BELLSOUTH

BellSouth Telecommunications, Inc.
Suite 2101
333 Commerce Street
Nashville, Tennessee 37201-3300

615 214-6301
Fax 615 214-7406

Guy M. Hicks
General Counsel

March 13, 1997

REC'D TN
REGULATORY AUTH.
'98 MAR 13 AM 11 42
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 data requests of Time Warner. A copy has been provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

Enclosure

BellSouth Telecommunications, Inc.
TRA Docket 97-00309
Time Warner's First Data Request
Dated March 6, 1998
Item No. 1

REC'D
REGULATORY
'98 MAR 13 AM 11
OFFICE OF THE
EXECUTIVE SECRETARY

REQUEST: Please provide any and all available information relative to the measurements for the following five categories: (1) service provisioning and maintenance; (2) interim number portability; (3) directory assistance; (4) line identification database ("lidb"); and (5) customer service records, which has been assimilated, recorded and/or reported pursuant to Amendment No. 1 to the Master Interconnection Agreement between BellSouth Telecommunications, Inc. and the Time Warner affiliates.

RESPONSE:
(1) See Request No.1, Attachment 1
(2) See Request No.1, Attachment 1
(3) BellSouth's policy is to update the directory assistance database within 24 hours of service order completion. This item is not individually measured.
(4) BellSouth's policy is to update the line identification database within 24 hours of service order completion. This item is not individually measured.
(5) See Request No.1, Attachment 1

Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Residence Resale Services

Not Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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										

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

Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Residence Resale Services

Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Residence Resale Services

Residence Totals	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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										

NA = Not Applicable
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or when a divide by zero error would result.

Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Business Resale Services

Not Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Business Resale Services

Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Blank cells occur as a result of either No activity
or when a divide by zero error would result.

Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Business Resale Services

Business Totals	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Total Resale Services

Not Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Total Resale Services

Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller : R7178 TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998
Total Resale Services
Grand Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
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 Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Line Count (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										
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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Reseller: TIM TIME WARNER COMM
UNE LOOP
For Time Period: 01/01/1998 - 01/31/1998

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	0	0	0	0	0	0	0	0	0
Provisioning Orders Completed	0	0	0	0	0	0	0	0	0	0
% Provisioning Appointments Met										
Provisioning Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Provisioning Orders - New Circuits Added	0	0	0	0	0	0	0	0	0	0
% Provisioning Troubles within 30 days										
Maintenance Avg Dur Rec to Clr Hours	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	0	0
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days	0	0	0	0	0	0	0	0	0	0
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	0	0
Inventory (Total)	0	0	0	0	0	0	0	0	0	0
% Trouble Report Rate										

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Reseller: TIM TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998

Unbundled Network Element (LNP)	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed										
% Provisioning Appointments Met										
Provisioning Troubles within 30 days										
Provisioning Orders Completed										
% Provisioning Troubles within 30 days										
Maintenance Appointments Met										
Maintenance Trouble Reports										
% Maintenance Appointments Met										
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count										
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports										
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports										
Line Count (Total)										
% Trouble Report Rate										
Out of Service < 24 Hours										
Out of Service										
% Out of Service < 24 Hours										

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Reseller: TIM TIME WARNER COMM
INTERCONNECTION TRUNKING
For Time Period: 01/01/1998 - 01/31/1998

	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met	0	96	0	0	0	0	0	0	168	264
Provisioning Orders Completed	0	96	0	0	0	0	0	0	192	288
% Provisioning Appointments Met		100							87.5	91.67
Provisioning Troubles within 30 days	0	0	0	0	0	0	1	0	0	1
Provisioning Orders - New Circuits Added	0	0	0	0	0	0	2068	0	240	2308
% Provisioning Troubles within 30 days							0		0	0
Maintenance Avg Dur Rec to Clr Hours	0	0	0	0	0	0	0	0	35.1	35.1
Maintenance Avg Dur Rec to Clr Count	0	0	0	0	0	0	0	0	1	1
Maintenance Avg Dur Receipt to Clear									35.1	35.1
Maintenance Trouble Reports	0	0	0	0	0	0	0	0	1	1
Inventory (Total)	0	436	0	0	0	0	2362	0	1084	3882
% Trouble Report Rate		0					0		0.1	0

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Reseller: TIM TIME WARNER COMM
For Time Period: 01/01/1998 - 01/31/1998

Special Designs (SD)	AL	FL	GA	KY	LA	MS	NC	SC	TN	Region
Provisioning Appointments Met										
Provisioning Orders Completed										
% Provisioning Appointments Met										
Provisioning Troubles within 30 days										
Provisioning Orders Completed										
% Provisioning Troubles within 30 days										
Maintenance Appointments Met										
Maintenance Trouble Reports										
% Maintenance Appointments Met										
Maintenance Avg Dur Rec to Clr Hours										
Maintenance Avg Dur Rec to Clr Count										
Maintenance Avg Dur Receipt to Clear										
Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports										
% Maintenance Repeat Troubles within 30 days										
Maintenance Trouble Reports										
Line Count (Total)										
% Trouble Report Rate										
Out of Service < 24 Hours										
Out of Service										
% Out of Service < 24 Hours										

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Residence Resale Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	98.26	97.64	99.32	95.74	98.79	96.15	91.67	97.9	98.4	98.29
% Provisioning Troubles 30-day	6.8	2.1	1.6	10.2	2.7	5.1	5.6	6.5	4.9	3.5
% Maintenance Appointments Met	98.81	98.15	95.22	99.68	95.31	98.83	100	99.2	99.56	98.06
Maintenance Avg Dur Receipt to Clr	4.4	4.5	5.3	2.5	11.2	6.9	6.9	2.8	3.4	4.6
% Mtce Repeat Troubles 30-day	12.5	14.4	14.3	9.2	16.4	13.5	17.6	14.9	13.7	13.6
% Trouble Report Rate	6.69	1.96	1.98	6.75	1.92	2.25	3.84	5.14	4.97	3.15
% Out of Service < 24 Hours	75	92.8	83.2	100	80	72.8	100	87	90.2	84.5

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Residence Resale Services
Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	76.99	82.95	78.05	68.31	90.61	67.26	68.42	73.36	78.13	77.49
% Provisioning Troubles 30-day	45.5	28.1	36.3	57	62	53.2	5.3	37.8	63.9	44.2
% Maintenance Appointments Met	91.33	88.89	86.04	96.58	82.57	81.56	91.67	93.56	92.98	88.35
Maintenance Avg Dur Receipt to Clr	36.6	23.3	24.1	16.5	36.7	43.4	15	18	24.7	28
% Mtce Repeat Troubles 30-day	15.7	17.3	15.6	16	14.5	16.5	8.3	15.7	15.1	15.9
% Trouble Report Rate	8.26	2.8	3.76	5.64	4.92	5.51	2.71	4.61	6.48	4.68
% Out of Service < 24 Hours	33.4	69.4	66.4	88.4	45.9	30.1	100	79.1	58.2	58.3

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Resale Services
Residence Totals

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	94.17	96.06	97.24	91.97	97.78	91.79	86.81	94.1	96.23	95.77
% Provisioning Troubles 30-day	14.3	4.9	5	16.7	10	12.3	5.5	11.4	11.3	8.4
% Maintenance Appointments Met	94.68	92.69	89.21	98.27	86.15	86.56	96.55	96.53	95.84	92.26
Maintenance Avg Dur Receipt to Clr	22.2	15.5	17.6	8.8	29.5	32.8	10.3	10	15.4	18.6
% Mtce Repeat Troubles 30-day	14.3	16.1	15.2	12.3	15	15.6	13.8	15.3	14.4	15
% Trouble Report Rate	14.95	4.76	5.74	12.39	6.85	7.77	6.55	9.75	11.45	7.83
% Out of Service < 24 Hours	39.7	73.1	68.5	90.3	52.9	35.9	100	80.6	63.3	62.3

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Business Resale Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	94.77	95.46	98.82	96.33	87.55	87.93	91.84	96.46	82.33	94.7
% Provisioning Troubles 30-day	0.8	2.5	10.9	3.5	6.6	5.2	4.5	2.8	2.5	4.6
% Maintenance Appointments Met	96.55	91.73	87.3	93.55	85.71	100	96.83	87.1	89.19	89.47
Maintenance Avg Dur Receipt to Clr	3.2	5.9	8.8	4.4	15.1	6.3	8.1	8.6	6.1	7.7
% Mtce Repeat Troubles 30-day	13.8	12.6	12.4	0	5.5	28.6	12.7	4.8	16.2	11.7
% Trouble Report Rate	0.59	0.62	1.61	0.62	1.12	0.51	0.74	1.09	1.03	1.03
% Out of Service < 24 Hours	100	91.8	94.5	100	68.8	100	78.9	95.2	100	91.1

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Business Resale Services
Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	97.35	91.24	95.7	97.15	96.69	92.11	96.6	94.74	98.99	95.77
% Provisioning Troubles 30-day	10.6	15.2	30.9	9.6	8.1	13.2	17.7	56.1	2.2	14.5
% Maintenance Appointments Met	63.49	77.55	79.2	81.97	72.34	78.95	84.15	77.27	85.29	77.49
Maintenance Avg Dur Receipt to Clr	11.7	11.9	13	27.5	14	13.3	12.6	12.2	8.6	13
% Mtce Repeat Troubles 30-day	9.5	16.6	16.4	9.8	19.1	21.1	18.3	10.6	14.7	15.7
% Trouble Report Rate	1.27	0.84	1.28	1.23	1.16	1.39	0.96	1.16	0.95	1.14
% Out of Service < 24 Hours	91.2	94.5	91.3	75	91.7	100	92.3	91.2	91.7	92.2

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Resale Services
Business

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	95.35	94.76	98.24	96.59	90.78	89.58	92.86	96.34	92.92	94.95
% Provisioning Troubles 30-day	3	4.6	14.6	5.4	7.1	8.3	7.3	6.4	2.3	6.9
% Maintenance Appointments Met	73.91	83.58	83.72	85.87	78.92	84.62	89.66	82.03	87.32	83.18
Maintenance Avg Dur Receipt to Clr	9	9.4	10.6	19.7	14.6	11.4	10.6	10.5	7.3	10.5
% Mtce Repeat Troubles 30-day	10.9	14.9	14.2	6.5	12.4	23.1	15.9	7.8	15.5	13.8
% Trouble Report Rate	1.86	1.47	2.89	1.85	2.27	1.9	1.7	2.24	1.98	2.18
% Out of Service < 24 Hours	93.3	93.8	92.8	80.6	82.5	100	87.9	92.7	95	91.8

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Resale Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	97.78	97.11	99.29	95.98	97.29	96.05	91.82	97.62	97.4	97.8
% Provisioning Troubles 30-day	6	2.2	2.2	7.5	3.2	5.1	4.6	5.8	4.8	3.6
% Maintenance Appointments Met	98.74	96.34	93.33	99.13	92.43	98.85	97.5	98.1	99.03	96.58
Maintenance Avg Dur Receipt to Clr	4.4	4.9	6.1	2.6	12.4	6.9	7.9	3.3	3.5	5.1
% Mtce Repeat Troubles 30-day	12.5	13.9	13.9	8.4	13.2	13.8	13.8	14	13.8	13.2
% Trouble Report Rate	4.97	1.22	1.88	3.59	1.58	2.11	0.89	3.84	4.16	2.33
% Out of Service < 24 Hours	76.8	92.5	86.9	100	77.4	73.2	81.8	88.4	90.7	86

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Resale Services
Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	80.3	85.79	80.22	87.47	92.88	68.34	93.37	75.23	88.37	82.33
% Provisioning Troubles 30-day	39.8	23.7	35.7	25.5	41.9	51.4	16.3	39.4	33.6	36.3
% Maintenance Appointments Met	89.74	85.83	85.24	93.83	81.06	81.5	85.11	91.84	92.7	86.89
Maintenance Avg Dur Receipt to Clr	35.2	20.2	22.8	18.6	33.3	42.7	12.9	17.4	24.1	26
% Mtce Repeat Troubles 30-day	15.3	17.1	15.7	14.8	15.2	16.6	17	15.2	15	15.9
% Trouble Report Rate	6.29	1.72	3.07	3.37	3.33	5.17	1.05	3.51	5.34	3.31
% Out of Service < 24 Hours	35.8	73.1	68.2	86.8	50.8	31.6	93.5	79.9	58.7	61.2

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CLEC Totals
For the Time Period: 01/01/1998 - 01/31/1998
Resale Services
Grand Total

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC Region
% Provisioning Appointments Met	94.34	95.73	97.31	94.1	96.57	91.75	92.15	94.51	95.76	95.64
% Provisioning Troubles 30-day	12.7	4.8	5.7	11.5	9.5	12.3	7.1	10.5	10	8.2
% Maintenance Appointments Met	93.71	90.19	88.31	96.57	84.73	86.52	90.8	95.11	95.47	90.9
Maintenance Avg Dur Receipt to Clr	21.6	13.8	16.5	10.3	26.6	32.3	10.6	10	15.1	17.4
% Mtce Repeat Troubles 30-day	14.1	15.8	15	11.5	14.5	15.8	15.5	14.6	14.5	14.8
% Trouble Report Rate	11.25	2.94	4.94	6.96	4.91	7.28	1.94	7.35	9.5	5.64
% Out of Service < 24 Hours	42.2	76.6	71.3	89	56.9	37.1	89.7	81.6	64.1	65.5

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998
Residence Retail Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.95	99.95	99.98	99.85	99.97	99.95	99.96	99.97	99.89	99.95
% Provisioning Troubles 30-day	1.9	1.8	2.3	1.5	2.3	1.9	2	2.1	2.2	2.1
% Maintenance Appointments Met	96.55	95.3	83.95	97.58	92.96	96.47	96.01	96.98	97.04	93.5
Maintenance Avg Dur Receipt to Clr	13.9	8.1	13.4	8.6	16.8	16	9.3	7.6	11.4	11.4
% Mtce Repeat Troubles 30-day	14.4	14.1	14.4	12.4	14.6	15.3	12.3	12.1	13.8	14
% Trouble Report Rate	1.91	1.49	2.10	1.31	2.15	1.91	1.82	1.75	1.90	1.94
% Out of Service < 24 Hours	75.1	91.8	84.5	92.9	70.3	72	87.4	91	83.8	83.5

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998

Residence Retail Services Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	87.29	88.25	88	87.37	89.1	77.36	88.51	89.92	86.74	87.58
% Provisioning Troubles 30-day	54.6	27.8	44.4	49.8	54.8	59.7	42.5	44.7	47.6	44.5
% Maintenance Appointments Met	88.83	85.12	83.87	89.81	78.01	81.6	86.44	88.51	91.95	85.45
Maintenance Avg Dur Receipt to Clr	40.4	24.7	25.4	24.7	40.1	44.3	27.2	24.2	27	29.9
% Mtce Repeat Troubles 30-day	20.9	20.1	19.6	18.7	19.2	20.8	19.1	19.2	20.1	19.8
% Trouble Report Rate	3.27	1.97	2.92	2.63	3.78	3.78	2.63	2.58	2.98	2.93
% Out of Service < 24 Hours	34.6	72	67.7	85	42.6	32.3	68.5	74.6	60	60.5

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998

Retail Services Residence	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.37	99.14	99.28	99.31	99.36	98.87	99.36	99.48	99.18	99.24
% Provisioning Troubles 30-day	4.3	3.6	4.7	3.6	5.2	4.6	4.1	4.1	4.6	4.6
% Maintenance Appointments Met	91.67	89.5	83.9	92.39	83.43	86.58	90.36	91.93	93.93	88.66
Maintenance Avg Dur Receipt to Clr	30.6	17.5	20.4	19.3	31.6	34.8	19.8	17.5	20.9	22.5
% Mtce Repeat Troubles 30-day	18.5	17.6	17.4	16.6	17.5	18.9	16.3	16.3	17.7	17.5
% Trouble Report Rate	5.17	3.46	5.01	3.95	5.93	5.69	4.45	4.33	4.88	4.87
% Out of Service < 24 Hours	47.3	78.5	72.7	87	51.2	43.8	75.1	79.5	67.9	67.8

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998
Business Retail Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.51	99.88	99.92	99.8	99.91	99.87	99.93	99.94	99.9	99.87
% Provisioning Troubles 30-day	3.5	3.4	5.8	3.1	4.5	3.1	4.8	5	4	4.5
% Maintenance Appointments Met	84.2	86.12	76.48	93.51	84.09	91.74	91.22	91.68	93.73	85.74
Maintenance Avg Dur Receipt to Clr	6	6.6	10.2	6.6	7.5	6.1	6.7	5.1	5.6	7.3
% Mtce Repeat Troubles 30-day	10.1	11.8	15.4	11.6	12.3	11.1	13.1	11.2	12.2	12.8
% Trouble Report Rate	0.72	0.71	1.15	0.76	0.84	0.75	0.88	0.87	0.94	0.93
% Out of Service < 24 Hours	94.8	94	86.5	95.3	89	97.3	92.1	95.1	93.9	92.1

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998

Business Retail Services Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	92.68	92.85	93.39	93.83	94.03	89.85	91.77	91.55	92.73	92.74
% Provisioning Troubles 30-day	30.2	21.1	31.4	22.8	31.1	33.9	28.5	33.5	26.2	29
% Maintenance Appointments Met	70.17	74.4	76.81	85.07	68.12	85.57	81.06	75.67	88.37	77.26
Maintenance Avg Dur Receipt to Clr	11.4	13.3	12.3	14.5	13	10.8	15.1	13	12.7	12.8
% Mtce Repeat Troubles 30-day	14.9	15.3	15.5	14.9	15.1	15.3	15.9	14.6	16.2	15.3
% Trouble Report Rate	1.53	1.05	1.36	1.28	1.80	1.87	1.29	1.43	1.45	1.44
% Out of Service < 24 Hours	92.4	88.4	90.1	90.3	88	94.4	85.3	88.7	89.5	89.4

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998

Retail Services Business	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	98.45	98.75	99.01	98.94	98.89	98.41	98.56	98.63	98.76	98.76
% Provisioning Troubles 30-day	7.7	6.3	9.3	5.9	9.1	7.6	8.8	9.4	7.5	8.3
% Maintenance Appointments Met	74.65	79.13	76.66	88.21	73.21	87.35	85.17	81.72	90.48	80.57
Maintenance Avg Dur Receipt to Clr										
% Mtce Repeat Troubles 30-day	13.3	13.9	15.4	13.7	14.2	14.1	14.8	13.3	14.6	14.3
% Trouble Report Rate	2.25	1.76	2.51	2.04	2.64	2.62	2.17	2.30	2.39	2.37
% Out of Service < 24 Hours	93	90.1	89	91.7	88.3	95.1	87.4	90.4	90.7	90.2

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998
Retail Services
Not Dispatched-Out

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	99.92	99.94	99.97	99.85	99.96	99.95	99.96	99.97	99.89	99.94
% Provisioning Troubles 30-day	2	1.9	2.6	1.7	2.4	2	2.2	2.3	2.3	2.4
% Maintenance Appointments Met	95	93.73	82.31	96.9	91.73	95.82	95.07	96.09	96.55	92.18
Maintenance Avg Dur Receipt to Clr	12.9	7.8	12.7	8.3	15.5	14.6	8.8	7.2	10.6	10.7
% Mtce Repeat Troubles 30-day	13.8	13.7	14.7	12.3	14.3	14.7	12.5	11.9	13.6	13.8
% Trouble Report Rate	1.58	1.25	1.77	1.17	1.77	1.57	1.51	1.49	1.65	1.63
% Out of Service < 24 Hours	77.4	92.1	84.9	93.3	72.6	75	88.2	91.6	85	84.9

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BST Totals
For the Time Period: 01/01/1998 - 01/31/1998

Retail Services Dispatched-Out	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	88.61	89.25	89.16	89.01	90.23	80.14	89.3	90.26	88.11	88.74
% Provisioning Troubles 30-day	48.6	26.3	41.6	43	49.4	53.9	39.1	42.3	42.7	41
% Maintenance Appointments Met	85.98	83.12	82.5	89.12	76.39	82.26	85.36	86.14	91.43	84.02
Maintenance Avg Dur Receipt to Clr	36	22.5	22.9	23.2	35.7	38.7	24.8	22.1	24.9	26.9
% Mtce Repeat Troubles 30-day	20	19.2	18.8	18.1	18.5	19.9	18.5	18.3	19.5	19
% Trouble Report Rate	2.79	1.69	2.39	2.28	3.20	3.23	2.18	2.25	2.58	2.48
% Out of Service < 24 Hours	43.3	75.1	72.1	85.8	49.3	41.9	71.8	77	64.5	65.5

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BST TOTALS
For the Time Period: 01/01/1998 - 01/31/1998
Retail Services
Grand Total

	AL	FL	GA	KY	LA	MS	NC	SC	TN	C Region
% Provisioning Appointments Met	99.29	99.1	99.25	99.28	99.32	98.83	99.28	99.41	99.14	99.2
% Provisioning Troubles 30-day	4.6	3.9	5.2	3.9	5.5	4.9	4.6	4.6	4.9	4.9
% Maintenance Appointments Met	89.24	87.63	82.42	91.75	81.85	86.7	89.33	90.11	93.42	87.26
Maintenance Avg Dur Receipt to Clr	27.6	16.3	18.6	18.2	28.5	30.8	18.2	16.1	19.3	20.5
% Mtce Repeat Troubles 30-day	17.8	16.9	17	16.1	17	18.2	16	15.8	17.2	16.9
% Trouble Report Rate	4.36	2.95	4.16	3.45	4.97	4.80	3.68	3.74	4.23	4.12
% Out of Service < 24 Hours	53.7	80.6	76	87.7	56.4	51.2	77.4	81.3	71.1	71.5

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CLEC All Regions
For Time Period: 01/01/1998 - 01/31/1998
CLEC INTERCONNECTION TRUNKING

	AL	FL	GA	KY	LA	MS	NC	SC	CLEC TN	Region	BST
% Provisioning Appointments Met	100	89.8	100	100	99.45		100		97.19	96.55	79.73
% Provisioning Troubles within 30 days	0	0	0	0	1.1		0.04	0	0	0.11	0.26
Maintenance Avg Dur Receipt to Clear		0.34	1.09	0.78	12.84		0.4		10.49	1.92	1.74
% Trouble Report Rate	0	0.59	0.31	1.47	0.43	0	0.01	0	0.07	0.31	0.15

For Time Period: 01/01/1998 - 01/31/1998
BST INTERCONNECTION TRUNKING

	AL	FL	GA	KY	LA	MS	NC	SC	TN	BST
% Provisioning Appointments Met	61.84	72.22	79.32	91.03	86.48	100	72.18	83.14	88.46	79.73
% Provisioning Troubles within 30 days	0.15	0	0.11	0	0.92	0	2.14	0	0.05	0.26
Maintenance Avg Dur Receipt to Clear	1.92	1.26	3.18	1.27	3.17	0.55	0.94	0.35	1.64	1.74
% Trouble Report Rate	0.1	0.15	0.17	0.07	0.09	0.19	0.17	0.06	0.21	0.15

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CLEC All Regions
For Time Period: 01/01/1998 - 01/31/1998
Local Number Portability
Residence

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
% Provisioning Appointments Met	98.9		100							98.9
% Provisioning Troubles 30-day	3.4		100							4.5
% Maintenance Appointments Met	100		100							100
Maintenance Avg Dur Receipt to Clr	14.4		8							12
% Mtce Repeat Troubles 30-day	0		33.3							12.5
% Trouble Report Rate	4.4	0	13		0				0	5.2
% Out of Service < 24 Hours	100		100							100

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CLEC All Regions
For Time Period: 01/01/1998 - 01/31/1998
Local Number Portability
Business

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
% Provisioning Appointments Met	98.9	99.3	100	99.4	100	100	100		99.1	99.3
% Provisioning Troubles 30-day	3.4	2.9	35.6	1.7	6.3	8.3	0		0.7	4.1
% Maintenance Appointments Met	42.9	81.8	54.7	100	50	100	100		90	67.4
Maintenance Avg Dur Receipt to Clr	27.9	15	20.4	2.7	10.7	3.2	0.3		11.5	16.6
% Mtce Repeat Troubles 30-day	0	27.3	17.3	20	0	0	0		0	14.8
% Trouble Report Rate	0.2	0.3	1.2	0.5	3.4	1.6	0		0.1	0.4
% Out of Service < 24 Hours	100	100	79.2	100		100	100		100	86.3

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.

CLEC All Regions
For Time Period: 01/01/1998 - 01/31/1998
Local Number Portability
Total

	AL	FL	GA	KY	LA	MS	NC	SC	TN	CLEC
% Provisioning Appointments Met	98.9	99.3	100	99.4	100	100	100		99.1	99.3
% Provisioning Troubles 30-day	3.4	2.9	36.5	1.7	6.3	8.3	0		0.7	4.1
% Maintenance Appointments Met	66.7	81.8	56.4	100	50	100	100		90	69.2
Maintenance Avg Dur Receipt to Clr	22.3	15	19.9	2.7	10.7	3.2	0.3		11.5	16.3
% Mtce Repeat Troubles 30-day	0	27.3	17.9	20	0	0	0		0	14.7
% Trouble Report Rate	0.4	0.3	1.2	0.5	3.3	1.6	0		0.1	0.4
% Out of Service < 24 Hours	100	100	80.4	100		100	100		100	87

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.

Reseller: TIME WARNER COMM
Firm Order Confirmation Report
For Time Period: 01/01/1998 - 01/31/1998

III.A.3.1.1.e &f.

Data will not be available until second quarter of 1998.

Reseller: Time Warner Comm
For Time Period: 01/01/1998 - 01/31/1998
Reject or Error Notification

III.A.3.1.1.a Provisioning Performance Measurements (Mechanized Request)

Notice of Reject or Error Status within one (1) hour of Receipt (Paper/Electronic):

Measures the timeliness of receiving notification that a service order is incorrect and needs to be corrected.

N = Number of Rejects or Error Status Sent less than or equal to 1 hour	0
D = Total number of Rejects or Error Status Sent	0
% of Rejects or Error Status Sent less than or equal to 1 hour	

Reseller: Time Warner Comm
For Time Period: 01/01/1998 - 01/31/1998
III.B.3.6.b Average Answer Time

Maintenance Measurements

Time Warner Comm will transmit repair calls to the BellSouth repair bureau by telephone until it is able to make use of the Electronic interfaces pursuant to Attachment 15. BellSouth shall measure the average length of time it takes for the BellSouth repair bureau attendant to answer the telephone.

Function	Answer Time
Residence	95.00 seconds
UNE/Interconnections/Special Center	40.10 seconds
Business	93.00 seconds

BST
For the Time Period: 01/01/1998 - 01/31/1998
IV.-4. System Availability

Application	% Availability
EDI	100.00%
LEO Mainframe	99.94%
LEO Unix	100.00%
LESOG	100.00%
LENS	100.00%
CLEC TAFI	100.00%

Note: The % Availability for an application is the percentage of scheduled available hours that the application was accessible.

The above data is available on web site
http://www.bellsouth.com/interconnection/oss/oss_hour.html

REQUEST: Please explain in detail how the information provided in Request No. 1 was produced, collected and maintained for the Time Warner affiliates, all other competing local exchange carriers, and BellSouth's end-user, retail customers.

RESPONSE: The information furnished in response to Request No. 1 was provided via BellSouth's Data Warehouse.

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:

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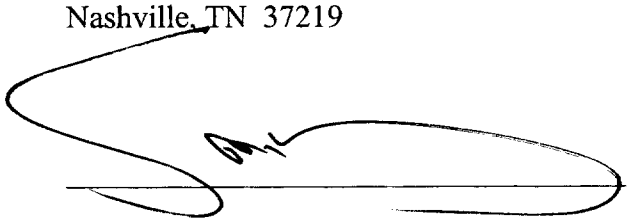

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