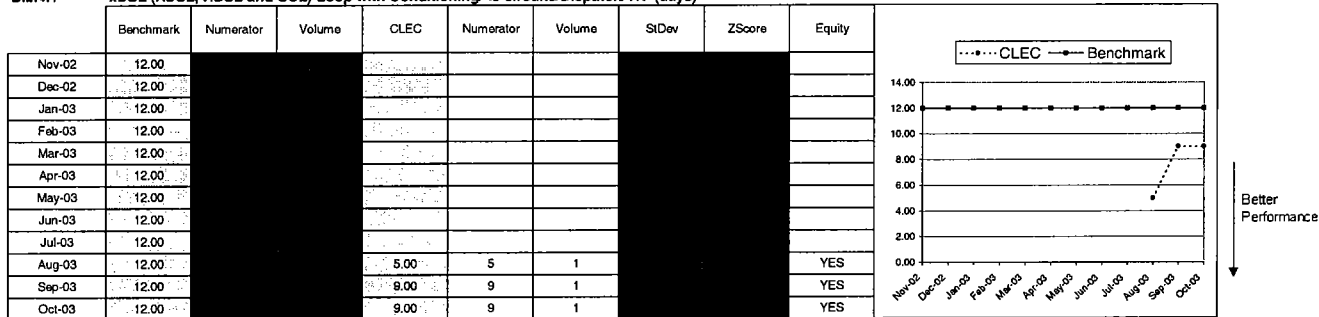
Note 1: Retail DS1/DS3 - Interoffice data serves as the BST Analog for this report



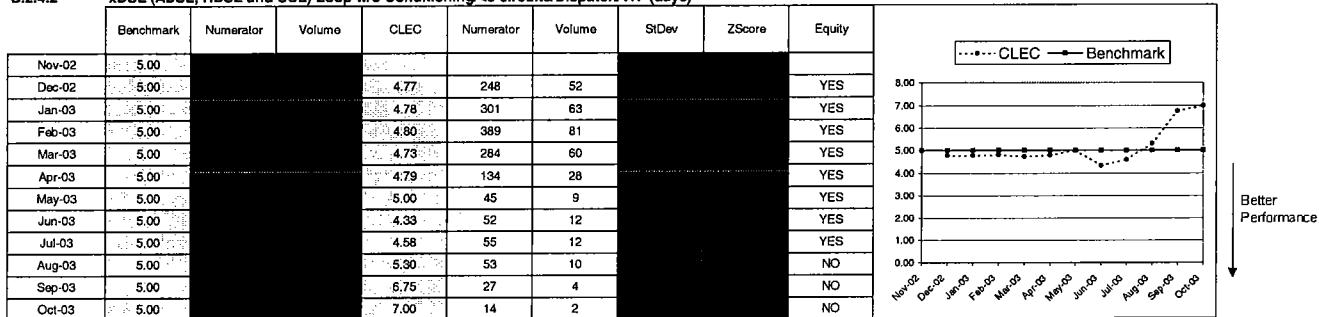
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Order Completion Interval within X days
(Interval Between Order Issuance and Completion)

Numerator Indicates total of order completion intervals in the reporting period.
Volume indicates total number of service orders completed for this disaggregation in the reporting period.

B.2.4.1 xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN (days)



B.2.4.2 xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)



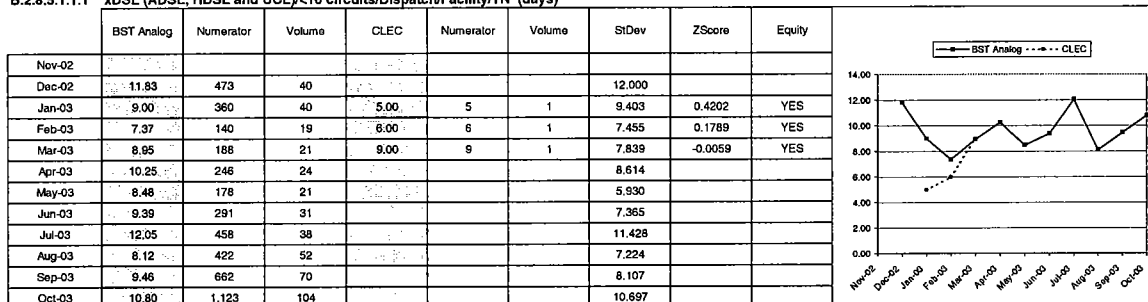
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

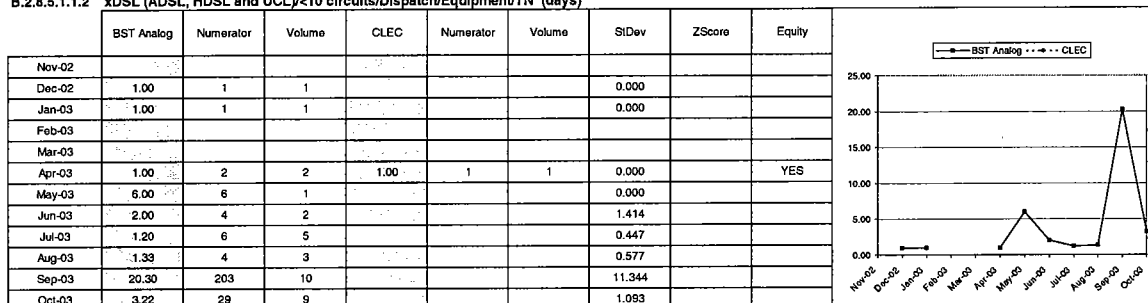
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.5.1.1.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/Facility/TN (days)



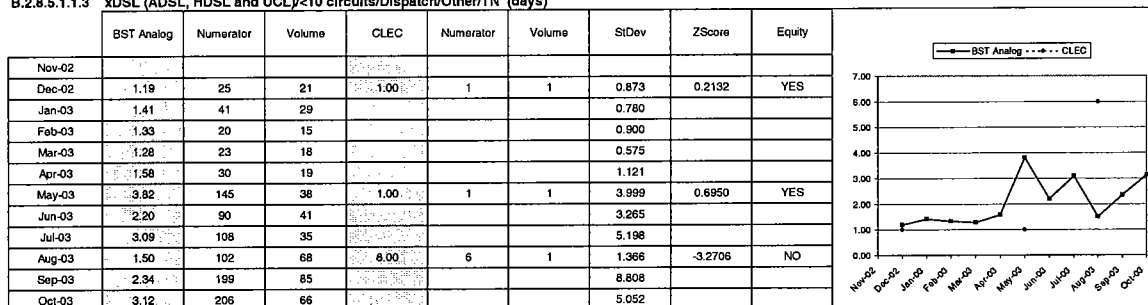
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.1.1.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/Equipment/TN (days)



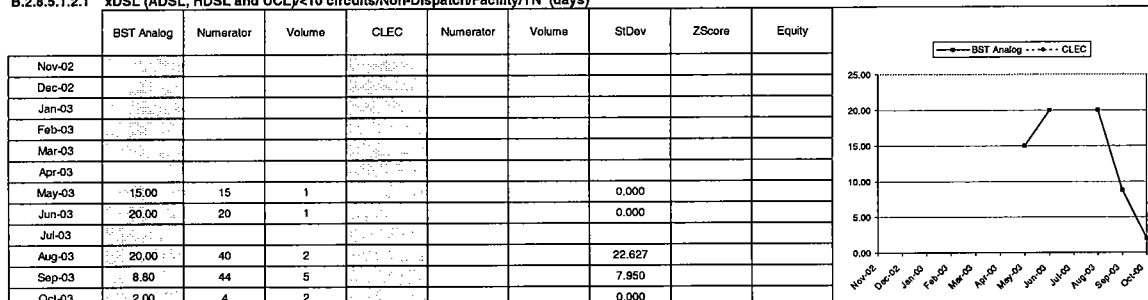
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.1.1.3 xDSL (ADSL, HDSL and UCLY<10 circuits/Dispatch/Other/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.1.2.1 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/Facility/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

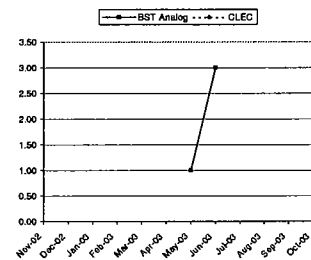
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.5.1.2.2 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	1.00	1	1				0.000		
Jun-03	3.00	3	1				0.000		
Jul-03									
Aug-03									
Sep-03									
Oct-03									

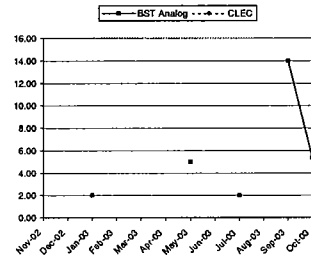


Better
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.1.2.3 xDSL (ADSL, HDSL and UCLY<10 circuits/Non-Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03	2.00	2	1				0.000		
Feb-03									
Mar-03									
Apr-03									
May-03	5.00	5	1				0.000		
Jun-03									
Jul-03	2.00	2	1				0.000		
Aug-03									
Sep-03	14.00	14	1				0.000		
Oct-03	5.33	16	3				2.309		

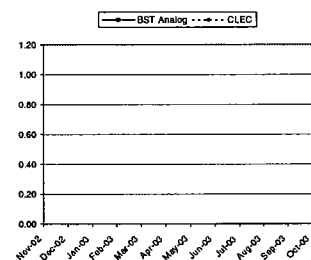


Better
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.2.1.1 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

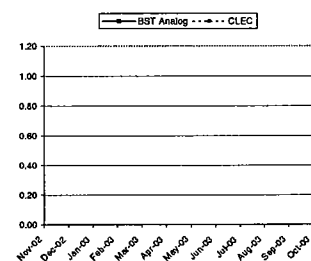


Better
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.2.1.2 xDSL (ADSL, HDSL and UCLY>=10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Better
Performance

Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

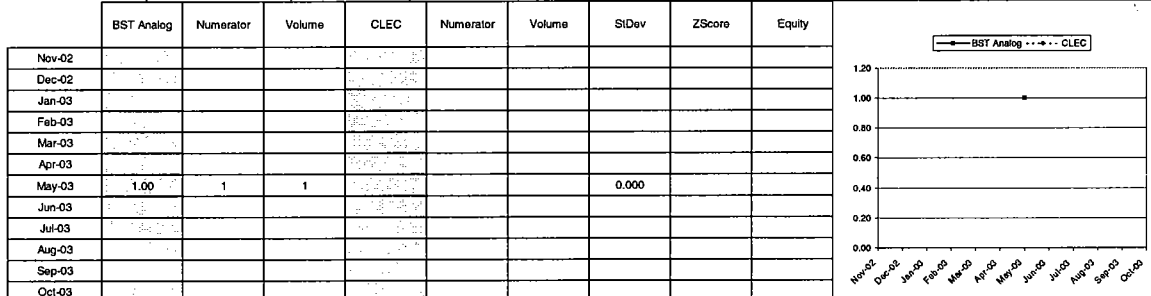
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

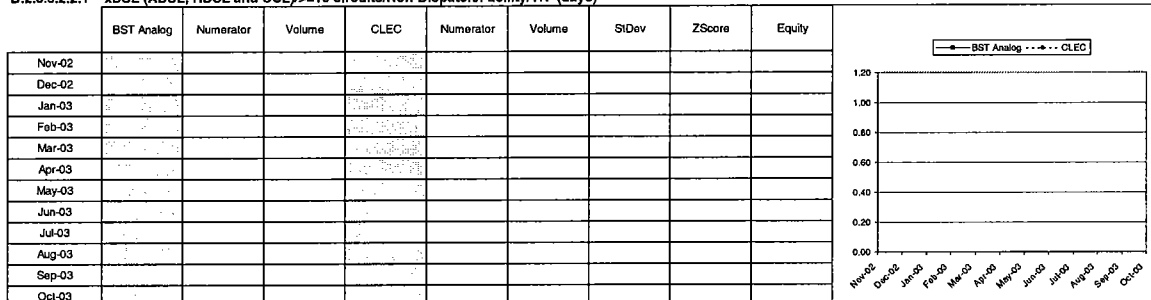
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.5.2.1.3 xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/Other/TN (days)



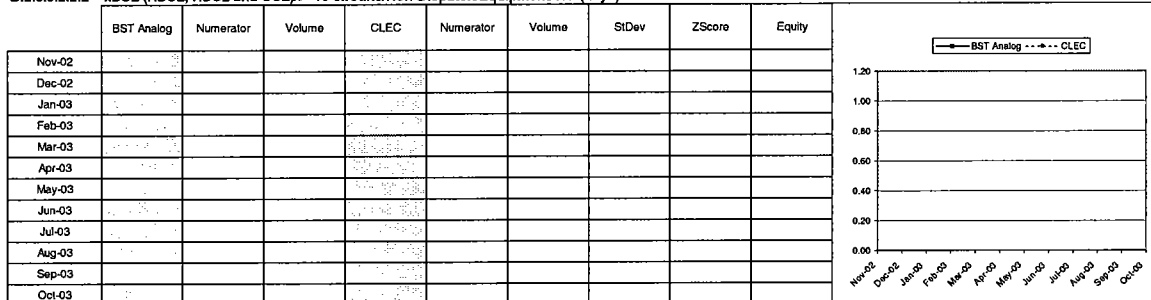
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.2.2.1 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/Facility/TN (days)



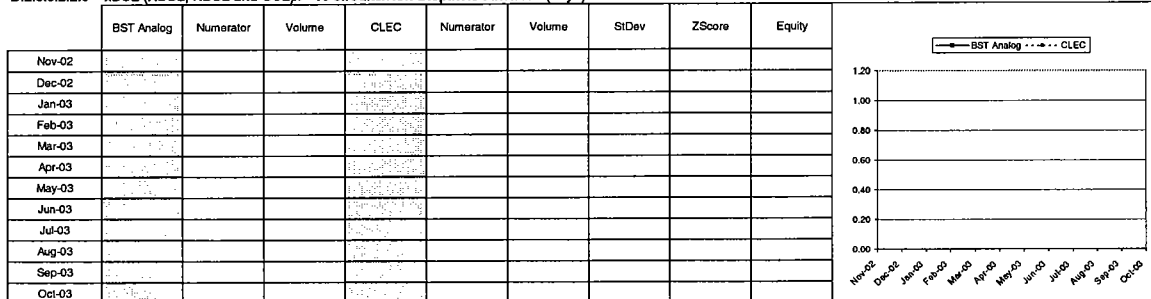
Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.2.2.2 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/Equipment/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

B.2.8.5.2.2.3 xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/Other/TN (days)



Note 1: ADSL Provided to Retail data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order is Held Past the Due Date for Company Reasons)

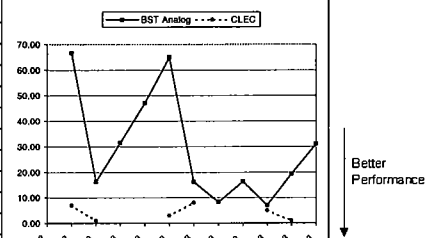
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.6.1.1.1 UNE ISDN/<10 circuits/Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	66.67	400	6	7.00	14	2	47.018	1.5542	YES
Jan-03	16.33	196	12	1.00	1	1	30.850	0.4775	YES
Feb-03	31.50	252	8				43.477		
Mar-03	47.00	188	4				81.437		
Apr-03	65.00	260	4	3.00	3	1	90.277	0.6143	YES
May-03	16.20	81	5	8.00	8	1	25.898	0.2890	YES
Jun-03	8.33	50	6				7.865		
Jul-03	16.33	49	3				13.429		
Aug-03	7.00	14	2	5.00	5	1	0.000		YES
Sep-03	19.29	135	7	1.00	2	2	12.500	1.8246	YES
Oct-03	31.00	155	5				16.628		

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

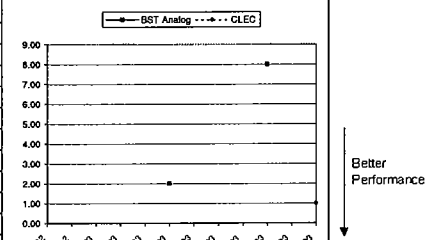


Better Performance

B.2.8.6.1.1.2 UNE ISDN/<10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03	2.00	2	1				0.000		
May-03									
Jun-03									
Jul-03									
Aug-03	8.00	8	1				0.000		
Sep-03									
Oct-03				1.00	1	1			

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

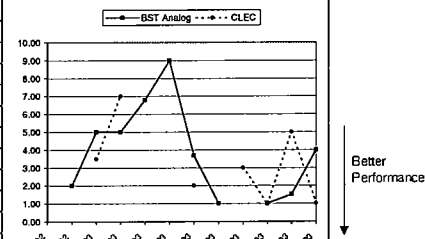


Better Performance

B.2.8.6.1.1.3 UNE ISDN/<10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	2.00	2	1				0.000		
Jan-03	5.00	15	3	3.50	7	2	3.464	0.4743	YES
Feb-03	5.00	5	1	7.00	7	1	0.000		NO
Mar-03	6.80	34	5				4.604		
Apr-03	9.00	18	2				0.000		
May-03	3.67	11	3	2.00	2	1	2.517	0.5735	YES
Jun-03	1.00	3	3				0.000		
Jul-03				3.00	3	1			
Aug-03	1.00	1	1	1.00	1	1	0.000		YES
Sep-03	1.50	3	2	5.00	5	1	0.707	-4.0415	NO
Oct-03	4.00	4	1	1.00	1	1	0.000		YES

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

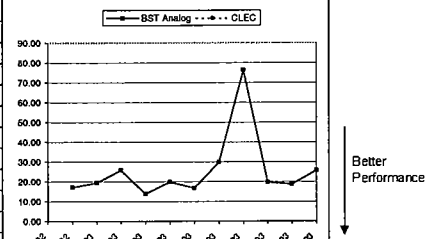


Better Performance

B.2.8.6.1.2.1 UNE ISDN/<10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	17.17	103	6				9.908		
Jan-03	19.42	233	12				18.243		
Feb-03	25.80	258	10				27.083		
Mar-03	13.86	97	7				15.148		
Apr-03	19.78	178	9				17.669		
May-03	16.83	202	12				15.590		
Jun-03	29.88	239	8				29.911		
Jul-03	76.33	458	6				92.832		
Aug-03	19.67	118	6				12.533		
Sep-03	18.67	112	6				21.332		
Oct-03	25.70	257	10				28.379		

Note 1: Retail ISDN - BRI data serves as the BST Analog for this report



Better Performance

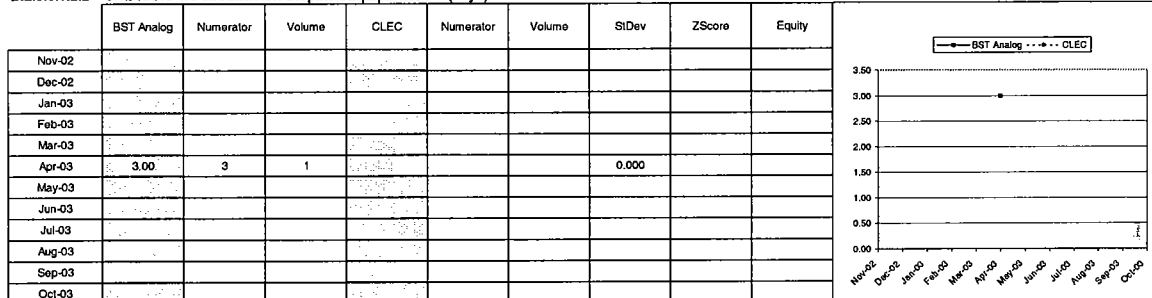
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

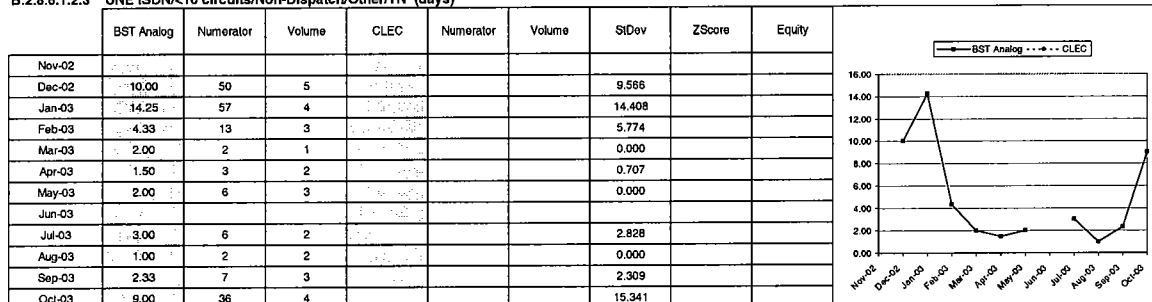
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.6.1.2.2 UNE ISDN/<10 circuits/Non-Dispatch/Equipment/TN (days)



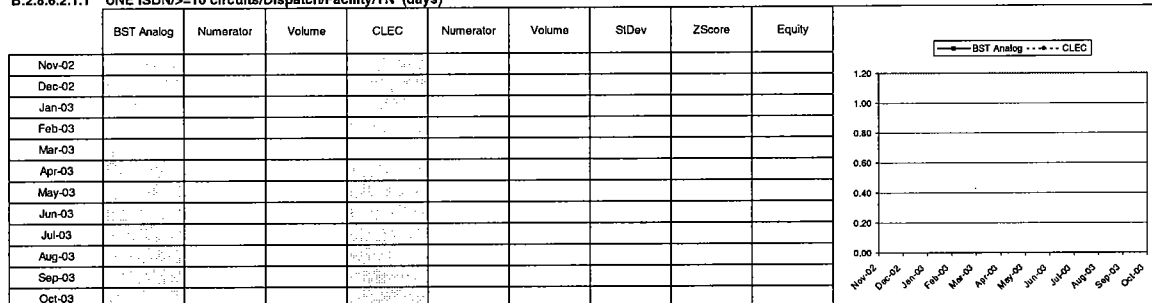
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.1.2.3 UNE ISDN/<10 circuits/Non-Dispatch/Other/TN (days)



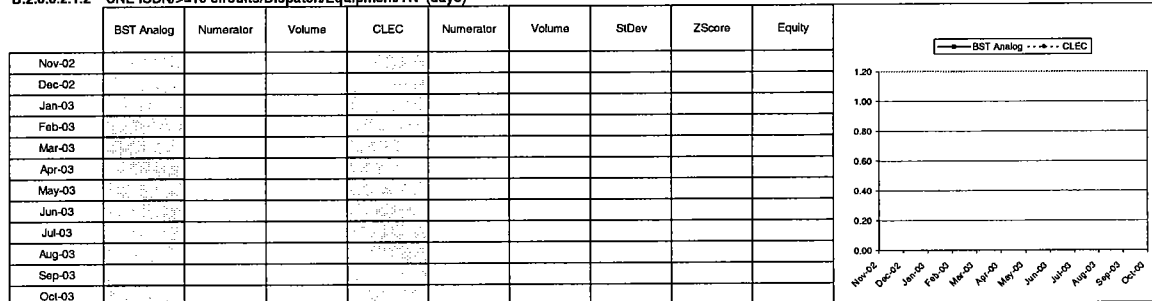
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.2.1.1 UNE ISDN/>=10 circuits/Dispatch/Facility/TN (days)



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.2.1.2 UNE ISDN/>=10 circuits/Dispatch/Equipment/TN (days)

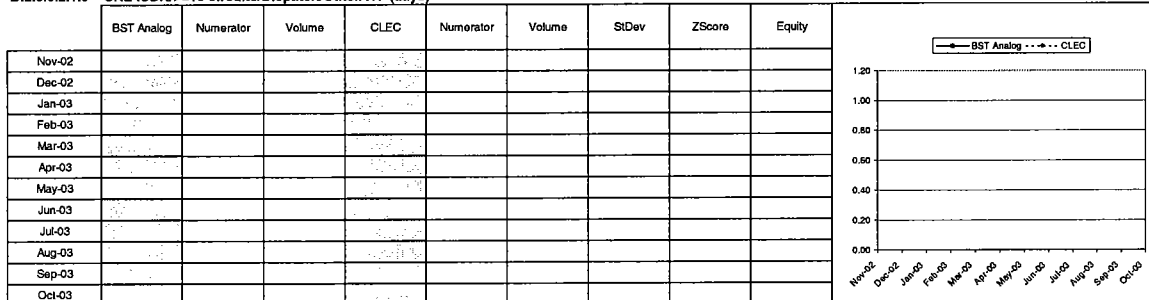


Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals
(Average Time an Order Is Held Past the Due Date for Company Reasons)

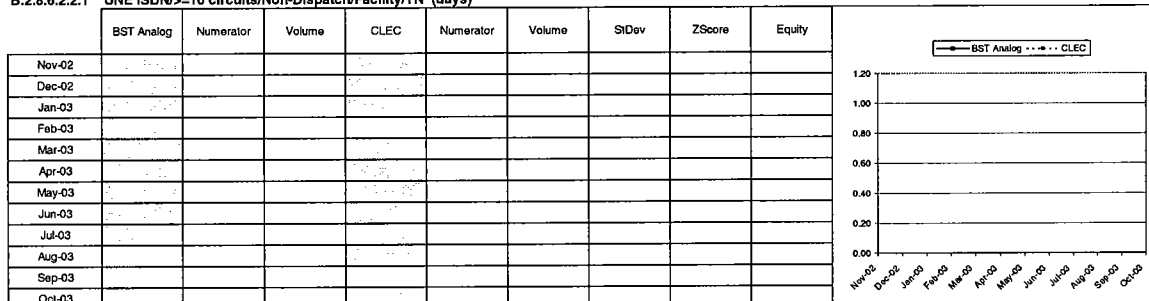
Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.
Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.6.2.1.3 UNE ISDN/>=10 circuits/Dispatch/Other/TN (days)



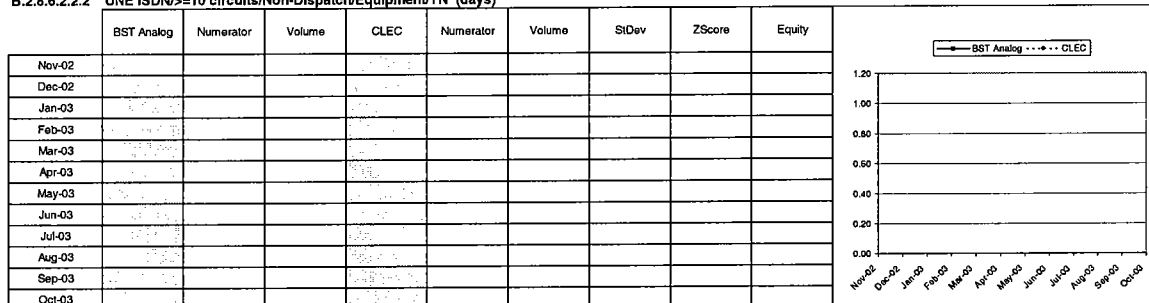
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.2.2.1 UNE ISDN/>=10 circuits/Non-Dispatch/Facility/TN (days)



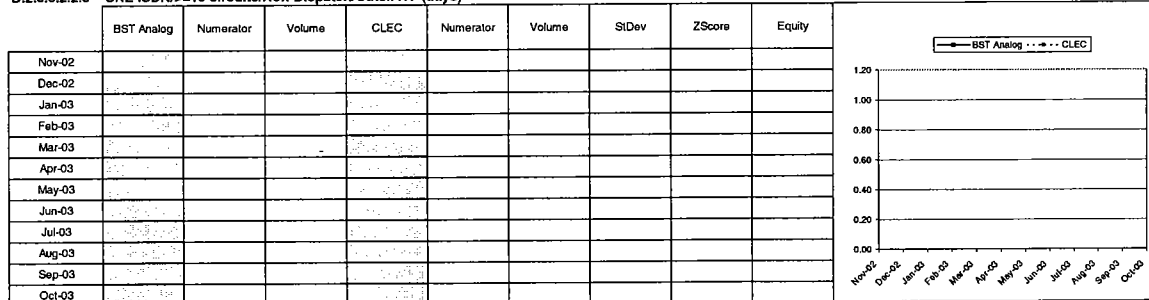
Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.2.2.2 UNE ISDN/>=10 circuits/Non-Dispatch/Equipment/TN (days)



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

B.2.8.6.2.2.3 UNE ISDN/>=10 circuits/Non-Dispatch/Other/TN (days)



Note 1: Retail ISDN - BRI data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

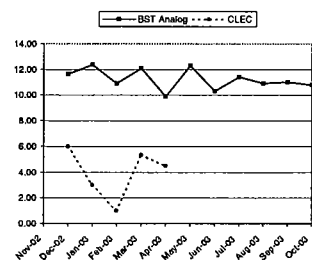
(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.8.1.1.1 2W Analog Loop Design/<10 circuits/Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.63	5,316	457	6.00	6	1	9.244	0.6086	YES
Jan-03	12.38	5,248	424	3.00	3	1	9.603	0.9754	YES
Feb-03	10.90	4,547	417	1.00	1	1	8.710	1.1358	YES
Mar-03	12.10	4,357	360	5.33	16	3	10.722	1.0890	YES
Apr-03	9.89	3,552	359	4.50	9	2	8.034	0.9469	YES
May-03	12.30	4,157	338				10.007		
Jun-03	10.32	3,541	343				8.639		
Jul-03	11.41	4,232	371				9.160		
Aug-03	10.92	4,607	422				8.459		
Sep-03	11.02	4,892	444				9.457		
Oct-03	10.79	4,724	438				8.540		

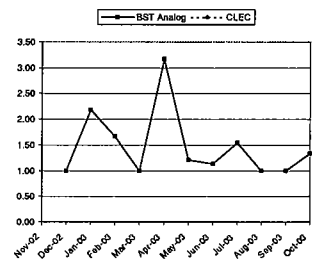


Better
Performance

Note 1: Residence and Business - Dispatch date serves as the BST Analog for this report

B.2.8.8.1.1.2 2W Analog Loop Design/<10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	6	6				0.000		
Jan-03	2.18	24	11				0.982		
Feb-03	1.67	5	3				1.155		
Mar-03	1.00	4	4				0.000		
Apr-03	3.17	19	6				4.401		
May-03	1.21	23	19				0.713		
Jun-03	1.13	17	15				0.516		
Jul-03	1.55	17	11				1.036		
Aug-03	1.00	11	11				0.000		
Sep-03	1.00	18	18				0.000		
Oct-03	1.33	24	18				0.840		

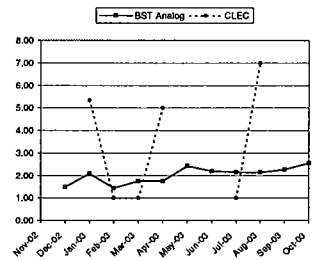


Better
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.8.1.1.3 2W Analog Loop Design/<10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.49	907	607				1.820		
Jan-03	2.08	849	409	5.33	16	3	3.058	-1.8385	NO
Feb-03	1.44	566	392	1.00	1	1	1.352	0.3279	YES
Mar-03	1.75	598	341	1.00	1	1	2.268	0.3318	YES
Apr-03	1.74	560	321	5.00	5	1	3.294	-0.9666	YES
May-03	2.43	1,448	597				3.306		
Jun-03	2.19	1,362	622				3.651		
Jul-03	2.15	1,288	598	1.00	1	1	3.902	0.2954	YES
Aug-03	2.14	1,194	559	7.00	7	1	3.510	-1.3846	YES
Sep-03	2.27	947	416				3.248		
Oct-03	2.55	1,097	430				15.067		

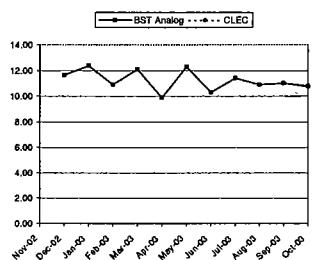


Better
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.8.1.2.1 2W Analog Loop Design/<10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.63	5,316	457				9.244		
Jan-03	12.38	5,248	424				9.603		
Feb-03	10.90	4,547	417				8.710		
Mar-03	12.10	4,357	360				10.722		
Apr-03	9.89	3,552	359				8.034		
May-03	12.30	4,157	338				10.007		
Jun-03	10.32	3,541	343				8.639		
Jul-03	11.41	4,232	371				9.160		
Aug-03	10.92	4,607	422				8.459		
Sep-03	11.02	4,892	444				9.457		
Oct-03	10.79	4,724	438				8.540		



Better
Performance

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

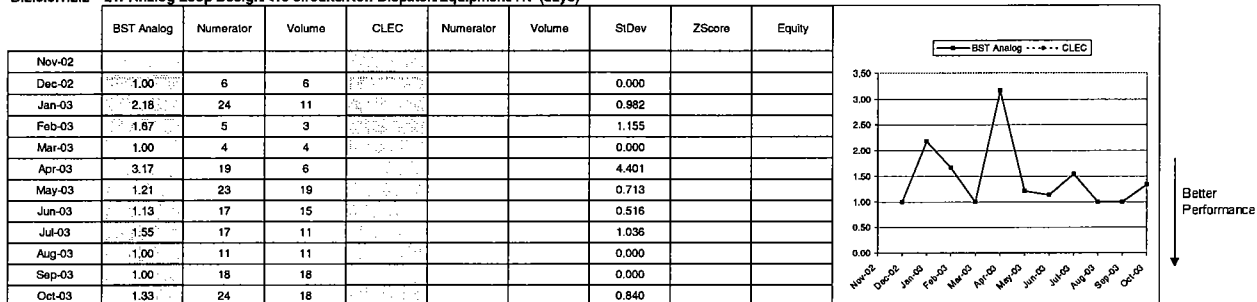
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

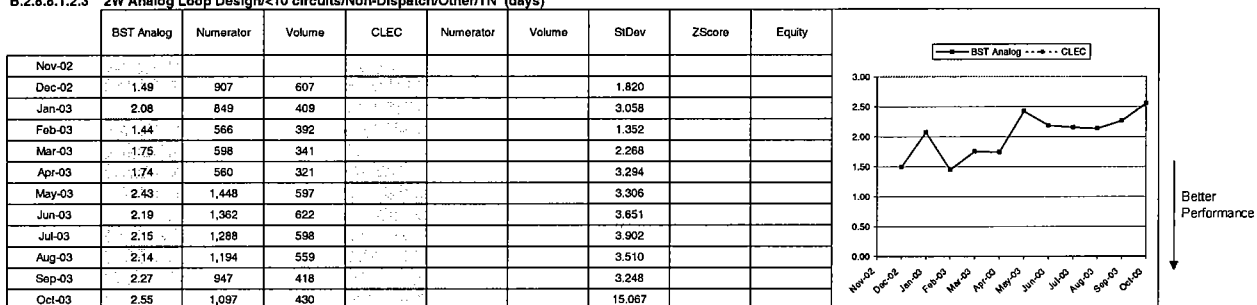
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.8.1.2.2 2W Analog Loop Design/<10 circuits/Non-Dispatch/Equipment/TN (days)



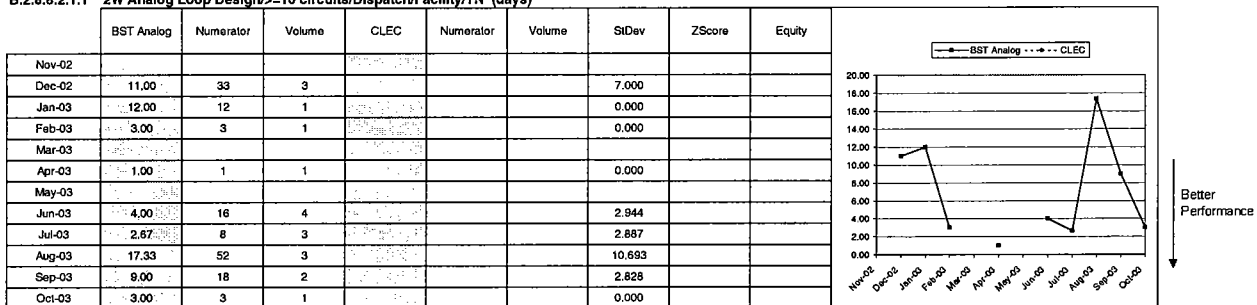
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.8.1.2.3 2W Analog Loop Design/<10 circuits/Non-Dispatch/Other/TN (days)



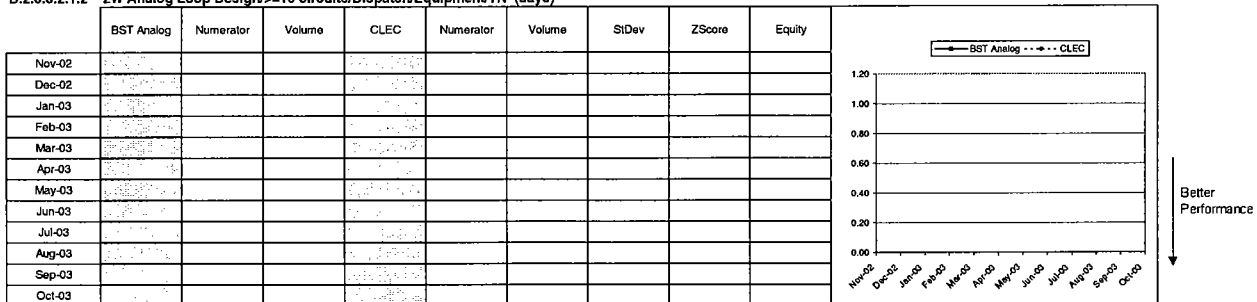
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.8.2.1.1 2W Analog Loop Design/>=10 circuits/Dispatch/Facility/TN (days)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.8.2.1.2 2W Analog Loop Design/>=10 circuits/Dispatch/Equipment/TN (days)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order is Held Past the Due Date for Company Reasons)

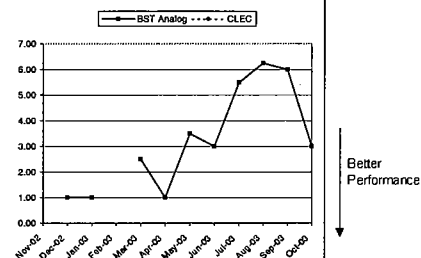
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.8.2.1.3 2W Analog Loop Design/≥10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	1	1				0.000		
Jan-03	1.00	2	2				0.000		
Feb-03									
Mar-03	2.50	5	2				0.707		
Apr-03	1.00	1	1				0.000		
May-03	3.50	14	4				4.359		
Jun-03	3.00	6	2				2.828		
Jul-03	5.50	11	2				2.121		
Aug-03	6.25	25	4				9.845		
Sep-03	6.00	12	2				4.243		
Oct-03	3.00	3	1				0.000		

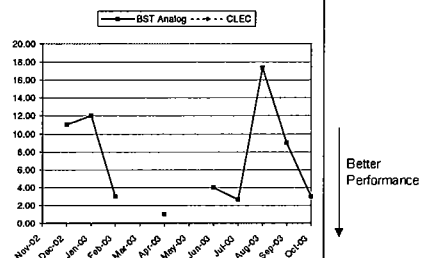
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.8.2.2.1 2W Analog Loop Design/≥10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.00	33	3				7.000		
Jan-03	12.00	12	1				0.000		
Feb-03	3.00	3	1				0.000		
Mar-03									
Apr-03	1.00	1	1				0.000		
May-03									
Jun-03	4.00	16	4				2.944		
Jul-03	2.87	8	3				2.887		
Aug-03	17.33	52	3				10.893		
Sep-03	9.00	18	2				2.828		
Oct-03	3.00	3	1				0.000		

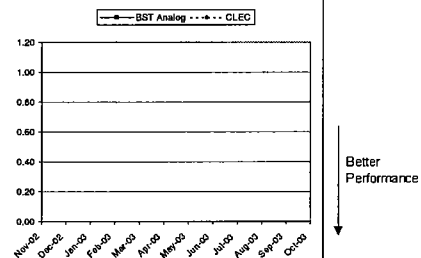
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.8.2.2.2 2W Analog Loop Design/≥10 circuits/Non-Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

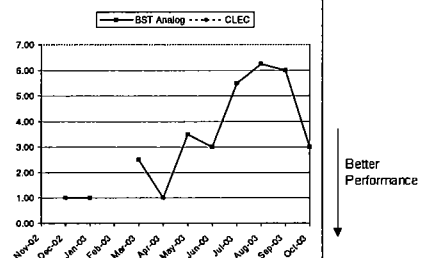
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.8.2.2.3 2W Analog Loop Design/≥10 circuits/Non-Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	1	1				0.000		
Jan-03	1.00	2	2				0.000		
Feb-03									
Mar-03	2.50	5	2				0.707		
Apr-03	1.00	1	1				0.000		
May-03	3.50	14	4				4.359		
Jun-03	3.00	6	2				2.828		
Jul-03	5.50	11	2				2.121		
Aug-03	6.25	25	4				9.845		
Sep-03	6.00	12	2				4.243		
Oct-03	3.00	3	1				0.000		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

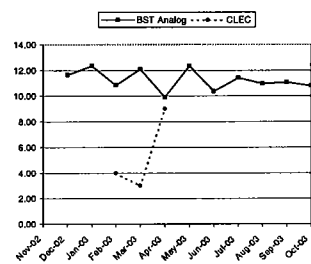
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.9.1.1.1 2W Analog Loop Non-Design/<10 circuits/Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.05	5,300	455				9.250		
Jan-03	12.35	5,189	420				9.560		
Feb-03	10.84	4,486	414	4.00	4	1	8.700	0.7848	YES
Mar-03	12.10	4,357	360	3.00	3	1	10.722	0.8478	YES
Apr-03	9.92	3,550	358	9.00	9	1	8.034	0.1139	YES
May-03	12.33	4,156	337				10.002		
Jun-03	10.36	3,532	341				8.649		
Jul-03	11.41	4,232	371				9.160		
Aug-03	10.96	4,602	420				8.459		
Sep-03	11.07	4,869	440				9.475		
Oct-03	10.78	4,701	436				8.551		

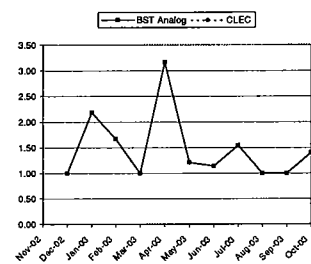


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.1.1.2 2W Analog Loop Non-Design/<10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	6	6				0.000		
Jan-03	2.18	24	11				0.982		
Feb-03	1.87	5	3				1.155		
Mar-03	1.00	4	4				0.000		
Apr-03	3.17	19	6				4.401		
May-03	1.21	23	19				0.713		
Jun-03	1.14	16	14				0.535		
Jul-03	1.55	17	11				1.036		
Aug-03	1.00	11	11				0.000		
Sep-03	1.00	18	18				0.000		
Oct-03	1.40	21	15				0.910		

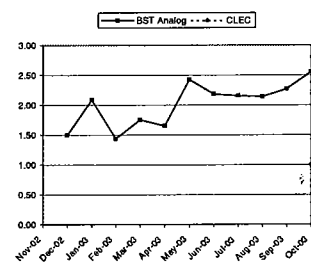


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.1.1.3 2W Analog Loop Non-Design/<10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.50	906	606				1.822		
Jan-03	2.08	846	406				3.068		
Feb-03	1.44	582	391				1.348		
Mar-03	1.75	593	338				2.277		
Apr-03	1.85	523	317				2.808		
May-03	2.43	1,441	594				3.313		
Jun-03	2.19	1,346	616				3.661		
Jul-03	2.15	1,286	597				3.906		
Aug-03	2.14	1,193	558				3.513		
Sep-03	2.27	944	416				3.255		
Oct-03	2.55	1,097	430	1.00	1	1	15.067	0.1028	YES

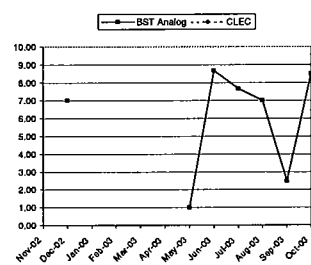


Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.1.2.1 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	7.00	7	1				0.000		
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	1.00	1	1				0.000		
Jun-03	6.67	26	3				6.028		
Jul-03	7.67	23	3				7.371		
Aug-03	7.00	14	2				8.485		
Sep-03	2.50	5	2				2.121		
Oct-03	8.50	17	2				9.192		



Better
Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

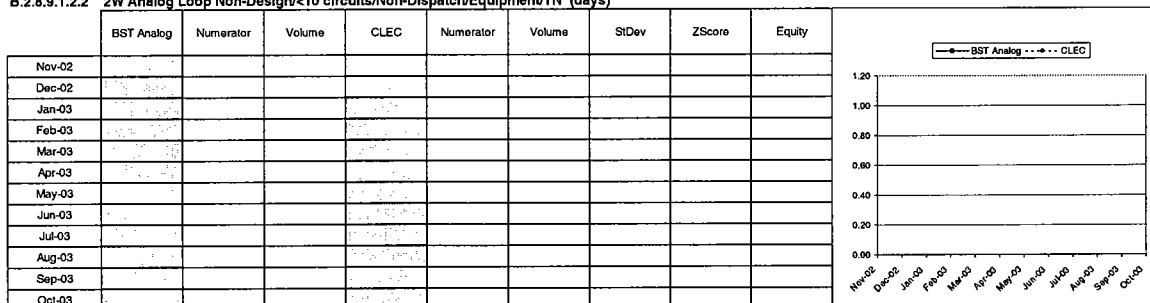
Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order Is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

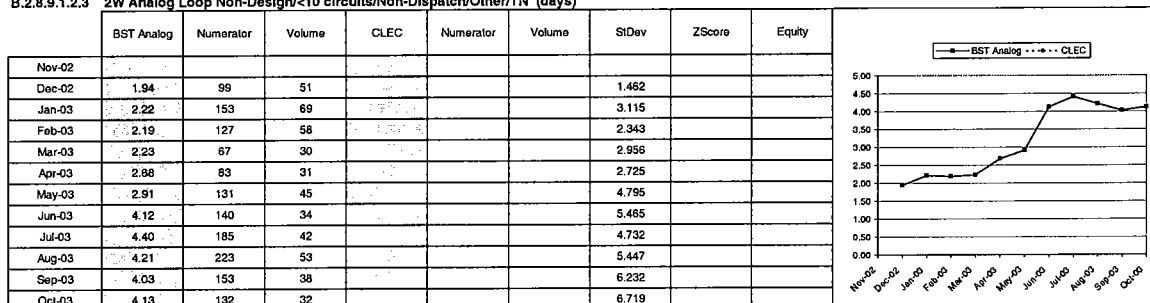
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.9.1.2.2 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/Equipment/TN (days)



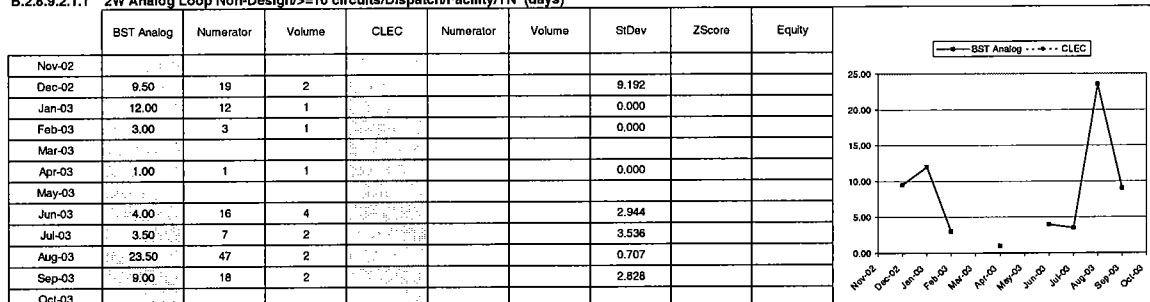
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.1.2.3 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/Other/TN (days)



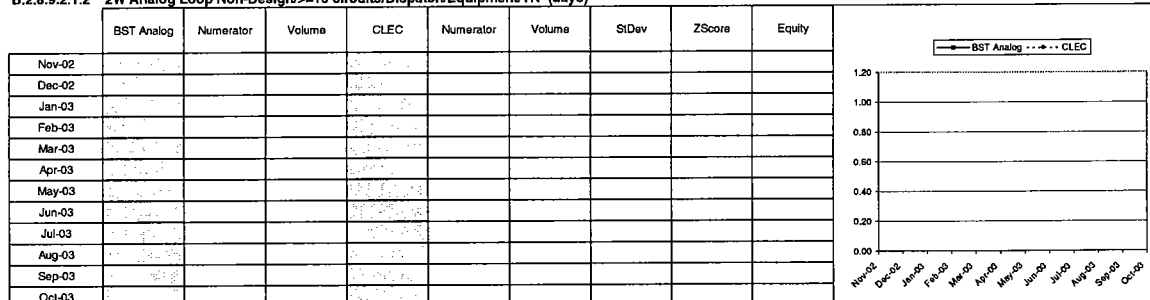
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.2.1.1 2W Analog Loop Non-Design/>=10 circuits/Dispatch/Facility/TN (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.9.2.1.2 2W Analog Loop Non-Design/>=10 circuits/Dispatch/Equipment/TN (days)



Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order is Held Past the Due Date for Company Reasons)

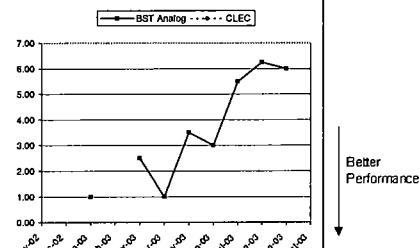
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.9.2.1.3 2W Analog Loop Non-Design/>=10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03	1.00	1	1				0.000		
Feb-03									
Mar-03	2.50	5	2				0.707		
Apr-03	1.00	1	1				0.000		
May-03	3.50	14	4				4.359		
Jun-03	3.00	6	2				2.828		
Jul-03	5.50	11	2				2.121		
Aug-03	6.25	25	4				9.845		
Sep-03	6.00	12	2				4.243		
Oct-03									

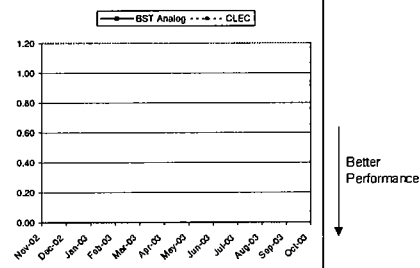
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.8.9.2.2.1 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

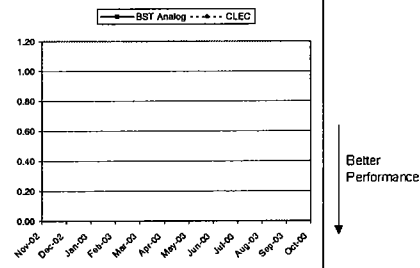
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.8.9.2.2.2 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

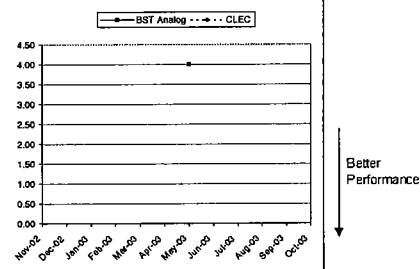
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



B.2.8.9.2.2.3 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	4.00	4	1				0.000		
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

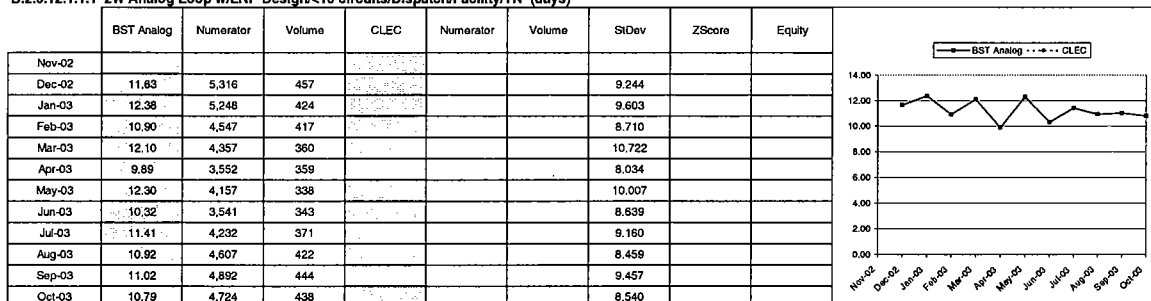
Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals
(Average Time an Order is Held Past the Due Date for Company Reasons)

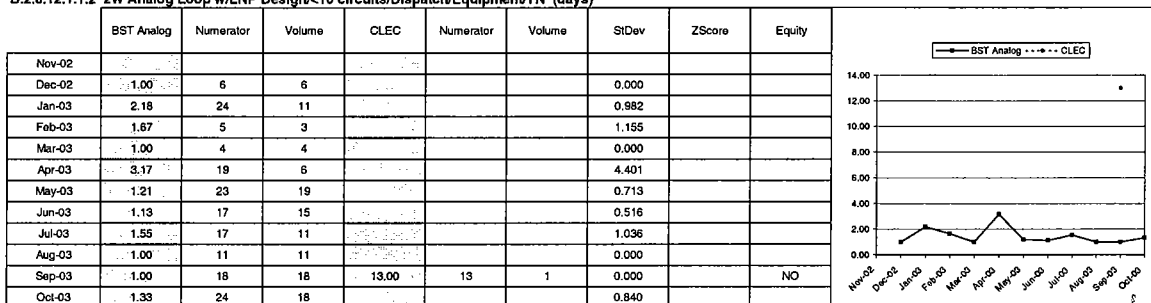
Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.
Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.12.1.1 2W Analog Loop w/LNP Design<10 circuits/Dispatch/Facility/TN (days)



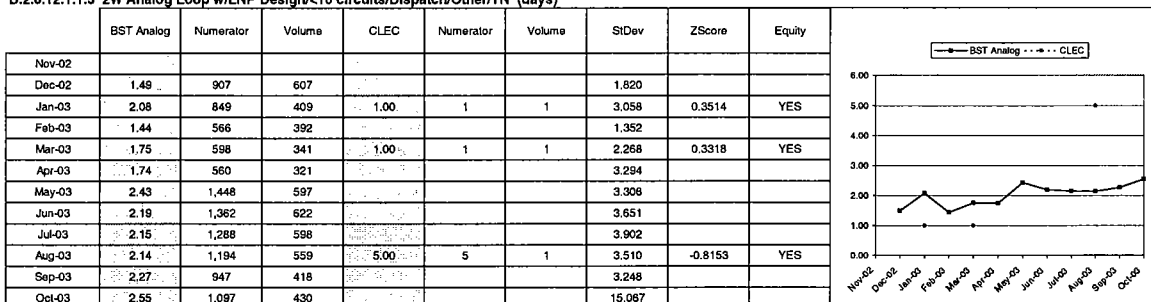
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.1.2 2W Analog Loop w/LNP Design<10 circuits/Dispatch/Equipment/TN (days)



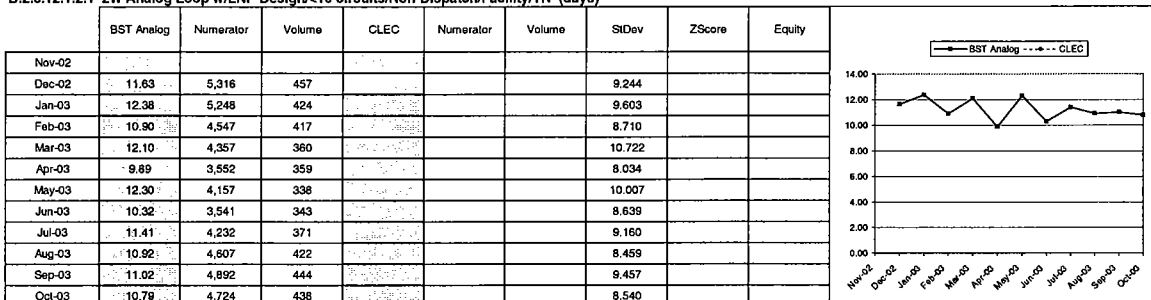
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.1.3 2W Analog Loop w/LNP Design<10 circuits/Dispatch/Other/TN (days)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.1.2.1 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/Facility/TN (days)



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

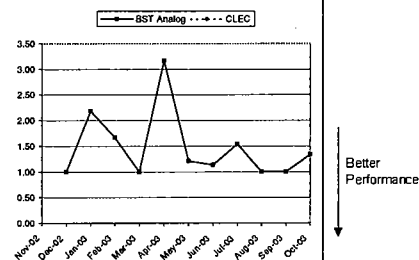
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.12.1.2.2 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/Equipment/TN (days)

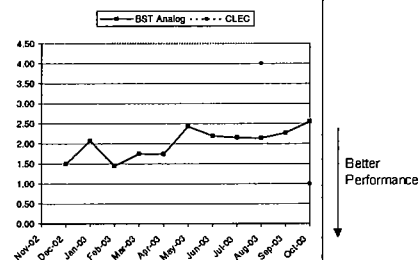
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02									
Dec-02	1.00	5	5				0.000		
Jan-03	2.18	24	11				0.982		
Feb-03	1.67	5	3				1.155		
Mar-03	1.00	4	4				0.000		
Apr-03	3.17	19	6				4.401		
May-03	1.21	23	19				0.713		
Jun-03	1.13	17	15				0.516		
Jul-03	1.55	17	11				1.036		
Aug-03	1.00	11	11				0.000		
Sep-03	1.00	18	18				0.000		
Oct-03	1.33	24	18				0.840		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.1.2.3 2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/Other/TN (days)

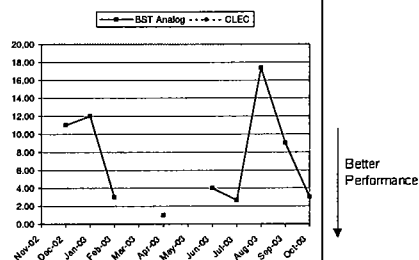
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02									
Dec-02	1.49	907	607				1.820		
Jan-03	2.08	849	409				3.058		
Feb-03	1.44	566	392				1.352		
Mar-03	1.75	598	341				2.268		
Apr-03	1.74	560	321				3.294		
May-03	2.43	1,448	597				3.308		
Jun-03	2.19	1,362	622				3.651		
Jul-03	2.15	1,288	598				3.902		
Aug-03	2.14	1,194	559	4.00	8	2	3.510	-0.7498	YES
Sep-03	2.27	947	418				3.248		
Oct-03	2.55	1,097	430	1.00	1	1	15.067	0.1028	YES



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.2.1.1 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/Facility/TN (days)

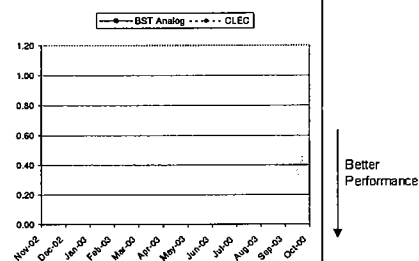
	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02									
Dec-02	11.00	33	3				7.000		
Jan-03	12.00	12	1				0.000		
Feb-03	3.00	3	1				0.000		
Mar-03									
Apr-03	1.00	1	1				0.000		
May-03									
Jun-03	4.00	16	4				2.944		
Jul-03	2.87	8	3				2.887		
Aug-03	17.33	52	3				10.693		
Sep-03	9.00	18	2				2.828		
Oct-03	3.00	3	1				0.000		



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

B.2.8.12.2.1.2 2W Analog Loop w/LNP Design>=10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StdDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									



Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report

Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

(Average Time an Order is Held Past the Due Date for Company Reasons)

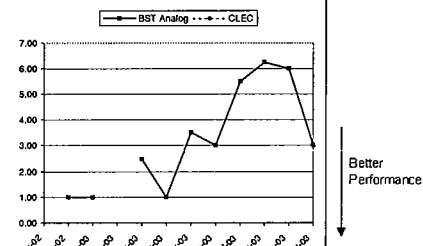
Numerator Indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume Indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.12.2.1.3 2W Analog Loop w/LNP Design/≥10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	1	1				0.000		
Jan-03	1.00	2	2				0.000		
Feb-03									
Mar-03	2.50	5	2				0.707		
Apr-03	1.00	1	1				0.000		
May-03	3.50	14	4				4.359		
Jun-03	3.00	6	2				2.828		
Jul-03	5.50	11	2				2.121		
Aug-03	6.25	25	4				9.845		
Sep-03	6.00	12	2				4.243		
Oct-03	3.00	3	1				0.000		

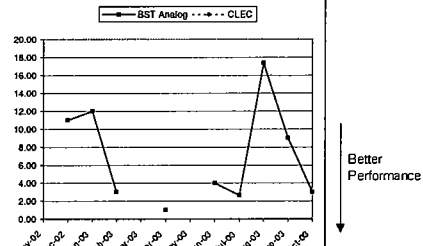
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.12.2.2.1 2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.00	33	3				7.000		
Jan-03	12.00	12	1				0.000		
Feb-03	3.00	3	1				0.000		
Mar-03									
Apr-03	1.00	1	1				0.000		
May-03									
Jun-03	4.00	16	4				2.944		
Jul-03	2.87	8	3				2.887		
Aug-03	17.33	52	3				10.683		
Sep-03	9.00	18	2				2.828		
Oct-03	3.00	3	1				0.000		

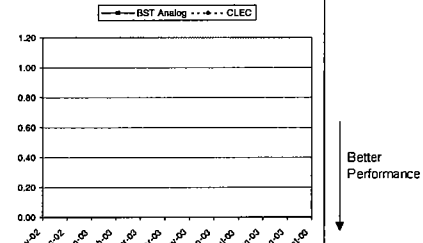
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.12.2.2.2 2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02									
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03									
Jun-03									
Jul-03									
Aug-03									
Sep-03									
Oct-03									

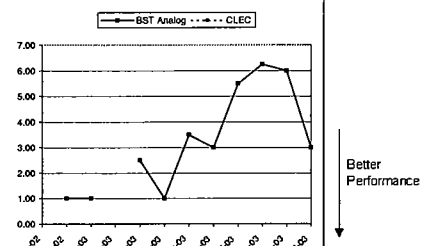
Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



B.2.8.12.2.2.3 2W Analog Loop w/LNP Design/≥10 circuits/Non-Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	1	1				0.000		
Jan-03	1.00	2	2				0.000		
Feb-03									
Mar-03	2.50	5	2				0.707		
Apr-03	1.00	1	1				0.000		
May-03	3.50	14	4				4.359		
Jun-03	3.00	6	2				2.828		
Jul-03	5.50	11	2				2.121		
Aug-03	6.25	25	4				9.845		
Sep-03	6.00	12	2				4.243		
Oct-03	3.00	3	1				0.000		

Note 1: Residence and Business - Dispatch data serves as the BST Analog for this report



Tennessee III, November 2002 - October 2003
Unbundled Network Elements - Provisioning
Mean Held Order Interval & Distribution Intervals

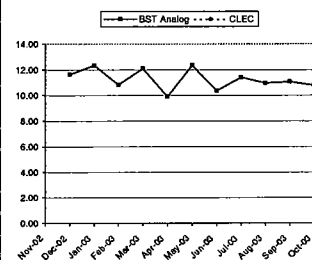
(Average Time an Order is Held Past the Due Date for Company Reasons)

Numerator indicates total time orders held past the due date for BellSouth reasons for this disaggregation in the reporting period.

Volume indicates total number of service orders for this disaggregation in the reporting period held for BellSouth reasons.

B.2.8.13.1.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	11.65	5,300	455				9.250		
Jan-03	12.35	5,189	420				9.560		
Feb-03	10.84	4,486	414				8.700		
Mar-03	12.10	4,357	360				10.722		
Apr-03	9.92	3,550	358				8.034		
May-03	12.33	4,156	337				10.002		
Jun-03	10.36	3,532	341				8.649		
Jul-03	11.41	4,232	371				9.160		
Aug-03	10.96	4,602	420				8.459		
Sep-03	11.07	4,869	440				9.475		
Oct-03	10.78	4,701	436				8.551		

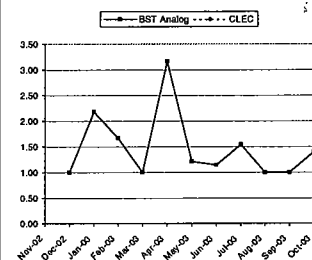


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.13.1.2 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/Equipment/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.00	6	6				0.000		
Jan-03	2.18	24	11				0.962		
Feb-03	1.67	5	3				1.155		
Mar-03	1.00	4	4				0.000		
Apr-03	3.17	19	6				4.401		
May-03	1.21	23	19				0.713		
Jun-03	1.14	16	14				0.535		
Jul-03	1.55	17	11				1.036		
Aug-03	1.00	11	11				0.000		
Sep-03	1.00	18	18				0.000		
Oct-03	1.40	21	15				0.910		

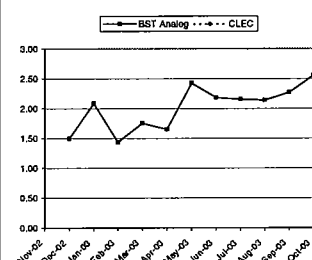


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.13.1.3 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/Other/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	1.50	906	606				1.822		
Jan-03	2.08	646	406				3.068		
Feb-03	1.44	582	391				1.348		
Mar-03	1.75	593	336				2.277		
Apr-03	1.65	523	317				2.808		
May-03	2.43	1,441	594				3.313		
Jun-03	2.19	1,346	616				3.661		
Jul-03	2.15	1,286	597				3.906		
Aug-03	2.14	1,193	558				3.513		
Sep-03	2.27	944	416				3.255		
Oct-03	2.55	1,097	430				15.067		

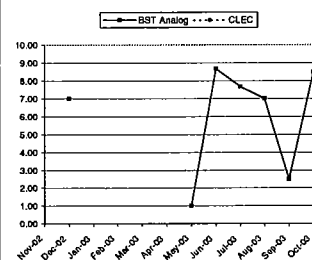


Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report

B.2.8.13.1.2.1 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/Facility/TN (days)

	BST Analog	Numerator	Volume	CLEC	Numerator	Volume	StDev	ZScore	Equity
Nov-02									
Dec-02	7.00	7	1				0.000		
Jan-03									
Feb-03									
Mar-03									
Apr-03									
May-03	1.00	1	1				0.000		
Jun-03	8.87	26	3				6.028		
Jul-03	7.67	23	3				7.371		
Aug-03	7.00	14	2				8.485		
Sep-03	2.50	5	2				2.121		
Oct-03	8.50	17	2				9.192		



Better Performance

Note 1: Retail Residence / Business (POTS) excluding Switch Based Orders data serves as the BST Analog for this report