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REC'D TN
REGULATORY AUTH.
Guy M. Hicks
General Counsel
'99 MAR 13 AM 11 37

March 13, 1997
OFFICE OF THE
EXECUTIVE SECRETARY

VIA HAND DELIVERY

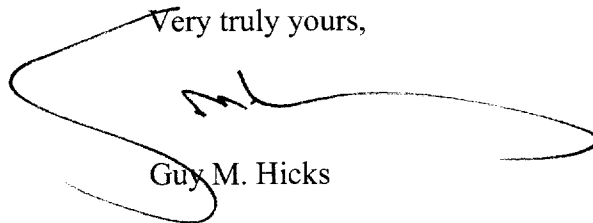
David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance
(InterLATA) Service in Tennessee Pursuant to Section 271 of the
Telecommunications Act of 1996*
Docket No. 97-00309

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of the responses of BellSouth Telecommunications, Inc. to the second set of data requests of Consumer Advocate Division. A copy has been provided to counsel of record.

Very truly yours,



Guy M. Hicks

GMH:ch

Enclosure

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REQUEST: In response to the Consume Advocate Division's first discovery request Item No. 3 BellSouth responded in part:

When January's 63.7% raw flow-through is adjusted for the CLEC-caused order errors, which were 80.1%, the adjusted flow-through rate for January is 90.5%. This rate is comparable to the combined **retail flow-through rates for residence and business orders**. (Emphasis added.)

What is the retail flow-through rate individually for residence and business orders as indicated in the response to Item No. 3? (Please produce supporting documentation.)

RESPONSE: The following table reflects the breakdown of flow-through rates for residence and business retail customers as well as a statistically valid aggregate of the two:

	Residence	Business	Total BST
Feb-97	85.3%	67.2%	82.9%
Mar-97	86.1%	69.2%	83.7%
Apr-97	86.9%	71.2%	84.5%
May-97	86.1%	70.5%	83.7%
Jun-97	86.9%	72.7%	84.6%
Jul-97	86.9%	71.2%	84.5%
Aug-97	87.1%	74.6%	84.9%
Sep-97	86.3%	73.1%	83.8%
Oct-97	86.3%	72.0%	83.9%
Nov-97	85.6%	73.3%	83.5%
Dec-97	85.8%	71.9%	83.7%
Jan-98	85.9%	66.4%	83.4%

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RESPONSE (cont'd):

These flow-through rates are contained in a monthly report that also contains data that is not responsive to the Discovery Request and that is commercially sensitive and proprietary to BellSouth. BellSouth will make copies of these monthly reports available for inspection at a mutually agreeable time at the offices of BellSouth Telecommunications, Inc., 675 West Peachtree Street, N.E., Atlanta, Georgia 30375, except that the unresponsive data will be redacted.

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REQUEST: Identify and provide copies of all reports, analysis, and correspondence that BellSouth provides to the CLECs concerning errors that the CLEC's employees make in orders submitted to BST so that the CLEC can take corrective action.

RESPONSE: There are no reports, analysis, or correspondence responsive to this request that would be applicable to CLECs as a whole, because feedback concerning CLEC ordering errors is provided to each CLEC individually. Such feedback occurs when BellSouth returns error reject notification specific to each order to a CLEC electronically via EDI and LENS or by facsimile. This information is CLEC proprietary data, and BellSouth objects to producing copies of these documents on that basis.

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REQUEST: On the attached to BellSouth's response to the Consumer Advocate Division's first discovery request Item 3, an analysis of the flow-through of CLEC orders for January 1998 was provided.

- (a) Please indicate which of the CLECs are operating in Tennessee.
- (b) For each of the CLECs operating in Tennessee:
 - i. Identify the number or order and provide the flow-through analysis as presented on the Attachment in response to Item 3 that relate to the resale of BellSouth service.
 - ii. Identify the number or order and provide the flow-through analysis as presented on the Attachment in response to Item 3 that relate to the provision of service through the use of BellSouth unbundled network elements; and
 - iii. Identify the number or order and provide the flow-through analysis as presented on the Attachment in response to Item 3 that relate to the provision of service through the use of CLEC facilities.

RESPONSE: (a) The following table is a list of those CLECs BellSouth has reason to believe are currently doing business in Tennessee. Of the CLECs on this list, those actively placing orders mechanically are included in the flow-through report.

Facility-Based CLECs

BROOKS FIBER
HYPERION
ICG
MCI METRO
NEXTLINK
TELEPORT
TIME WARNER

Resale CLECs

ACSI
ANNOX
AT&T
BROOKS FIBER
CELLULAR HOLDINGS
CITIZENS TELCOM CO
ICI
ICG
INTERLINK
JERRY LAQUIERE
LCI
MCI METRO
NEXTLINK
NOW COMMUNICATIONS
TEL-LINK LLC
TELE-SYS
TENNESSEE PHONE SERV.
US TELCO

- (b) BellSouth does not have the information responsive to this request because the flow-through analysis is not broken down by the type of order (e.g., resale, unbundled network elements, or interconnection.) BellSouth also objects to revealing the number of orders placed by each CLEC operating in Tennessee on the grounds that such information is CLEC proprietary data.

REQUEST: In response to Item 5 of the Consumer Advocate Division's first discovery request BellSouth responded in part:

BellSouth representative who in puts an order in RNS, DOE, or SONGS never knows if his or her orders are rejected. BellSouth's rejected retail orders are handled by employees in BellSouth's Trouble Resolution and Error Corrections Centers. Likewise, CLECs rejected retail orders are handled by employees at the Local Carrier Service Centers (LCSCs). They attempt to correct the orders, but if they are unable to do so, they notify the customers (the CLECs) via mechanical fax, so that the CLEC can obtain the correct information from their end user customers.

- (a) The response indicates that if the employees at the LCSC can't correct a CLEC order they notify the CLEC by fax. Please explain each the type of error that occurs that the employees of the LCSC employees can't correct.
- (b) Please explain how operation and function of the Local Carrier Service Centers differs from the Trouble Resolution and Error Correction Centers.
- (c) Identify the average amount of time between the time that a BST order first rejected and the time that end user customer is contacted where such contract is required. (Provide supporting documentation.)
- (d) What is the average time between the time that a CLEC order is first rejected and the time that the CLEC is notified when the order can not be corrected by LCSC employees? (Provide supporting documentation.)
- (e) What is the average amount of time between the point that a CLEC order is first rejected and the time that the LCSC employees corrects the order where the order can be corrected by the LCSC employees? (Provide supporting documentation.)

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- REQUEST:
- (f) What is the average amount of time between the time that a BST retail order is rejected and the order is corrected by the Trouble Resolution and Error Corrections Center employees? (Provide supporting documentation.)
 - (g) Are BellSouth's Trouble Resolution and Error Corrections Centers part of BellSouth's retail operations division or part of BellSouth's wholesale division?

- RESPONSE:
- (a) Types of errors which the LCSC will not correct include, but are not limited to: house number, location, zip code, street name, state, class of service, activity, billing account number, implementation contact, end user name, USOC, illegible, listing error, yellow page header, and SIC code.
 - (b) The Local Carrier Service Centers are dedicated to handling CLECs' local service requests and pre-ordering transactions. The Trouble Resolution and Error Correction Centers (TRECCs) handle BellSouth's retail orders.
 - (c) BellSouth does not currently track this information.
 - (d) BellSouth does not currently track this information.
 - (e) BellSouth does not currently track this information.
 - (f) BellSouth does not currently track this information.
 - (g) The TRECCs are part of BellSouth's retail operations division.

REQUEST: In response to Consumer Advocate Division first discovery request
Item 6 (First), BellSouth responded:

The CLECs have requested that notification of rejected orders be delivered to them via EDI, and BellSouth began implementing electronic notification in November 1997, as described below. There currently are no industry standards for providing electronic reject or error notification. BellSouth's current EDI implementation complies with the national standards established by the industry's Ordering and Billing Forum in TCIF version 6.0. However, neither this version-- nor version 7.0, which is scheduled to be implemented on March 16, 1998 -- provides standards for returning information to the CLEC for orders rejected because of errors detected by LEO, LESOG, or SOCS. Despite the lack of industry standards, BellSouth has already developed and implemented the first of a two-stage process to provide error rejection electronically. This mechanism returns an error code and an explanation of the error to CLECs using the EDI interface. This initial stage of this automated reject capability, which was tested by MCI, became operational in November 1997. This stage contains 68 percent of the total electronic rejects to be implemented. The remaining error types are being addressed in the second phase of this implementation. To facilitate this development in the absence of industry standards, BellSouth hosted a conference on October 30 and 31, 1997 for all CLECs using EDI. This conference was necessary because of the nature of EDI, which requires complementary programming on both BellSouth's and the CLECs' side of the EDI interface. The CLECs and BellSouth agreed on the specifications required for the remaining capability which all parties would implement on their respective sides of the EDI interface. The second phase of the reject capability is currently scheduled to be operational on March 16, 1998. Until the second phase is implemented, rejects not included in the 68 percent of error types currently handled by EDI are routed to the Local Carrier Service Center,

REQUEST (cont.): where they can be corrected by the LCSC or faxed to the CLECs if necessary.

- (a) Identify by name and date the CLECs that have requested that notification of rejected orders be delivered to them via EDI.
- (b) BellSouth states:
 - This initial stage of this automated reject capability, which was tested by MCI, became operational in November, 1997.
 - i. Identify CLECs other than MCI that have tested this initial stage.
 - ii. Identify by name all CLEC's operating in Tennessee that are using this initial stage. For each such CLEC identify the date that each began using this initial state.
- (c) BellSouth states:
 - The CLECs and BellSouth agreed on the specifications required for the remaining capability which all parties would implement on their respective sides of the EDI interface. The second phase of the reject capability is currently scheduled to be operational on March 16, 1998.
 - i. Identify all other CLECs authorized to operate in Tennessee that agreed on the specifications required for the remaining capability which all parties would implement on their respective pieces of the EDI interface. (Provide supporting documentation of the agreement.)

REQUEST:

- ii. Identify all CLECs authorized to operate in Tennessee that will begin using the second phase capability on March 16, 1998. (Provide documentation.)
- (d) BellSouth states at one point: "This stage contains 68 percent of the **total electronic** rejects to be implemented." Then later states: "Until the second phase is implemented, rejects not included in the 68 percent of **error types** currently handled by EDI are routed to the Local Carrier Service Center, where they can be corrected by the LCSC or faxed to the CLECs if necessary." (Emphasis added.)

Please clarify. Does the first stage address 68 percent of the types of errors that cause rejects or the types of errors that result in 68 percent of the CLEC order rejections?

- (e) Based on the response to Item No. 3 of the Consumer Advocate Division first discovery request, for each CLEC identify the number of errors that would have been reported to the CLECs by EDI, if this first stage has been implemented.
- (f) Is correct to interpret BellSouth's response to Item No. 6 of the Consumer Advocate's first discovery request in this docket as meaning that presently BellSouth can not notify CLECs electronically of the types of errors that result in 32% of the order rejections?
- (g) Identify the error types that are included in the 32% that BellSouth can not notify CLEC's electronically.

- RESPONSE: (a) BellSouth objects to this request on the grounds that it requests CLEC proprietary information.
- (b) Only MCI has tested this initial stage of EDI. However, all CLECs using EDI are able to receive the initial stage of the notification.
- (c) BellSouth objects to this request on the grounds that the identity of CLECs using EDI or intending to use EDI is CLEC proprietary information. Subject to this objection, all CLECs using EDI are able to receive the initial stage of the notification. All CLECs using EDI version 7.0, which will be released on March 16, 1998, will be able to use the full implementation of the notification.
- (d) The first stage addresses 68% of the types of errors that cause orders to be rejected.
- (e) The requested information is not available.
- (f) Yes. However, after Monday, March 16, 1998 when the full implementation of the notification is released, BellSouth will be able to notify CLECs electronically of 100% of the types of errors that cause orders to be rejected.
- (g) BellSouth is gathering the information responsive to this request. However, the question will be moot upon the full implementation of the notification on Monday, March 16, 1998.

REQUEST: In response to Item 6 (Second) of the Consumer Advocate Division's first discovery request BellSouth stated:

BellSouth objects to this request as phrased. Subject to this objection, BellSouth denies that it fails to provides competitors with information about the status of their orders in substantially the same manner as it provide for itself, **where there are retail analogs**. (Emphasis added.)

- (a) Please explain why BellSouth qualified it denial by including the phrase, "where there are retail analogs." What is the significance of this phrase?

RESPONSE: BellSouth does not provide firm order confirmations (FOCs) and confirmation notices (CNs) to itself, so there can be no comparisons related to BellSouth retail operations for this kind of information.

REQUEST: In response to Item 11 of the Consumer Advocate Division's first discovery request BellSouth responded in part:

Once an order is pending in the Service Order Control System (SOCS), certain situations can arise that result in a "jeopardy" condition. A jeopardy occurs when it appears that the previously established due date for the order may not or will not be met. Jeopardy notifications, often called "jeopardies," therefore advise CLECs when an order is not expected to be completed by the due date. BellSouth currently notifies CLECs of service jeopardies primarily by telephone and less frequently, by facsimile, which is substantially the same time and manner it does for itself.

- (a) What per cent of the notifications to the CLECs are provided by telephone and what percentage of the notifications are by facsimile. (Produce supporting documentation.)
- (b) What is the average time for providing the CLECs of a jeopardy notification once it is determine that the previously established due date for an order may not or will not be met? (Provide supporting documentation.)
- (c) What is the average time for notifying a BellSouth retail customer once it is determined that the previously established due date for an order may not or will not be met? (Provide supporting documentation.)
- (d) Please define the term "substantially the same time" as used in this response?

- REQUEST:
- (e) For each month of 1997 and 1998 identify the per cent of BellSouth retail orders that were subject to a jeopardy notification. (Provide documentation.)
 - (f) For each month of 1997 and 1998 identify the per cent of CLEC orders that were subject to a jeopardy notification. (Provide documentation.)
 - (g) For each month of 1997 and 1998 identify the per cent of CLEC orders that were subject to a jeopardy notification for delays caused by BellSouth. (Provide documentation.)
 - (h) For each month of 1997 and 1998 identify the per cent of BST retail order that were completed by the initial established due date. If data is available segregate the response in to work order for:
 - i. Residential service, and
 - ii. Business service(Provide supporting documentation.)
 - (I) For each month of 1997 and 1998 identify the per cent of each CLEC, orders which were completed by the initial established due date. If data is available provide the information requested for each of the following categories of request.
 - I. CLEC requests for the resale of service.
 - ii. CLEC requests where service is to be provided using unbundled network elements.
 - iii. CLEC requests where service is to be provided using CLEC facilities.(Provide supporting documentation.)

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- REQUEST:
- (j) On the average, how much in advance of the scheduled cut over the date are CLECs informed that BellSouth will be unable to meet the scheduled cut over date. (Provide supporting documentation.)
 - (k) On the average, how much in advance of the schedule cut over the date is BellSouth's retail operation informed that the company will be unable to meet the schedule cut over date. (Provide supporting documentation.)
 - (l) On the average, how much in advance of the scheduled cut over date are BellSouth's retail customers informed that the company will be unable to meet the scheduled cut over date. (Provide supporting documentation.)

- RESPONSE:
- (a) BellSouth does not currently track this information.
 - (b) BellSouth does not currently track this information.
 - (c) BellSouth does not currently track this information.
 - (d) BellSouth uses "in substantially the same time and manner" as the FCC's does in its Order of August 8, 1996 at paragraph at 518.
 - (e) BellSouth does not currently track this information.
 - (f) BellSouth does not currently track this information.

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- RESPONSE:
- (g) BellSouth does not currently track this information.
 - (h) See Item No. 7, Attachment 1. The supporting documentation is the CLEC and BellSouth Measurement Report furnished each month to the FCC. An example of this report is attached as Attachment 2, FCC1297.xls
 - (i) See Item No. 7, Attachment 1. The supporting documentation is the CLEC and BellSouth Measurement Report furnished each month to the FCC. An example of this report is attached as Attachment 2, FCC1297.xls
 - (j) BellSouth does not currently track this information. It is the Company's policy to notify the CLEC as soon as possible when BellSouth will be unable to meet a scheduled cut over date.
 - (k) BellSouth does not currently track this information. It is the Company's policy to notify its retail operation as soon as possible when BellSouth will be unable to meet a scheduled cut over date.
 - (l) BellSouth does not currently track this information. It is the Company's policy to notify its retail customers as soon as possible when BellSouth will be unable to meet a scheduled cut over date.

BST ORDERS	Jun-97	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98
% Provisioning Appointments Met								
Residential - Dispatched	89.2	88.6	88.3	88.5	88.1	87.5	88.3	not available
Not Dispatched	99.9	99.9	99.96	99.96	99.98	99.9	99.9	not available
Business - Dispatched	93.1	92.8	92.4	94.1	93.02	92.98	92.03	not available
Not Dispatched	99.9	99.9	99.9	99.9	99.9	99.95	99.9	not available

Note: June, July-97 data is an aggregate of all states. The remaining data is Tennessee specific

CLEC ORDERS	Jun-97	Jul-97	Aug-97	Sep-97	Oct-97	Nov-97	Dec-97	Jan-98
% Provisioning Appointments Met								
Residential - Dispatched	87.3	95.4	82.5	94.1	66.2	60.8	74.5	not available
Not Dispatched	99.6	99.8	99.6	97.1	85.9	89.4	97.1	not available
Business - Dispatched	96.9	98.6	99.7	99.5	99.14	98.8	98.9	not available
Not Dispatched	99.7	99.8	100	100	99.07	97.8	97.6	not available
UNE Loops	91.2	93.6	86.3	91.25	94.8	92.7	83.9	not available
Local Interconnection Trunking	97.9	99.4	100	100	97.6	86.4	97.1	not available

Note: June, July-97 data is an aggregate of all states. The remaining data is Tennessee specific

BST Totals
For the Time Period: 12/01/1997 - 12/31/1997

Residence Resale Services Not Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	237553	737230	470980	138255	256536	182076	229237	162910	299205	2713982
Provisioning Orders Completed	237599	737651	471163	138452	256586	182123	229339	162944	299485	2715342
% Provisioning Appointments Met	99.98	99.94	99.96	99.86	99.98	99.97	99.96	99.98	99.91	99.95
Provisioning Troubles 30-day	4574	19191	10572	2410	5812	3466	4701	3340	6603	60669
Provisioning Orders Completed	237599	737651	471163	138452	256586	182123	229339	162944	299485	2715342
% Provisioning Troubles 30-day	1.9	2.6	2.2	1.7	2.3	1.9	2	2	2.2	2.2
Maintenance Appointments Met	21735	79714	37865	10599	24265	14909	20325	13721	27987	251120
Maintenance Trouble Reports	22448	83706	44337	10794	25574	15342	20971	14121	28615	265908
% Maintenance Appointments Met	96.82	95.23	85.4	98.19	94.88	97.18	96.92	97.17	97.81	94.44
Maintenance Avg Dur Rec to Clr Hrs	205139	713844	504963	88663	227629	153805	148875	99742	246263	2388922
Maintenance Avg Dur Rec to Clr Cnt	22441	83656	44275	10792	25555	15329	20966	14116	28612	265742
Maintenance Avg Dur Receipt to Clr	9.1	8.5	11.4	8.2	8.9	10	7.1	7.1	8.6	9
Maintenance Repeat Troubles 30-day	3308	12197	6874	1399	3563	2101	2503	1854	4039	37838
Maintenance Trouble Reports	22448	83706	44337	10794	25574	15342	20971	14121	28615	265908
% Mfcs Repeat Troubles 30-day	14.7	14.6	15.5	13	13.9	13.7	11.9	13.1	14.1	14.2
Maintenance Trouble Reports	22448	83706	44337	10794	25574	15342	20971	14121	28615	265908
Line Count (Total)	1348300	4267312	2537974	845979	1593188	880627	1520893	975295	1859138	15828706
% Trouble Report Rate	1.66	1.96	1.75	1.28	1.61	1.74	1.38	1.45	1.54	1.68
Out of Service < 24 Hours	7273	24140	12731	3224	7844	5334	7098	4153	8775	80572
Out of Service	8271	26532	14751	3577	8950	6272	7601	4436	9585	89975
% Out of Service < 24 Hours	87.9	91	86.3	90.1	87.6	85	93.4	93.6	91.5	89.5

NA = Not Applicable
(NA indicates measurements that do not apply to the particular measurement group)
Blank cells occur as a result of either No activity
or when a divide by zero error would result.

BST Totals
For the Time Period: 12/01/1997 - 12/31/1997

Residence Resale Services Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	11458	52420	26749	6503	15611	7774	15291	8221	18562	162589
Provisioning Orders Completed	13065	59520	30340	7422	16842	9489	17125	9329	21012	184144
% Provisioning Appointments Met	87.7	88.07	88.16	87.62	92.69	81.93	89.29	88.12	88.34	88.29
Provisioning Troubles 30-day	5777	23673	12930	3242	6974	4678	5697	3805	8230	75006
Provisioning Orders Completed	13065	59520	30340	7422	16842	9489	17125	9329	21012	184144
% Provisioning Troubles 30-day	44.2	39.8	42.6	43.7	41.4	49.3	33.3	40.8	39.2	40.7
Maintenance Appointments Met	27855	91825	50515	15900	32407	20855	24682	16975	39833	320847
Maintenance Trouble Reports	31529	111143	60959	17668	38833	25409	28737	19247	42759	376284
% Maintenance Appointments Met	88.35	82.62	82.87	89.99	83.45	82.08	85.89	88.2	93.16	85.27
Maintenance Avg Dur Rec to Clr Hrs	989316	2830007	1545521	421367	1020643	823868	707773	429503	996798	9764795
Maintenance Avg Dur Rec to Clr Cnt	31494	110952	60861	17647	38785	25371	28691	19225	42712	375738
Maintenance Avg Dur Receipt to Clr	31.4	25.5	25.4	23.9	26.3	32.5	24.7	22.3	23.3	26
Maintenance Repeat Troubles 30-day	6910	21856	12048	3376	7305	5190	5563	3713	8796	74757
Maintenance Trouble Reports	31529	111143	60959	17668	38833	25409	28737	19247	42759	376284
% Mtce Repeat Troubles 30-day	21.9	19.7	19.8	19.1	18.8	20.4	19.4	19.3	20.6	19.9
Maintenance Trouble Reports	31529	111143	60959	17668	38833	25409	28737	19247	42759	376284
Line Count (Total)	1348300	4267312	2537974	845979	1593188	880627	1520893	975295	1859138	15828706
% Trouble Report Rate	2.34	2.60	2.40	2.09	2.44	2.89	1.89	1.97	2.30	2.38
Out of Service < 24 Hours	7833	37892	19800	6735	12609	5955	10424	7538	13147	121933
Out of Service	15460	55404	29379	8432	19832	12758	14102	9504	19187	184058
% Out of Service < 24 Hours	50.7	68.4	67.4	79.9	63.6	46.7	73.9	79.3	68.5	66.2

NA = Not Applicable
(NA indicates measurements that do not apply to the particular measurement group)
Blank cells occur as a result of either No activity
or when a divide by zero error would result.

BST Totals
 For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services Residence Total	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	249011	789650	497729	144758	272147	189850	244528	171131	317767	2876571
Provisioning Orders Completed	250664	797171	501503	145874	273428	191612	246464	172273	320497	2899486
% Provisioning Appointments Met	99.34	99.06	99.25	99.23	99.53	99.08	99.21	99.34	99.15	99.21
Provisioning Troubles 30-day	10351	42864	23502	5652	12786	8144	10398	7145	14833	135675
Provisioning Orders Completed	250664	797171	501503	145874	273428	191612	246464	172273	320497	2899486
% Provisioning Troubles 30-day	4.13	5.38	4.69	3.87	4.68	4.25	4.22	4.15	4.63	4.68
Maintenance Appointments Met	49590	171539	88380	26499	56672	35764	45007	30696	67820	571967
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
% Maintenance Appointments Met	91.87	88.04	83.93	93.10	87.99	87.76	90.54	91.99	95.02	89.06
Maintenance Avg Dur Rec to Clr Hrs	1194455	3543851	2050484	510030	1248272	977673	856648	529245	1243061	12153717
Maintenance Avg Dur Rec to Clr Cnt	53935	194608	105136	28439	64340	40700	49657	33341	71324	641480
Maintenance Avg Dur Receipt to Clr	22.15	18.21	19.50	17.93	19.40	24.02	17.25	15.87	17.43	18.95
Maintenance Repeat Troubles 30-day	10218	34053	18922	4775	10868	7291	8066	5567	12835	112595
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
% Mtce Repeat Troubles 30-day	18.93	17.48	17.97	16.78	16.87	17.89	16.23	16.68	17.98	17.53
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
Line Count (Total)	1348300	4267312	2537974	845979	1593188	880627	1520893	975295	1859138	15828706
% Trouble Report Rate	4.00	4.57	4.15	3.36	4.04	4.63	3.27	3.42	3.84	4.06
Out of Service < 24 Hours	15106	62032	32531	9959	20453	11289	17522	11691	21922	202505
Out of Service	23731	81936	44130	12009	28782	19030	21703	13940	28772	274033
% Out of Service < 24 Hours	63.66	75.71	73.72	82.93	71.06	59.32	80.74	83.87	76.19	73.90

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BST Totals
For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services Not Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	22044	90969	56041	15717	25709	18060	26703	18591	32741	306575
Provisioning Orders Completed	22068	91086	56171	15733	25741	18075	26742	18600	32784	307000
% Provisioning Appointments Met	99.89	99.87	99.77	99.9	99.88	99.92	99.85	99.95	99.87	99.86
Provisioning Troubles 30-day	803	4211	3003	498	1035	520	1397	736	1120	13323
Provisioning Orders Completed	22068	91086	56171	15733	25741	18075	26742	18600	32784	307000
% Provisioning Troubles 30-day	3.6	4.6	5.3	3.2	4	2.9	5.2	4	3.4	4.3
Maintenance Appointments Met	3194	14423	9402	1845	3703	1925	5432	2936	4512	47372
Maintenance Trouble Reports	3713	17098	11754	1969	4273	2075	5995	3257	4906	55040
% Maintenance Appointments Met	86.02	84.35	79.99	93.7	86.66	92.77	90.61	90.14	91.97	86.07
Maintenance Avg Dur Rec to Clr Hrs	20732	121093	93794	12043	25525	10821	35206	18413	31640	369266
Maintenance Avg Dur Rec to Clr Cnt	3711	17068	11726	1969	4268	2074	5992	3252	4902	54962
Maintenance Avg Dur Receipt to Clr	5.6	7.1	8	6.1	6	5.2	5.9	5.7	6.5	6.7
Maintenance Repeat Troubles 30-day	456	2141	1836	236	541	245	696	404	586	7141
Maintenance Trouble Reports	3713	17098	11754	1969	4273	2075	5995	3257	4906	55040
% Mtce Repeat Troubles 30-day	12.3	12.5	15.6	12	12.7	11.8	11.6	12.4	11.9	13
Maintenance Trouble Reports	3713	17098	11754	1969	4273	2075	5995	3257	4906	55040
Line Count (Total)	518353	1858328	1309415	296294	655387	359027	774347	399560	654344	6825055
% Trouble Report Rate	0.72	0.92	0.90	0.66	0.65	0.58	0.77	0.82	0.75	0.81
Out of Service < 24 Hours	1160	4954	3000	509	1151	633	1996	938	1234	15575
Out of Service	1202	5322	3267	544	1235	659	2073	990	1350	16642
% Out of Service < 24 Hours	96.5	93.1	91.8	93.6	93.2	96.1	96.3	94.7	91.4	93.6

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BST Totals
 For the Time Period: 12/01/1997 - 12/31/1997
 Business Resale Services
 Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	2968	12012	7053	1851	4198	2103	4099	2055	4529	40868
Provisioning Orders Completed	3211	13128	7585	2024	4440	2291	4510	2263	4921	44373
% Provisioning Appointments Met	92.43	91.5	92.99	91.45	94.55	91.79	90.89	90.81	92.03	92.1
Provisioning Troubles 30-day	970	4540	2870	530	1299	795	1330	754	1401	14489
Provisioning Orders Completed	3211	13128	7585	2024	4440	2291	4510	2263	4921	44373
% Provisioning Troubles 30-day	30.2	34.6	37.8	26.2	29.3	34.7	29.5	33.3	28.5	32.7
Maintenance Appointments Met	4162	17124	11414	2460	5535	3870	5854	3226	6592	60237
Maintenance Trouble Reports	5519	23826	14902	2856	7263	4391	7220	4201	7321	77499
% Maintenance Appointments Met	75.41	71.87	76.59	86.13	76.21	88.13	81.08	76.79	90.04	77.73
Maintenance Avg Dur Rec to Clr Hrs	60897	317700	178325	39372	82185	44231	102087	54283	89827	968908
Maintenance Avg Dur Rec to Clr Cnt	5513	23794	14887	2853	7254	4388	7217	4201	7313	77420
Maintenance Avg Dur Receipt to Clr	11	13.4	12	13.8	11.3	10.1	14.1	12.9	12.3	12.5
Maintenance Repeat Troubles 30-day	898	3719	2428	434	1131	647	1214	643	1280	12394
Maintenance Trouble Reports	5519	23826	14902	2856	7263	4391	7220	4201	7321	77499
% Mtce Repeat Troubles 30-day	16.3	15.6	16.3	15.2	15.6	14.7	16.8	15.3	17.5	16
Maintenance Trouble Reports	5519	23826	14902	2856	7263	4391	7220	4201	7321	77499
Line Count (Total)	518353	1858328	1309415	296294	655387	359027	774347	399560	654344	6825055
% Trouble Report Rate	1.06	1.28	1.14	0.96	1.11	1.22	0.93	1.05	1.12	1.14
Out of Service < 24 Hours	2327	9928	6397	1147	2884	1906	2929	1692	3031	32241
Out of Service	2532	11157	7079	1257	3229	2013	3323	1909	3339	35838
% Out of Service < 24 Hours	91.9	89	90.4	91.2	89.3	94.7	88.1	88.6	90.8	90

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BST Totals
 For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services
 Business Total

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	25012	102981	63094	17568	29907	20163	30802	20646	37270	347443
Provisioning Orders Completed	25279	104214	63756	17757	30181	20366	31252	20863	37705	351373
% Provisioning Appointments Met	98.94	98.82	98.96	98.94	99.09	99.00	98.56	98.96	98.85	98.88
Provisioning Troubles 30-day	1773	8751	5873	1028	2334	1315	2727	1490	2521	27812
Provisioning Orders Completed	25279	104214	63756	17757	30181	20366	31252	20863	37705	351373
% Provisioning Troubles 30-day	7.01	8.40	9.21	5.79	7.73	6.46	8.73	7.14	6.69	7.92
Maintenance Appointments Met	7356	31547	20816	4305	9238	5795	11286	6162	11104	107609
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
% Maintenance Appointments Met	79.68	77.09	78.09	89.22	80.08	89.62	85.40	82.62	90.82	81.19
Maintenance Avg Dur Rec to Clr Hrs	81629	438793	272119	51415	107710	55052	137293	72696	121467	1338174
Maintenance Avg Dur Rec to Clr Cnt	9224	40862	26613	4822	11522	6462	13209	7453	12215	132382
Maintenance Avg Dur Receipt to Clr	8.85	10.74	10.23	10.66	9.35	8.52	10.39	9.75	9.94	10.11
Maintenance Repeat Troubles 30-day	1354	5860	4264	670	1672	892	1910	1047	1866	19535
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
% Mtce Repeat Troubles 30-day	14.67	14.32	16.00	13.89	14.49	13.80	14.45	14.04	15.26	14.74
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
Line Count (Total)	518353	1858328	1309415	296294	655387	359027	774347	399560	654344	6825055
% Trouble Report Rate	1.78	2.20	2.04	1.63	1.76	1.80	1.71	1.87	1.87	1.94
Out of Service < 24 Hours	3487	14882	9397	1656	4035	2539	4925	2630	4265	47816
Out of Service	3734	16479	10346	1801	4464	2672	5396	2899	4689	52480
% Out of Service < 24 Hours	93.39	90.31	90.83	91.95	90.39	95.02	91.27	90.72	90.96	91.11

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BST Totals
 For the Time Period: 12/01/1997 - 12/31/1997

Resale Services Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	14426	64432	33802	8354	19809	9877	19390	10276	23091	203457
Provisioning Orders Completed	16276	72648	37925	9446	21282	11780	21635	11592	25933	228517
% Provisioning Appointments Met	88.63	88.69	89.13	88.44	93.08	83.85	89.62	88.65	89.04	89.03
Provisioning Troubles 30-day	6747	28213	15800	3772	8273	5473	7027	4559	9631	89495
Provisioning Orders Completed	16276	72648	37925	9446	21282	11780	21635	11592	25933	228517
% Provisioning Troubles 30-day	41.5	38.8	41.7	39.9	38.9	46.5	32.5	39.3	37.1	39.2
Maintenance Appointments Met	32017	108949	61929	18360	37942	24725	30536	20201	46425	381084
Maintenance Trouble Reports	37048	134969	75861	20524	46096	29800	35957	23448	50080	453783
% Maintenance Appointments Met	86.42	80.72	81.63	89.46	82.31	82.97	84.92	86.15	92.7	83.98
Maintenance Avg Dur Rec to Clr Hrs	1050212	3147707	1723847	460739	1102828	868099	809860	483786	1086625	10733703
Maintenance Avg Dur Rec to Clr Cnt	37007	134746	75748	20500	46039	29759	35908	23426	50025	453158
Maintenance Avg Dur Receipt to Clr	28.4	23.4	22.8	22.5	24	29.2	22.6	20.7	21.7	23.7
Maintenance Repeat Troubles 30-day	7808	25575	14476	3810	8436	5837	6777	4356	10076	87151
Maintenance Trouble Reports	37048	134969	75861	20524	46096	29800	35957	23448	50080	453783
% Mice Repeat Troubles 30-day	21.1	18.9	19.1	18.6	18.3	19.6	18.8	18.6	20.1	19.2
Maintenance Trouble Reports	37048	134969	75861	20524	46096	29800	35957	23448	50080	453783
Line Count (Total)	1866653	6125640	3847389	1142273	2248575	1239654	2295240	1374855	2513482	22653761
% Trouble Report Rate	1.98	2.20	1.97	1.80	2.05	2.40	1.57	1.71	1.99	2.00
Out of Service < 24 Hours	10160	47820	26197	7882	15493	7861	13353	9230	16178	154174
Out of Service	17992	66561	36458	9689	23061	14771	17425	11413	22526	219896
% Out of Service < 24 Hours	56.5	71.8	71.9	81.3	67.2	53.2	76.6	80.9	71.8	70.1

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BST Totals
For the Time Period: 12/01/1997 - 12/31/1997

Resale Services Residence	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	249011	789650	497729	144758	272147	189850	244528	171131	317767	2876571
Provisioning Orders Completed	250664	797171	501503	145874	273428	191612	246464	172273	320497	2899486
% Provisioning Appointments Met	99.34	99.06	99.25	99.23	99.53	99.08	99.21	99.34	99.15	99.21
Provisioning Troubles 30-day	10351	42864	23502	5652	12786	8144	10398	7145	14833	135675
Provisioning Orders Completed	250664	797171	501503	145874	273428	191612	246464	172273	320497	2899486
% Provisioning Troubles 30-day	4.1	5.4	4.7	3.9	4.7	4.3	4.2	4.1	4.6	4.7
Maintenance Appointments Met	49590	171539	88380	26499	56672	35764	45007	30696	67820	571967
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
% Maintenance Appointments Met	91.87	88.04	83.93	93.1	87.99	87.76	90.54	91.99	95.02	89.06
Maintenance Avg Dur Rec to Clr Hrs	1194454	3543851	2050484	510030	1248272	977673	856648	529245	1243061	12153718
Maintenance Avg Dur Rec to Clr Cnt	53935	194608	105136	28439	64340	40700	49657	33341	71324	641480
Maintenance Avg Dur Receipt to Clr	22.1	18.2	19.5	17.9	19.4	24	17.3	15.9	17.4	18.9
Maintenance Repeat Troubles 30-day	10218	34053	18922	4775	10868	7291	8066	5567	12835	112595
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
% Mtce Repeat Troubles 30-day	18.9	17.5	18	16.8	16.9	17.9	16.2	16.7	18	17.5
Maintenance Trouble Reports	53977	194849	105296	28462	64407	40751	49708	33368	71374	642192
Line Count (Total)	1348300	4267312	2537974	845979	1593188	880627	1520893	975295	1859138	15828706
% Trouble Report Rate	4.00	4.57	4.15	3.36	4.04	4.63	3.27	3.42	3.84	4.06
Out of Service < 24 Hours	15106	62032	32531	9959	20453	11289	17522	11691	21922	202505
Out of Service	23731	81936	44130	12009	28782	19030	21703	13940	28772	274033
% Out of Service < 24 Hours	63.7	75.7	73.7	82.9	71.1	59.3	80.7	83.9	76.2	73.9

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BST Totals
For the Time Period: 12/01/1997 - 12/31/1997

Resale Services Business	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	25012	102981	63094	17568	29907	20163	30802	20646	37270	347443
Provisioning Orders Completed	25279	104214	63756	17757	30181	20366	31252	20863	37705	351373
% Provisioning Appointments Met	98.94	98.82	98.96	98.94	99.09	99	98.56	98.96	98.85	98.88
Provisioning Troubles 30-day	1773	8751	5873	1028	2334	1315	2727	1490	2521	27812
Provisioning Orders Completed	25279	104214	63756	17757	30181	20366	31252	20863	37705	351373
% Provisioning Troubles 30-day	7	8.4	9.2	5.8	7.7	6.5	8.7	7.1	6.7	7.9
Maintenance Appointments Met	7356	31547	20816	4305	9238	5795	11286	6162	11104	107609
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
% Maintenance Appointments Met	79.68	77.09	78.09	89.22	80.08	89.62	85.4	82.62	90.82	81.19
Maintenance Avg Dur Rec to Clr Hrs	81629	438793	272119	51415	107710	55052	137293	72696	121467	1338173
Maintenance Avg Dur Rec to Clr Cnt	9224	40862	26613	4822	11522	6462	13209	7453	12215	132382
Maintenance Avg Dur Receipt to Clr	8.85	10.74	10.23	10.66	9.35	8.52	10.39	9.75	9.94	10.11
Maintenance Repeat Troubles 30-day	1354	5860	4264	670	1672	892	1910	1047	1866	19535
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
% Mtce Repeat Troubles 30-day	14.7	14.3	16	13.9	14.5	13.8	14.5	14	15.3	14.7
Maintenance Trouble Reports	9232	40924	26656	4825	11536	6466	13215	7458	12227	132539
Line Count (Total)	518353	1858328	1309415	296294	655387	359027	774347	399560	654344	6825055
% Trouble Report Rate	1.78	2.20	2.04	1.63	1.76	1.80	1.71	1.87	1.87	1.94
Out of Service < 24 Hours	3487	14882	9397	1656	4035	2539	4925	2630	4265	47816
Out of Service	3734	16479	10346	1801	4464	2672	5396	2899	4689	52480
% Out of Service < 24 Hours	93.4	90.3	90.8	91.9	90.4	95	91.3	90.7	91	91.1

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BST Totals
For the Time Period: 12/01/1997 - 12/31/1997
Resale Services
BST GRAND TOTAL

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	274023	892631	560823	162326	302054	210013	275330	191777	355037	3224014
Provisioning Orders Completed	275943	901385	565259	163631	303609	211978	277716	193136	358202	3250859
% Provisioning Appointments Met	99.30	99.03	99.22	99.20	99.49	99.07	99.14	99.30	99.12	99.17
Provisioning Troubles 30-day	12124	51615	29375	6680	15120	9459	13125	8635	17354	163487
Provisioning Orders Completed	275943	901385	565259	163631	303609	211978	277716	193136	358202	3250859
% Provisioning Troubles 30-day	4.39	5.73	5.20	4.08	4.98	4.46	4.73	4.47	4.84	5.03
Maintenance Appointments Met	56946	203086	109196	30804	65910	41559	56293	36858	78924	679576
Maintenance Trouble Reports	63209	235773	131952	33287	75943	47217	62923	40826	83601	774731
% Maintenance Appointments Met	90.09	86.14	82.75	92.54	86.79	88.02	89.46	90.28	94.41	87.72
Maintenance Avg Dur Rec to Clr Hrs	1276084	3982644	2322603	561445	1355982	1032725	993941	601941	1364528	13491891
Maintenance Avg Dur Rec to Clr Cnt	63159	235470	131749	33261	75862	47162	62866	40794	83539	773862
Maintenance Avg Dur Receipt to Clr	20.20	16.91	17.63	16.88	17.87	21.90	15.81	14.76	16.33	17.43
Maintenance Repeat Troubles 30-day	11572	39913	23186	5445	12540	8183	9976	6614	14701	132130
Maintenance Trouble Reports	63209	235773	131952	33287	75943	47217	62923	40826	83601	774731
% Mtce Repeat Troubles 30-day	18.31	16.93	17.57	16.36	16.51	17.33	15.85	16.20	17.58	17.05
Maintenance Trouble Reports	63209	235773	131952	33287	75943	47217	62923	40826	83601	774731
Line Count (Total)	1866653	6125640	3847389	1142273	2248575	1239654	2295240	1374855	2513482	22653761
% Trouble Report Rate	3.39	3.85	3.43	2.91	3.38	3.81	2.74	2.97	3.33	3.42
Out of Service < 24 Hours	18593	76914	41928	11615	24488	13828	22447	14321	26187	250321
Out of Service	27465	98415	54476	13810	33246	21702	27099	16839	33461	326513
% Out of Service < 24 Hours	67.70	78.15	76.97	84.11	73.66	63.72	82.83	85.05	78.26	76.66

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CLEC Totals												
For the Time Period: 12/01/1997 - 12/31/1997												
Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region		
Residence Resale Services												
Not Dispatched-Out												
Provisioning Appointments Met	32	2998	6698	12546	1064	1721	2283	3304	3626	34274		
Provisioning Orders Completed	32	3163	6943	12847	1136	1739	2470	3464	3736	35532		
% Provisioning Appointments Met	32	94.78	96.47	97.66	93.66	98.96	92.43	95.38	97.06	96.46		
Provisioning Troubles 30-day	42	82	138	181	29	78	26	50	98	684		
Provisioning Orders Completed	42	3163	6943	12847	1136	1739	2470	3464	3736	35532		
% Provisioning Troubles 30-day	42	2.6	2	1.4	2.6	4.5	1.1	1.4	2.6	1.9		
Maintenance Appointments Met	52	193	417	556	66	141	95	116	237	1832		
Maintenance Trouble Reports	52	195	426	602	66	146	99	117	239	1901		
% Maintenance Appointments Met	52	98.97	97.89	92.36	100	96.58	95.96	99.15	99.16	96.37		
Maintenance Avg Dur Rec to Clr Hrs	62	678	2067	4025	310	929	495	552	1148	10230		
Maintenance Avg Dur Rec to Clr Cnt	62	195	426	602	66	146	99	117	239	1901		
Maintenance Avg Dur Receipt to Clr	62	3.5	4.9	6.7	4.7	6.4	5	4.7	4.8	5.4		
Maintenance Repeat Troubles 30-day	72	35	88	126	13	20	26	22	50	382		
Maintenance Trouble Reports	72	195	426	602	66	146	99	117	239	1901		
% Mfcs Repeat Troubles 30-day	72	17.9	20.7	20.9	19.7	13.7	26.3	18.8	20.9	20.1		
Maintenance Trouble Reports	92	195	426	602	66	146	99	117	239	1901		
Line Count (Total)	92	10140	30831	46952	3976	8640	12134	9460	11784	134480		
% Trouble Report Rate	92	1.92	1.38	1.28	1.66	1.69	0.82	1.24	2.03	1.41		
Out of Service < 24 Hours	102	45	121	150	16	54	30	26	60	502		
Out of Service	102	46	131	169	16	65	34	26	63	550		
% Out of Service < 24 Hours	102	97.8	92.4	88.8	100	83.1	88.2	100	95.2	91.3		

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Residence Resale Services Dispatched-Out										
Provisioning Appointments Met	31	615	1117	1829	155	522	461	19	698	524
Provisioning Orders Completed	31	882	1473	2464	263	548	628	24	969	703
% Provisioning Appointments Met	31	69.73	75.83	74.23	58.94	95.26	73.41	79.17	72.03	74.54
										74.68
Provisioning Troubles 30-day	41	227	302	547	82	226	137	1	155	273
Provisioning Orders Completed	41	882	1473	2464	263	548	628	24	969	703
% Provisioning Troubles 30-day	41	25.7	20.5	22.2	31.2	41.2	21.8	4.2	16	38.8
										24.5
Maintenance Appointments Met	51	429	684	1220	169	331	278	7	257	499
Maintenance Trouble Reports	51	458	788	1424	179	400	360	8	273	525
% Maintenance Appointments Met	51	93.67	86.8	85.67	94.41	82.75	77.22	87.5	94.14	95.05
										87.75
Maintenance Avg Dur Rec to Clr Hrs	61	13634	17667	33709	3221	8753	10952	149	4986	11488
Maintenance Avg Dur Rec to Clr Ont	61	458	786	1424	179	399	359	8	272	525
Maintenance Avg Dur Receipt to Clr	61	29.8	22.5	23.7	18	21.9	30.5	18.7	18.3	21.9
										23.7
Maintenance Repeat Troubles 30-day	71	81	163	257	28	63	63	1	41	90
Maintenance Trouble Reports	71	458	788	1424	179	400	360	8	273	525
% Mtce Repeat Troubles 30-day	71	17.7	20.7	18	15.6	15.8	17.5	12.5	15	17.1
										17.8
Maintenance Trouble Reports	91	458	788	1424	179	400	360	8	273	525
Line Count (Total)	91	10140	30831	46952	3976	8640	12134	563	9460	11784
% Trouble Report Rate	91	4.52	2.56	3.03	4.5	4.63	2.97	1.42	2.89	4.46
										3.28
Out of Service < 24 Hours	101	191	419	668	127	223	126	5	173	263
Out of Service	101	354	587	986	151	317	211	6	216	395
% Out of Service < 24 Hours	101	54	71.4	67.7	84.1	70.3	59.7	83.3	80.1	66.6
										68.1

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Resale Services	Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Residence Totals											
Provisioning Appointments Met		3613	7815	14375	1219	2243	2744	53	4002	4150	40214
Provisioning Orders Completed		4045	8416	15311	1399	2287	3098	58	4433	4439	43486
% Provisioning Appointments Met		89.32	92.86	93.89	87.13	98.08	88.57	91.38	90.28	93.49	92.48
Provisioning Troubles 30-day		309	440	728	111	304	163	3	205	371	2634
Provisioning Orders Completed		4045	8416	15311	1399	2287	3098	58	4433	4439	43486
% Provisioning Troubles 30-day		7.6	5.2	4.8	7.9	13.3	5.3	5.2	4.6	8.4	6.1
Maintenance Appointments Met		622	1101	1776	235	472	373	18	373	736	5706
Maintenance Trouble Reports		653	1214	2026	245	546	459	19	390	764	6316
% Maintenance Appointments Met		95.25	90.69	87.66	95.92	86.45	81.26	94.74	95.64	96.34	90.34
Maintenance Avg Dur Rec to Clr Hrs		14312	19734	37735	3532	9682	11447	174	5538	12637	114790
Maintenance Avg Dur Rec to Clr Cnt		653	1212	2026	245	545	458	19	389	764	6311
Maintenance Avg Dur Receipt to Clr		21.9	16.3	18.6	14.4	17.8	25	9.2	14.2	16.5	18.2
Maintenance Repeat Troubles 30-day		116	251	383	41	83	89	3	63	140	1169
Maintenance Trouble Reports		653	1214	2026	245	546	459	19	390	764	6316
% Mfcs Repeat Troubles 30-day		17.8	20.7	18.9	16.7	15.2	19.4	15.8	16.2	18.3	18.5
Maintenance Trouble Reports		653	1214	2026	245	546	459	19	390	764	6316
Line Count (Total)		10140	30831	46952	3976	8640	12134	563	9460	11784	134480
% Trouble Report Rate		6.44	3.94	4.32	6.16	6.32	3.78	3.37	4.12	6.48	4.7
Out of Service < 24 Hours		236	540	818	143	277	156	5	199	323	2697
Out of Service		400	718	1155	167	382	245	6	242	458	3773
% Out of Service < 24 Hours		59	75.2	70.8	85.6	72.5	63.7	83.3	82.2	70.5	71.5

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services Not Dispatched-Out	Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Provisioning Appointments Met	34	418	2223	792	219	307	39	273	451	162	4884
Provisioning Orders Completed	34	419	2251	795	222	308	39	273	454	166	4927
% Provisioning Appointments Met	34	99.76	98.76	99.62	98.65	99.68	100	100	99.34	97.59	99.13
Provisioning Troubles 30-day	44	21	96	84	15	18	6	20	15	11	286
Provisioning Orders Completed	44	419	2251	795	222	308	39	273	454	166	4927
% Provisioning Troubles 30-day	44	5	4.3	10.6	6.8	5.8	15.4	7.3	3.3	6.6	5.8
Maintenance Appointments Met	54	28	341	138	25	64	11	59	43	33	742
Maintenance Trouble Reports	54	36	417	178	27	71	11	62	46	33	881
% Maintenance Appointments Met	54	77.78	81.77	77.53	92.59	90.14	100	95.16	93.48	100	84.22
Maintenance Avg Dur Rec to Clr Hrs	64	454	3183	1329	128	326	118	551	226	174	6489
Maintenance Avg Dur Rec to Clr Cnt	64	36	417	178	27	71	11	62	46	33	881
Maintenance Avg Dur Receipt to Clr	64	12.6	7.6	7.5	4.7	4.6	10.8	8.9	4.9	5.3	7.4
Maintenance Repeat Troubles 30-day	74	4	70	35	3	9	2	7	7	8	145
Maintenance Trouble Reports	74	36	417	178	27	71	11	62	46	33	881
% Mtce Repeat Troubles 30-day	74	11.1	16.8	19.7	11.1	12.7	18.2	11.3	15.2	24.2	16.5
Maintenance Trouble Reports	94	36	417	178	27	71	11	62	46	33	881
Line Count (Total)	94	4262	39856	18294	4293	7465	1207	7505	4781	3363	91026
% Trouble Report Rate	94	0.84	1.05	0.97	0.63	0.95	0.91	0.83	0.96	0.98	0.97
Out of Service < 24 Hours	104	4	187	51	2	7	2	34	12	15	314
Out of Service	104	6	193	54	2	7	2	36	13	15	328
% Out of Service < 24 Hours	104	66.7	96.9	94.4	100	100	100	94.4	92.3	100	95.7

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Business Resale Services Dispatched-Out	Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Provisioning Appointments Met	33	165	1076	484	238	257	63	243	267	556	3349
Provisioning Orders Completed	33	170	1157	500	241	265	63	254	272	562	3484
% Provisioning Appointments Met	33	97.06	93	96.8	98.76	96.98	100	95.67	98.16	98.93	96.13
Provisioning Troubles 30-day	43	16	99	69	14	21	0	20	14	4	257
Provisioning Orders Completed	43	170	1157	500	241	265	63	254	272	562	3484
% Provisioning Troubles 30-day	43	9.4	8.6	13.8	5.8	7.9	0	7.9	5.1	0.7	7.4
Maintenance Appointments Met	53	27	287	142	24	38	7	57	29	19	630
Maintenance Trouble Reports	53	42	388	210	30	55	7	69	47	22	870
% Maintenance Appointments Met	53	64.29	73.97	67.62	80	69.09	100	82.61	61.7	86.36	72.41
Maintenance Avg Dur Rec to Clr Hrs	63	567	4453	2914	459	554	67	840	710	350	10914
Maintenance Avg Dur Rec to Clr Cnt	63	42	388	209	30	55	7	69	47	22	869
Maintenance Avg Dur Receipt to Clr	63	13.5	11.5	13.9	15.3	10.1	9.6	12.2	15.1	15.9	12.6
Maintenance Repeat Troubles 30-day	73	5	61	39	7	9	3	10	7	7	148
Maintenance Trouble Reports	73	42	388	210	30	55	7	69	47	22	870
% Mice Repeat Troubles 30-day	73	11.9	15.7	18.6	23.3	16.4	42.9	14.5	14.9	31.8	17
Maintenance Trouble Reports	93	42	388	210	30	55	7	69	47	22	870
Line Count (Total)	93	4262	39856	18294	4293	7465	1207	7505	4781	3363	91026
% Trouble Report Rate	93	0.99	0.97	1.15	0.7	0.74	0.58	0.92	0.98	0.65	0.96
Out of Service < 24 Hours	103	11	158	72	14	25	0	29	24	8	341
Out of Service	103	14	174	80	15	25	0	34	30	9	381
% Out of Service < 24 Hours	103	78.6	90.8	90	93.3	100		85.3	80	88.9	89.5

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Resale Services										
Business Totals										
Provisioning Appointments Met	583	3299	1276	457	564	102	516	718	718	8233
Provisioning Orders Completed	589	3408	1295	463	573	102	527	726	728	8411
% Provisioning Appointments Met	98.98	96.8	98.53	98.7	98.43	100	97.91	98.9	98.63	97.88
Provisioning Troubles 30-day	37	195	153	29	39	6	40	29	15	543
Provisioning Orders Completed	589	3408	1295	463	573	102	527	726	728	8411
% Provisioning Troubles 30-day	6.3	5.7	11.8	6.3	6.8	5.9	7.6	4	2.1	6.5
Maintenance Appointments Met	55	628	280	49	102	18	116	72	52	1372
Maintenance Trouble Reports	78	805	388	57	126	18	131	93	55	1751
% Maintenance Appointments Met	70.51	78.01	72.16	85.96	80.95	100	88.55	77.42	94.55	78.36
Maintenance Avg Dur Rec to Clr Hrs	1021	7636	4243	587	881	185	1391	935	524	17403
Maintenance Avg Dur Rec to Clr Cnt	78	805	387	57	126	18	131	93	55	1750
Maintenance Avg Dur Receipt to Clr	13.1	9.5	11	10.3	7	10.3	10.6	10.1	9.5	9.9
Maintenance Repeat Troubles 30-day	9	131	74	10	18	5	17	14	15	293
Maintenance Trouble Reports	78	805	388	57	126	18	131	93	55	1751
% Mtce Repeat Troubles 30-day	11.5	16.3	19.1	17.5	14.3	27.8	13	15.1	27.3	16.7
Maintenance Trouble Reports	78	805	388	57	126	18	131	93	55	1751
Line Count (Total)	4262	39856	18294	4293	7465	1207	7505	4781	3363	91026
% Trouble Report Rate	1.83	2.02	2.12	1.33	1.69	1.49	1.75	1.95	1.64	1.92
Out of Service < 24 Hours	15	345	123	16	32	2	63	36	23	655
Out of Service	20	367	134	17	32	2	70	43	24	709
% Out of Service < 24 Hours	75	94	91.8	94.1	100	100	90	83.7	95.8	92.4

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997
Resale Services
Not Dispatched-Out

Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Provisioning Appointments Met	3416	8921	13338	1283	2028	2322	307	3755	3788	39158
Provisioning Orders Completed	3582	9194	13642	1358	2047	2509	307	3918	3902	40459
% Provisioning Appointments Met	95.37	97.03	97.77	94.48	99.07	92.55	100	95.84	97.08	96.78
Provisioning Troubles 30-day	103	234	265	44	96	32	22	65	109	970
Provisioning Orders Completed	3582	9194	13642	1358	2047	2509	307	3918	3902	40459
% Provisioning Troubles 30-day	2.9	2.5	1.9	3.2	4.7	1.3	7.2	1.7	2.8	2.4
Maintenance Appointments Met	221	758	694	91	205	106	70	159	270	2574
Maintenance Trouble Reports	231	843	780	93	217	110	73	163	272	2782
% Maintenance Appointments Met	95.67	89.92	88.97	97.85	94.47	96.36	95.89	97.55	99.26	92.52
Maintenance Avg Dur Rec to Clr Hrs	1132	5250	5354	438	1256	614	576	778	1323	16719
Maintenance Avg Dur Rec to Clr Cnt	231	843	780	93	217	110	73	163	272	2782
Maintenance Avg Dur Receipt to Clr	4.9	6.2	6.9	4.7	5.8	5.6	7.9	4.8	4.9	6
Maintenance Repeat Troubles 30-day	39	158	161	16	29	28	9	29	58	527
Maintenance Trouble Reports	231	843	780	93	217	110	73	163	272	2782
% Mtce Repeat Troubles 30-day	16.9	18.7	20.6	17.2	13.4	25.5	12.3	17.8	21.3	18.9
Maintenance Trouble Reports	231	843	780	93	217	110	73	163	272	2782
Line Count (Total)	14402	70687	65246	8269	16105	13341	8068	14241	15147	225506
% Trouble Report Rate	1.6	1.19	1.2	1.12	1.35	0.82	0.9	1.14	1.8	1.23
Out of Service < 24 Hours	49	308	201	18	61	32	34	38	75	816
Out of Service	52	324	223	18	72	36	36	39	78	878
% Out of Service < 24 Hours	94.2	95.1	90.1	100	84.7	88.9	94.4	97.4	96.2	92.9

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CLEC Totals
For the Time Period: 12/01/1997 - 12/31/1997

Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Resale Services										
Dispatched-Out										
Provisioning Appointments Met	780	2193	2313	393	779	524	262	965	1080	9289
Provisioning Orders Completed	1052	2630	2964	504	813	691	278	1241	1265	11438
% Provisioning Appointments Met	74.14	83.38	78.04	77.98	95.82	75.83	94.24	77.76	85.38	81.21
Provisioning Troubles 30-day	243	401	616	96	247	137	21	169	277	2207
Provisioning Orders Completed	1052	2630	2964	504	813	691	278	1241	1265	11438
% Provisioning Troubles 30-day	23.1	15.2	20.8	19	30.4	19.8	7.6	13.6	21.9	19.3
Maintenance Appointments Met	456	971	1362	193	369	285	64	286	518	4504
Maintenance Trouble Reports	500	1176	1634	209	455	367	77	320	547	5285
% Maintenance Appointments Met	91.2	82.57	83.35	92.34	81.1	77.66	83.12	89.38	94.7	85.22
Maintenance Avg Dur Rec to Clr Hrs	14201	22120	36624	3680	9307	11019	990	5695	11838	115474
Maintenance Avg Dur Rec to Clr Cnt	500	1174	1633	209	454	366	77	319	547	5279
Maintenance Avg Dur Receipt to Clr	28.4	18.8	22.4	17.6	20.5	30.1	12.9	17.9	21.6	21.9
Maintenance Repeat Troubles 30-day	86	224	296	35	72	66	11	48	97	935
Maintenance Trouble Reports	500	1176	1634	209	455	367	77	320	547	5285
% Mctce Repeat Troubles 30-day	17.2	19	18.1	16.7	15.8	18	14.3	15	17.7	17.7
Maintenance Trouble Reports	500	1176	1634	209	455	367	77	320	547	5285
Line Count (Total)	14402	70687	65246	8269	16105	13341	8068	14241	15147	225506
% Trouble Report Rate	3.47	1.66	2.5	2.53	2.83	2.75	0.95	2.25	3.61	2.34
Out of Service < 24 Hours	202	577	740	141	248	126	34	197	271	2536
Out of Service	368	761	1066	166	342	211	40	246	404	3604
% Out of Service < 24 Hours	54.9	75.8	69.4	84.9	72.5	59.7	85	80.1	67.1	70.4

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CLEC Totals
 For the Time Period: 12/01/1997 - 12/31/1997

Report	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Resale Services										
Grand Totals										
Provisioning Appointments Met	4196	11114	15651	1676	2807	2846	569	4720	4868	48447
Provisioning Orders Completed	4634	11824	16606	1862	2860	3200	585	5159	5167	51897
% Provisioning Appointments Met	90.55	94.00	94.25	90.01	98.15	88.94	97.26	91.49	94.21	93.35
Provisioning Troubles 30-day	346	635	881	140	343	169	43	234	386	3177
Provisioning Orders Completed	4634	11824	16606	1862	2860	3200	585	5159	5167	51897
% Provisioning Troubles 30-day	7.47	5.37	5.31	7.52	11.99	5.28	7.35	4.54	7.47	6.12
Maintenance Appointments Met	677	1729	2056	284	574	391	134	445	788	7078
Maintenance Trouble Reports	731	2019	2414	302	672	477	150	483	819	8067
% Maintenance Appointments Met	92.61	85.64	85.17	94.04	85.42	81.97	89.33	92.13	96.21	87.74
Maintenance Avg Dur Rec to Clr Hrs	15333	27370	41978	4118	10563	11633	1566	6473	13161	132193
Maintenance Avg Dur Rec to Clr Cnt	731	2017	2413	302	671	476	150	482	819	8061
Maintenance Avg Dur Receipt to Clr	20.98	13.57	17.40	13.64	15.74	24.44	10.44	13.43	16.07	16.40
Maintenance Repeat Troubles 30-day	125	382	457	51	101	94	20	77	155	1462
Maintenance Trouble Reports	731	2019	2414	302	672	477	150	483	819	8067
% Mfice Repeat Troubles 30-day	17.10	18.92	18.93	16.89	15.03	19.71	13.33	15.94	18.93	18.12
Maintenance Trouble Reports	731	2019	2414	302	672	477	150	483	819	8067
Line Count (Total)	28804	141374	130492	16538	32210	26682	16136	28482	30294	451012
% Trouble Report Rate	2.54	1.43	1.85	1.83	2.09	1.79	0.93	1.70	2.70	1.79
Out of Service < 24 Hours	251	885	941	159	309	158	68	235	346	3352
Out of Service	420	1085	1289	184	414	247	76	285	482	4482
% Out of Service < 24 Hours	59.76	81.57	73.00	86.41	74.64	63.97	89.47	82.46	71.78	74.79

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IC Trunking - CLEC & BST

BellSouth Telecommunications, Inc.
TRA Docket 97-00309
CAD's 2nd Discovery Requests
Item 7
Attachment 2

CLEC INTERCONNECTION TRUNKING

CLEC All Regions

For Time Period: 12/01/1997 - 12/31/1997

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region	BST
Provisioning Appointments Met	4	870	1190	24	192	0	2264	0	836	5380	17692
Provisioning Orders Completed	4	870	1190	24	456	0	2264	2	861	5671	20480
% Provisioning Appointments Met	100	100	100	100	42.11		100	0	97.1	94.87	86.39
Provisioning Troubles within 30 days	0	168	0	0	2	0	0	0	0	170	149
Provisioning Orders - New Circuits Added	2	1023	552	168	346	0	684	0	680	3455	21856
% Provisioning Troubles within 30 days	0	16.42	0	0	0.58		0		0	4.92	0.68
Maintenance Avg Dur Rec to Clr Hours	6.1	13.52	9.33	0	8	0	9.43	0	12.67	59.05	2212.67
Maintenance Avg Dur Rec to Clr Count	1	1	39	0	48	0	1	0	48	138	1159
Maintenance Avg Dur Receipt to Clear	6.1	13.52	0.24		0.17		9.43		0.26	0.43	1.91
Maintenance Trouble Reports	1	1	39	0	48	0	1	0	48	138	1159
Inventory (Total)	2688	9901	7772	1704	1836	648	9079	346	6811	40785	925143
% Trouble Report Rate	0.04	0.01	0.5	0	2.61	0	0.01	0	0.7	0.34	0.13

NA = Not Applicable

(NA indicates measurements that do not apply to the particular measurement group)

Blank cells occur as a result of either No activity

or when a divide by zero error would result.

IC Trunking - CLEC & BST

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BST INTERCONNECTION TRUNKING

For Time Period: 12/01/1997 - 12/31/1997

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
Provisioning Appointments Met	2505	4677	3428	1002	1340	745	1838	620	1537	17692
Provisioning Orders Completed	2985	5733	3500	1294	1484	745	1862	884	1993	20480
% Provisioning Appointments Met	83.92	81.58	97.94	77.43	90.3	100	98.71	70.14	77.12	86.39
Provisioning Troubles within 30-day	48	22	34	2	32	1	10	0	0	149
Provisioning Orders - New Circuits Added	4319	6504	2788	443	1010	520	3199	464	2609	21856
% Provisioning Troubles within 30 days	1.11	0.34	1.22	0.45	3.17	0.19	0.31	0	0	0.68
Maintenance Avg Dur Rec to Clr Hours	189.53	163.82	1308.33	124.87	182.95	111.37	59.67	24.53	47.6	2212.67
Maintenance Avg Dur Rec to Clr Count	110	179	391	96	173	64	83	35	28	1159
Maintenance Avg Dur Receipt to Clear	1.72	0.92	3.35	1.3	1.06	1.74	0.72	0.7	1.7	1.91
Maintenance Trouble Reports	110	179	391	96	173	64	83	35	28	1159
Inventory (Total)	77430	236322	168732	56572	75488	43379	116974	58043	92203	925143
% Trouble Report Rate	0.14	0.08	0.23	0.17	0.23	0.15	0.07	0.06	0.03	0.13

NA = Not Applicable

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UNE LNP

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CLEC All Regions
For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability
Residence

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
Provisioning Appointments Met	9	0	5	0	1	0	0	0	0	15
Provisioning Orders Completed	9	0	5	0	1	0	0	0	0	15
% Provisioning Appointments Met	100		100		100					100
Provisioning Troubles 30-days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	9	0	5	0	1	0	0	0	0	15
% Provisioning Troubles 30-days	0		0		0					0
Maintenance Appointments Met	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Appointments Met										
Maintenance Avg Dur Rec to Clr Hrs	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Cnt	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clr										
Maintenance Repeat Troubles 30-days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	
% Mtce Repeat Troubles 30-days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	30	12	19	0	1	0	0	0	6	68
% Trouble Report Rate	0	0	0		0				0	0
Out of Service < 24 Hours	0	0	0	0	0	0	0	0	0	0
Out of Service	0	0	0	0	0	0	0	0	0	0
% Out of Service < 24 Hours										

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CLEC All Regions
For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability
Business

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
Provisioning Appointments Met	80	122	91	40	1	6	48	0	501	889
Provisioning Orders Completed	81	122	92	40	1	6	48	0	501	891
% Provisioning Appointments Met	98.8	100	98.9	100	100	100	100		100	99.8
Provisioning Troubles 30-days	8	1	1	0	0	1	1	0	5	17
Provisioning Orders Completed	81	122	92	40	1	6	48	0	501	891
% Provisioning Troubles 30-days	9.9	0.8	1.1	0	0	16.7	2.1		1	1.9
Maintenance Appointments Met	13	5	19	0	0	1	2	0	11	51
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
% Maintenance Appointments Met	86.7	45.5	76			50	66.7		78.6	72.9
Maintenance Avg Dur Rec to Clr Hrs	349	348	219	0	0	4	32	0	291	1242
Maintenance Avg Dur Rec to Clr Cnt	15	11	25	0	0	1	3	0	13	68
Maintenance Avg Dur Receipt to Clr	23.3	31.6	8.8			3.7	10.7		22.4	18.3
Maintenance Repeat Troubles 30-days	0	1	5	0	0	1	1	0	2	10
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
% Mtce Repeat Troubles 30-days	0	9.1	20			50	33.3		14.3	14.3
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
Line Count (Total)	2490	7209	6147	690	3	461	2943	0	11666	31609
% Trouble Report Rate	0.6	0.2	0.4	0	0	0.4	0.1		0.1	0.2
Out of Service < 24 Hours	0	5	10	0	0	1	1	0	5	22
Out of Service	0	6	11	0	0	1	1	0	5	24
% Out of Service < 24 Hours		83.3	90.9			100	100		100	91.7

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CLEC All Regions
For Time Period: 12/01/1997 - 12/31/1997

Local Number Portability Total	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
Provisioning Appointments Met	89	122	96	40	2	6	48	0	501	904
Provisioning Orders Completed	90	122	97	40	2	6	48	0	501	906
% Provisioning Appointments Met	98.9	100	99	100	100	100	100		100	99.8
Provisioning Troubles 30-days	8	1	1	0	0	1	1	0	5	17
Provisioning Orders Completed	90	122	97	40	2	6	48	0	501	906
% Provisioning Troubles 30-days	8.9	0.8	1	0	0	16.7	2.1		1	1.9
Maintenance Appointments Met	13	5	19	0	0	1	2	0	11	51
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
% Maintenance Appointments Met	86.7	45.5	76			50	66.7		78.6	72.9
Maintenance Avg Dur Rec to Clr Hrs	349	348	219	0	0	4	32	0	291	1242
Maintenance Avg Dur Rec to Clr Cnt	15	11	25	0	0	1	3	0	13	68
Maintenance Avg Dur Receipt to Clr	23.3	31.6	8.8			3.7	10.7		22.4	18.3
Maintenance Repeat Troubles 30-days	76	1	5	0	0	1	1	0	2	10
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
% Mtce Repeat Troubles 30-days	0	9.1	20			50	33.3		14.3	14.3
Maintenance Trouble Reports	15	11	25	0	0	2	3	0	14	70
Line Count (Total)	2520	7221	6166	690	4	461	2943	0	11672	31677
% Trouble Report Rate	0.6	0.2	0.4	0	0	0.4	0.1		0.1	0.2
Out of Service < 24 Hours	0	5	10	0	0	1	1	0	5	22
Out of Service	0	6	11	0	0	1	1	0	5	24
% Out of Service < 24 Hours		83.3	90.9			100	100		100	91.7

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UNE Loop

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CLEC Region

Reseller: CLEC UNE LOOP

For Time Period: 12/01/1997 - 12/31/1997

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
Provisioning Appointments Met	58	56	32	54	0	50	0	0	1609	1859
Provisioning Orders Completed	62	57	33	54	0	50	0	0	1919	2175
% Provisioning Appointments Met	93.55	98.25	96.97	100		100			83.85	85.47
Provisioning Troubles within 30 days	0	19	6	0	0	0	0	0	20	45
Provisioning Orders - New Circuits Added	93	113	80	0	0	0	0	0	762	1048
% Provisioning Troubles within 30 days	0	16.81	7.5						2.62	4.29
Maintenance Avg Dur Rec to Clr Hours	0	150.85	18.92	0	0	0	0	0	0	169.77
Maintenance Avg Dur Rec to Clr Count	0	8	2	0	0	0	0	0	0	10
Maintenance Avg Dur Receipt to Clear		18.86	9.46							16.98
Maintenance Repeat Troubles within 30 days	2	4	1	0	0	0	0	0	12	19
Maintenance Trouble Reports	38	25	28	1	0	0	0	0	114	206
% Maintenance Repeat Troubles within 30 days	5.26	16	3.57	0					10.53	9.22
Maintenance Trouble Reports	0	8	2	0	0	0	0	0	0	10
Inventory (Total)	584	1787	1340	194	0	50	0	0	5321	9276
% Trouble Report Rate	0	0.45	0.15	0		0			0	0.11

NA = Not Applicable
(NA indicates measurements that do not apply to the particular measurement group)
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or when a divide by zero error would result.

REQUEST: In response to Item 15 of Consumer Advocate Division's first discovery request BellSouth stated:

In response to Item No. 14, BellSouth admitted that it does not integrate the LENS pre-ordering and the EDI ordering interfaces for CLECs. Integration of the pre-ordering interfaces is the responsibility of each CLEC, if it desires integration; it is not BellSouth's responsibility. However, since the time of the Louisiana filing, and updated GCI specification for LENS has been made available to interested CLECs. The EC-LITE machine-to-machine pre-ordering interface, which may also be integrated with EDI, became available on December 31, 1997.

- (a) Provide copies of correspondence of the CLECs authorized to operate in Tennessee which notified such CLECs of the updated GCI specification for LENS.
- (b) Provide copies of correspondence both to and from CLECs operating in Tennessee concerning the updated GCI and the integration of the pre-ordering interfaces since BellSouth's filing to provide InterLATA service in Louisiana.
- (c) Identify any CLECs operating in Tennessee that have attempted to integrate the pre-ordering interfaces.
- (d) Provide copies of correspondence both to and from CLECs concerning the EC-LITE machine-to-machine pre-ordering interface, which became available to December 31, 1997.
- (e) Identify all CLECs operating in Tennessee that are using the EC-LITE machine-to-machine pre-ordering interface.

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REQUEST: (f) Identify any other CLECs operating in Tennessee that have attempted to utilize the EC-LITE machine-to-machine pre-ordering interface but have not been successful.

RESPONSE: (a) There are no documents responsive to this request. Notice concerning CGI specifications is contained on BellSouth's interconnection Web site, a copy of which is attached:
http://www.bellsouth.com/interconnection/cust_let/cust_let.html.

(b) To BellSouth's knowledge, the only CLEC with which BellSouth has corresponded concerning the CGI specifications since BellSouth's filing to provide interLATA service in Louisiana is MCI. BellSouth is in the process of gathering copies of such correspondence which will be produced to the CAD.

(c) BellSouth has no first hand knowledge regarding which, if any, CLECs are currently integrating the interfaces, although it is BellSouth's understanding that MCI is engaged in this process.

(d) To BellSouth's knowledge, the only CLEC with which BellSouth has corresponded concerning EC-LITE is AT&T. BellSouth is in the process of gathering copies of such correspondence which will be produced to the CAD to the extent it is not proprietary.

(e) To BellSouth's knowledge, the only CLEC using EC-LITE is AT&T.

(f) BellSouth is unaware of any CLEC other than AT&T which has sought to utilize EC-LITE.

BellSouth Interconnection Services

675 West Peachtree Street
Atlanta, Georgia 30375

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Date: March 12, 1998
To: Competitive Local Exchange Carriers (CLECs)
From: Bob Siegel
Subject: Access to CGI Specifications, TAFI Specifications

Instructions to access specifications:

To access the specifications go on the Internet to:

http://www.bellsouth.com/interconnection/soeredit/soer_doc.htm

A login message will appear.

CLECs needing to download SOEREDITS, TAFI or CGI specifications: For USERNAME and Password call 404-927-7536. The information will be faxed to the number on file at BellSouth.

This will bring up the page where you can download the specification in pdf format.

REQUEST: On page 4 his Confidential Affidavit Mr. Gary M. Wright takes the position that Sprint PCS and PowerTel are providing facility-based wireless local exchange service to both business and residential customers utilizing FCC-licensed PCS spectrum.

(a) For each BellSouth Tennessee exchange where Sprint PCS is providing local exchange service identify:

- i. the number of residential Customers beginning provided local exchange service by Sprint PCS,
- ii. the monthly recurring and/or usage rate for Sprint PCS' residential customers,
- iii. the monthly recurring and/or usage rate for BellSouth residential customers and
- iv. the average toll revenue per minute, and.
- v. the average local exchange and toll minutes of use for BellSouth residential customers. (If the average local exchange minutes of use for BellSouth residential customers is not available by exchange, provide the average local exchange minutes of use for BellSouth Tennessee residential customer in total.)
- vi. the number of customers replacing BellSouth's local exchange service with Sprint PSC.
- vii. please admit or deny:

BellSouth does not know of any local exchange customer who has replaced BellSouth's traditional facilities based local exchange service in Tennessee entirely with Sprint PSC.

- REQUEST: (b) For each BellSouth Tennessee exchange where PowerTel is providing local exchange service identify:
- i. the number of residential Customers being provided local exchange service by PowerTel.
 - ii. the monthly recurring and/or usage rate for PowerTel's residential customers,
 - iii. the monthly recurring and/or usage rate for BellSouth residential customers,
 - iv. the average toll revenue per minute, and
 - v. the average local exchange and toll minutes of use for BellSouth residential customers. (If the average local exchange minutes of use for BellSouth residential customers is not available by exchange, provide the average local exchange minute of use for BellSouth Tennessee residential customer in total.)
 - vi. the number of customers replacing BellSouth's local exchange service with PowerTel.
 - vii. please admit or deny:
BellSouth does not know of any local exchange customer who has replaces BellSouth's transitional facilities based local exchange service in Tennessee entirely with PowerTel.

REQUEST: (c) On page 54 Mr. Wright states Sprint PCS basic service package:

. . . . competes with traditional wireline basic local exchange service offers for a significant number of low-use Sprint PCS residential and business customers.

- I. Define the term "**low-use residential**" customer as used by Mr. Wright.
 - ii. What is the number of local exchange minutes that would qualify a residential customer as a "low-use residential" customers.
 - iii. Identify the number of BellSouth customers in the area served by Sprint PCS that qualify as "low-use residential" customers.
 - iv. Provide copies of all analysis, studies, research papers, documents etc. in BellSouth's its subsidiaries', or affiliates' possession that support Mr. Wright's assertion that the Sprint PCS basic service package competes with traditional wireline basic local exchange service for a **significant** number of "low-use residential" customers.
- (d) On page 56 of his affidavit Mr. Wright states that PowerTel PCS basic service package:

. . . . competes with traditional wireline basic local exchange service offering for a significant number of low-use residential and business customers.

- REQUEST:
- i. Identify the number of BellSouth customers in the area served by PowerTel that qualify as "low-use residential" customers.
 - ii. Provide copies of all analysis, studies, research papers, etc. in BellSouth, its subsidiaries, or affiliates possession that support Mr. Wright's assertion that the PowerTel PCS basic service package competes with traditional wireline basic local exchange service for a **significant** number of "low-use residential" customers.

RESPONSE: BellSouth is currently gathering the information that is responsive to this request. This information will be provided as soon as it is available.

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REQUEST: In response to Item 30, of the Consumer Advocates First Discovery Request, BellSouth provided a copy of its proposed long distance tariffs. These proposed tariffs show rates for:

Residential Message Telecommunications Service - Page 33
Business Message Telecommunications Service - Page 34
Residential Travel Card Service - Proprietary - Page 35
Business Travel Card Service - Proprietary - Page 37
Residential Operator Services - Page 39
Business Operator Services - Page 41
Aggregator Operator Services - Page 43

- (a) While the discovery request was for BellSouth to identify its MTS traffic rates, BellSouth provided a copy of proposed tariffs. Is this a complete copy of all BellSouth's proposal long distance tariffs?
- (b) Does BellSouth intend to offer WATS, WATS type services and optional calling plans similar to the InterLATA optional calling plans presently being offered by AT&T, MCI, and Sprint.
- (c) If the answer to (b) is yes, please identify other optional plans that BellSouth intends to offer and identify the proposed rates for such service.

RESPONSE:

- (a) The documents attached to the earlier request are copies that reflect all of the rates proposed at this time.
- (b) BellSouth intends to offer WATS and WATS-type services, and to offer several types of calling plans.
- (c) The plans and rates for optional plans cannot be identified at this time because of the uncertain timing of BellSouth's authority to offer such plans. When BellSouth has the authority to provide interLATA wireline service originating in Tennessee, it intends to provide quality services at competitive rates.

REQUEST: At the technical conference on March 5, 1998 a BellSouth representative explained that the SONGs system was not made available to CLECs, that the system was operating on obsolete computes, and that a new system is being developed for deployment in 1998.

- (a) Will the replacement system be made available to CLECs? If not, please give BellSouth's reasons.
- (b) What is the name of the new system?
- (c) How will the new system differ from the existing system? (Provide all documents describing in any way the new and old systems including but not limited to copies of the existing screens and the screens that will tentatively be available in the new system, and all reports, planning documents, etc. that describe the new system.)

RESPONSE: (a) No. This regional marketing and sales negotiation tool that will be for business orders only. CLECs already have LENS and EDI which are regional and may be used for both business and residential orders.

(b) Overture.

(c) BellSouth objects to Item 11(c) because it seeks information that is not relevant to any issue in this proceeding nor likely to lead to the discovery of admissible evidence. Subject to this objection, Overture will be a *regional* business marketing and sales negotiation tool that is expected to replace DOE, which is used in Florida, Georgia, North Carolina, and South Carolina, and SONGS, which is used in Alabama, Kentucky, Louisiana, Mississippi, and Tennessee.

- REQUEST:
- (a) Please explain how BellSouth's retail operation retrieves information on pending orders?
 - (b) Please explain how CLECs retrieve information on pending orders?
 - (c) If the process used by BellSouth's retail operation to retrieve information on pending orders is different that the process required to be used by the CLECs, please explain.

- RESPONSE:
- (a) RNS and SONGS users have access to a copy of the order submitted, which they can use to create a supplemental order.
 - (b) EDI and EDI-PC users have a copy of the submitted order. CLECs receive FOCs and CNs. A copy of the order can be used to create a supplemental order, changing the pending order.
 - (c) They are substantially the same.

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REQUEST: Provide an analysis of the errors in orders placed by BellSouth customer representatives in the same format as that provided in response to Item No. 3 of the Consumer Advocate Division's first discovery request. The analysis should show for November 1997, and January 1998, and all other months of 1997 and 1998 for which data is available to provide the number of errors of each type identified in response to Item No. 3.

RESPONSE: No analysis of BellSouth's orders has been performed.

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REQUEST: Please explain any differences between the procedure used by BellSouth's retail division to determine the availability of facilities and the procedure required to be used by CLECs to determine the availability of facilities.

RESPONSE: There is no difference in procedure, because neither BellSouth representatives nor CLEC representatives determine the availability of facilities before placing orders. BellSouth's existing systems are not capable of verifying facility availability prior to order confirmation.

CERTIFICATE OF SERVICE

I hereby certify that on March 13, 1998, a copy of the foregoing document was served on the parties of record, via facsimile or hand delivery addressed as follows:

Dennis McNamee, Esquire
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0500

Vincent Williams, Esquire
Consumer Advocate Division
426 5th Avenue, N., 2nd Floor
Nashville, TN 37243

Dana Shaffer, Esquire
Nextlink
105 Malloy Street, #300
Nashville, TN 37201

Enrico C. Soriano
Kelley, Drye & Warren
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Donald L. Scholes
Branstetter, Kilgore, et al.
227 Second Ave., N.
Nashville, TN 37219

A large, stylized handwritten signature in black ink, appearing to be a cursive representation of a name, possibly "James P. Lamoureux", written over a horizontal line.