

BellSouth Monthly State Summary
Georgia, December 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)			93.24%	6,336				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA(%)								
B.1.18.4.2	O-11	Combo Other/TAG/GA(%)								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)			100.00%	1				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)			100.00%	9				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)								
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)			77.78%	18				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)			78.26%	23				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)			98.22%	281				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)			100.00%	18				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)			100.00%	2				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)			86.84%	114				NO
B.1.18.10.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)								
B.1.18.10.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)								
B.1.18.11.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)								
B.1.18.11.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)			93.65%	126				NO
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)			78.26%	69				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)			99.06%	635				YES
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)			95.33%	257				YES
B.1.18.14.1	O-11	Other Design/EDI/GA(%)			100.00%	31				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)			100.00%	6				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)			95.02%	562				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)			98.22%	505				YES
B.1.18.16.1	O-11	INP Standalone/EDI/GA(%)								
B.1.18.16.2	O-11	INP Standalone/TAG/GA(%)								
B.1.18.17.1	O-11	LNP Standalone/EDI/GA(%)			98.58%	843				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)			99.18%	243				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)								
B.1.19.2	O-11	Local Interoffice Transport/GA(%)			100.00%	1				YES
B.1.19.3	O-11	Loop + Port Combinations/GA(%)			87.81%	1,091				NO
B.1.19.4	O-11	Combo Other/GA(%)								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)			91.42%	233				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)			97.36%	379				YES
B.1.19.7	O-11	Line Sharing/GA(%)			85.19%	54				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)			96.00%	125				YES
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)			95.48%	863				YES
B.1.19.10	O-11	2W Analog Loop w/LNP Design/GA(%)			100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/LNP Non-Design/GA(%)			33.33%	3				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)			90.48%	21				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)			75.74%	136				NO
B.1.19.14	O-11	Other Design/GA(%)			92.10%	291				NO
B.1.19.15	O-11	Other Non-Design/GA(%)			94.81%	1,060				NO
B.1.19.16	O-11	INP Standalone/GA(%)			98.65%	74				YES
B.1.19.17	O-11	LNP Standalone/GA(%)			95.13%	1,068				YES
Unbundled Network Elements - Provisioning										
Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.56	55,785		4.868			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.92	392,352		1.455			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	9.32	115		13.377			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	1.38	7		0.991			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	19.20	2,016	24.67	14.702	8.49440	-0.6432	YES
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3	18.00	1		0.000			
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3							
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3							
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	3.67	56,841	4.13	5.361	0.19888	-2.3208	NO

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.92	393,494	0.67	16,339	1.467	0.01172	21.2452	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	221,622	0.34	11,054	0.202	0.00196	-5.7656	NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.68	171,873	1.35	5,285	1.965	0.02744	11.7527	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	11.18	142	2.76	11	19.486	6.09854	1.3812	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	3.27	251			2.753			
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	23			0.000			
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	3.57	228			2.717			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	4.36	58,959	12.74	176	7.492	0.56558	-14.8257	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	4.36	58,959			17.226			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	17.31	229			23.150			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	17.31	229			3.577			
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/GA(days)	ADSL to Retail	4.14	7,931	4.88	86	2.512	0.27230	-2.7176	NO
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.60	3,829			1.028			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	3.96	16			2.228			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	6.00	1			0.000			
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/GA(days)	ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	15.32	320	11.68	121	20.797	2.21950	1.6400	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.09	325			1.245			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI			9.00	1				
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	4.14	7,931	4.69	13	2.512	0.69716	-0.7889	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.60	3,829	4.15	53	1.028	0.14224	-3.8668	NO
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	3.96	16			2.228			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail	6.00	1			0.000			
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.67	56,841	4.67	27	5.361	1.03195	-0.9669	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.67	56,841			5.361			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.18	142			19.486			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.18	142			19.486			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.56	55,784	4.06	80	4.868	0.54462	-0.9171	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.67	171,254			1.945			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	9.32	115			13.377			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.80	5			0.837			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.67	56,841			5.361			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.67	56,841			5.361			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.18	142			19.486			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.18	142			19.486			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.56	55,784	7.00	1	4.868	4.86774	-0.7061	YES
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.67	171,254			1.945			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	9.32	115			13.377			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.80	5			0.837			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.67	56,841	4.98	66	5.361	0.66026	-1.9931	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.67	56,841			5.361			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	11.18	142	7.00	2	19.486	13.87531	0.3013	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	11.18	142			19.486			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.56	55,784	5.38	81	4.868	0.54125	-3.3620	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.67	171,254			1.945			
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	9.32	115	10.00	2	13.377	9.54101	-0.0717	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.80	5			0.837			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	22.88	2,119	5.95	20	20.865	4.68745	3.6115	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	10.10	401			17.227			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	27.32	87	7.00	1	25.196	25.34009	0.8020	YES
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	3.86	228			3.577			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	3.67	56,841	3.93	5	5.361	2.39757	-0.1098	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.92	393,494	0.33	1	1.467	1.46740	0.4018	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	11.18	142			19.486			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	3.27	251			2.753			

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B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)

Order Completion Interval within X days

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/GA(days)
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/GA(days)

Held Orders

B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/GA(days)
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/GA(days)
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/GA(days)
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/GA(days)
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/GA(days)
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/GA(days)
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/GA(days)
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/GA(days)
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/GA(days)
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/GA(days)
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/GA(days)
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/GA(days)
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/GA(days)
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/GA(days)
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/GA(days)
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/GA(days)
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/GA(days)
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/GA(days)
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/GA(days)
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/GA(days)
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/GA(days)
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/GA(days)
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/GA(days)
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/GA(days)
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/GA(days)
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/GA(days)
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/GA(days)
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/GA(days)
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/GA(days)
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/GA(days)
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/GA(days)
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/GA(days)
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/GA(days)
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/GA(days)
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/GA(days)
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/GA(days)
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/GA(days)
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/GA(days)
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/GA(days)

Benchmark / Analog

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

14 days
7 days

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
3.56	55,785			4.868			
0.92	392,352			1.455			
9.32	115			13.377			
1.38	7			0.991			
3.56	55,785	0.33	5	4.868	2.17700	1.4851	YES
0.92	392,352	0.70	2,339	1.455	0.03016	7.3051	YES
9.32	115			13.377			
1.38	7	0.48	11	0.991	0.47890	1.8755	YES
5.31	8,549	9.07	197	8.104	0.58403	-6.4237	NO
3.66	4,320			2.156			
3.49	15	9.00	1	1.241	1.28129	-4.3014	NO
7.00	1			0.000			
28.84	297	7.13	75	30.763	3.97548	5.4594	YES
9.10	378			14.857			
35.73	11			52.292			
3.86	228			3.577			

		12.00	1				YES
		4.80	85				YES

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

11.65	182			16.577			
3.00	4			2.449			
16.73	11			18.166			
0.00	0						
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
19.00	4	0.00	0	17.569			YES
11.65	182	5.33	3	16.577	9.64938	0.6550	YES
3.00	4	1.00	1	2.449	2.73861	0.7303	YES
16.15	13	0.00	0	16.643			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
11.65	182	4.00	1	16.577	16.62264	0.4604	YES
7.17	6	0.00	0	9.453			YES
16.47	15	0.00	0	15.441			YES
18.00	3			0.000			
0.00	0						
81.00	1			0.000			
12.00	62	0.00	0	7.924			YES
12.00	1	0.00	0	0.000			YES
12.00	6	0.00	0	9.143			YES
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
13.00	2	0.00	0	0.000			YES
		0.00	0				
		0.00	0				
		0.00	0				
12.00	62	0.00	0	7.924			YES
12.00	1	0.00	0	0.000			YES
12.00	6	0.00	0	9.143			YES

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B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/GA(days)
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/GA(days)
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/GA(days)
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/GA(days)
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/GA(days)
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/GA(days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)
B.2.3.10.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)
B.2.3.10.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)
B.2.3.11.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)
B.2.3.11.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.11.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/GA(days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	0.00	0						
ADSL to Retail	0.00	0						
ADSL to Retail	0.00	0						
R&B - Disp	11.65	182	0.00	0	16.577			YES
R&B - Disp	3.00	4	0.00	0	2.449			YES
R&B - Disp	16.15	13	0.00	0	16.643			YES
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	11.65	182	0.00	0	16.577			YES
R&B (POTS) excl SB Or	3.00	4	0.00	0	2.449			YES
R&B (POTS) excl SB Or	16.73	11	0.00	0	18.166			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B - Disp	11.65	182			16.577			
R&B - Disp	3.00	4			2.449			
R&B - Disp	16.15	13			16.643			
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	11.65	182	0.00	0	16.577			YES
R&B (POTS) excl SB Or	3.00	4	0.00	0	2.449			YES
R&B (POTS) excl SB Or	16.73	11	0.00	0	18.166			YES
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B (POTS) excl SB Or	0.00	0						
R&B - Disp	11.65	182	0.00	0	16.577			YES
R&B - Disp	3.00	4	0.00	0	2.449			YES
R&B - Disp	16.15	13	0.00	0	16.643			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	11.65	182	0.00	0	16.577			YES
R&B (POTS) excl SB Or	3.00	4	0.00	0	2.449			YES
R&B (POTS) excl SB Or	16.73	11	0.00	0	18.166			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
Design	0.00	0	0.00	0				YES
Design	15.50	2	0.00	0	14.849			YES
Design	18.50	2	0.00	0	2.121			YES
Design	18.00	3	0.00	0	0.000			YES
Design	0.00	0	0.00	0				YES
Design	81.00	1	0.00	0	0.000			YES
R&B	11.65	182	0.00	0	16.577			YES
R&B	3.00	4	0.00	0	2.449			YES
R&B	16.15	13	0.00	0	16.643			YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B (POTS)	11.65	182			16.577			
R&B (POTS)	3.00	4			2.449			
R&B (POTS)	16.73	11			18.166			
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	11.65	182	0.00	0	16.577			YES
R&B (POTS)	3.00	4	0.00	0	2.449			YES
R&B (POTS)	16.73	11	0.00	0	18.166			YES
R&B (POTS)	0.00	0	0.00	0				YES

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B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA(days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA(days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/GA(%)
B.2.5.2	P-2	Local Interoffice Transport/GA(%)
B.2.5.3	P-2	Loop + Port Combinations/GA(%)
B.2.5.4	P-2	Combo Other/GA(%)
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.5.6	P-2	UNE ISDN/GA(%)
B.2.5.7	P-2	Line Sharing/GA(%)
B.2.5.8	P-2	2W Analog Loop Design/GA(%)
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)
B.2.5.10	P-2	2W Analog Loop w/INP Design/GA(%)
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.5.14	P-2	Other Design/GA(%)
B.2.5.15	P-2	Other Non-Design/GA(%)
B.2.5.16	P-2	INP (Standalone)/GA(%)
B.2.5.17	P-2	LNP (Standalone)/GA(%)
B.2.5.18	P-2	Digital Loop < DS1/GA(%)
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/GA(%)
B.2.6.2	P-2	Local Interoffice Transport/GA(%)
B.2.6.3	P-2	Loop + Port Combinations/GA(%)
B.2.6.4	P-2	Combo Other/GA(%)
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.6.6	P-2	UNE ISDN/GA(%)
B.2.6.7	P-2	Line Sharing/GA(%)
B.2.6.8	P-2	2W Analog Loop Design/GA(%)
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)
B.2.6.10	P-2	2W Analog Loop w/INP Design/GA(%)
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.6.14	P-2	Other Design/GA(%)
B.2.6.15	P-2	Other Non-Design/GA(%)
B.2.6.16	P-2	INP (Standalone)/GA(%)
B.2.6.17	P-2	LNP (Standalone)/GA(%)
B.2.6.18	P-2	Digital Loop < DS1/GA(%)
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/GA(hours)
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)
B.2.8.4	P-2	Combo Other/GA(hours)

Benchmark / Analog

R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

R&B (POTS)
DS1/ DS3 - Interoffice
R&B
R&B&D - Disp
ADSL to Retail
ISDN - BRI
ADSL to Retail
R&B - Disp
R&B (POTS) excl SB Or
R&B - Disp
R&B (POTS) excl SB Or
R&B - Disp
R&B (POTS) excl SB Or
Design
R&B
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop >= DS1

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
12.33	63	0.00	0	8.293			YES
12.00	1	0.00	0	0.000			YES
12.25	8	0.00	0	7.741			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
18.00	3			0.000			
0.00	0						
0.00	0						

0.56%	469,201						
23.13%	2,382						
0.57%	471,785	0.12%	30,903		0.00044	10.3136	YES
4.31%	68,772	44.44%	9		0.06766	-5.9320	NO
15.01%	16,912	0.00%	63		0.04509	3.3298	YES
9.90%	697	33.33%	3		0.17280	-1.3561	YES
15.01%	16,912	0.00%	92		0.03734	4.0204	YES
0.57%	471,785	7.41%	54		0.01028	-6.6467	NO
1.05%	247,840	5.06%	158		0.00813	-4.9322	NO
0.57%	471,785						
1.05%	247,840						
0.57%	471,785	1.59%	126		0.00673	-1.5055	YES
1.05%	247,840	3.68%	598		0.00418	-6.2764	NO
6.48%	3,922	6.06%	33		0.04302	0.0966	YES
0.57%	471,785	0.00%	10		0.02389	0.2403	YES
0.56%	469,201	0.00%	1		0.07442	0.0748	YES
0.56%	469,201	0.00%	2,389		0.00153	3.6484	YES
14.78%	18,122	1.54%	65		0.04410	3.0031	YES
4.17%	1,439	65.91%	44		0.03059	-20.1815	NO

						Diagnostic
		0.00%	5			Diagnostic
		2.75%	218			Diagnostic
		48.15%	216			Diagnostic
		6.17%	81			Diagnostic
		16.56%	163			Diagnostic
						Diagnostic
		5.56%	18			Diagnostic
		12.90%	31			Diagnostic
						Diagnostic
		0.00%	2			Diagnostic
		0.00%	10			Diagnostic
		1.49%	67			Diagnostic
						Diagnostic
						Diagnostic
						Diagnostic
		0.00%	15			Diagnostic
		12.78%	227			Diagnostic
		38.96%	77			Diagnostic

		459.33	36			YES
		378.00	4			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.4	P-2	Combo Other/GA(%)			100.00%	104				Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)			100.00%	5				Diagnostic
B.2.11.6	P-2	UNE ISDN/GA(%)			100.00%	27				Diagnostic
B.2.11.7	P-2	Line Sharing/GA(%)								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/GA(%)			100.00%	1				Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)			100.00%	4				Diagnostic
B.2.11.10	P-2	2W Analog Loop w/LNP Design/GA(%)								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/LNP Non-Design/GA(%)								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)								Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)			100.00%	1				Diagnostic
B.2.11.14	P-2	Other Design/GA(%)								Diagnostic
B.2.11.15	P-2	Other Non-Design/GA(%)								Diagnostic
B.2.11.16	P-2	INP (Standalone)/GA(%)								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/GA(%)								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/GA(%)			100.00%	29				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)			100.00%	30				Diagnostic
Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/GA(%)			100.00%	4				YES
B.2.12.2	P-7	Loops with LNP/GA(%)	>= 95% w in 15 min		99.90%	1,991				YES
% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/GA(%)	<= 5%		0.00%	587				YES
B.2.13.2	P-7A	Time-Specific SL2/GA(%)	<= 5%		0.00%	41				YES
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%		0.00%	12				YES
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%		0.00%	73				YES
Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/GA(%)	>= 95% w in 15 min		100.00%	587				YES
B.2.14.2	P-7A	Time-Specific SL2/GA(%)	>= 95% w in 15 min		95.12%	41				YES
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)	>= 95% w in 15 min		100.00%	12				YES
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)	>= 95% w in 15 min		100.00%	73				YES
% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/GA(%)	<= 5%		0.00%	587				YES
B.2.15.2	P-7A	Time-Specific SL2/GA(%)	<= 5%		4.88%	41				YES
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)	<= 5%		0.00%	12				YES
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)	<= 5%		0.00%	73				YES
Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/GA(minutes)	Diagnostic							Diagnostic
B.2.16.2	P-7B	Loops with LNP/GA(minutes)	Diagnostic		504.68	3				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)	<= 5%		1.20%	332				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)	<= 5%							
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)	<= 5%		2.04%	881				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)	<= 5%		0.92%	761				YES
% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.60%	61,989					
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.05%	405,815					
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137					
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8					
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)	DS1/DS3	1.64%	2,016	0.00%	4	0.06351	0.2577	YES
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)	DS1/DS3	0.00%	1					
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)	DS1/DS3							
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)	DS1/DS3							
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)	R&B	3.59%	63,071	2.95%	1,118	0.00562	1.1417	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)	R&B	0.05%	406,973	0.06%	39,167	0.00011	-0.8775	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)	R&B	0.00%	221,782	0.00%	11,208	0.00000		YES
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)	R&B	0.10%	185,193	0.08%	27,959	0.00020	1.1407	YES
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)	R&B	11.11%	171	5.88%	17	0.07992	0.6542	YES
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.39%	256	0.00%	1	0.06250	0.0625	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)		0.00%	23					
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)		0.43%	233			0.06551	0.0655	YES
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/GA(%)	R&B	3.62%	65,258	2.82%	213	0.01283	0.6293	YES
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/GA(%)	R&B&D - Disp	3.62%	65,258					
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/GA(%)	R&B&D - Disp	9.63%	270					
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/GA(%)	R&B&D - Disp	9.63%	270					
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	8.07%	12,238	0.68%	147	0.02259	3.2686	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.13%	4,699					
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	5.26%	19					
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail							
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	5.97%	335	1.28%	156	0.02297	2.0413	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	1.23%	326					
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI			0.00%	1			
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI							
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	8.07%	12,238	5.26%	19	0.06252	0.4482	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.13%	4,699	0.00%	71	0.00427	0.2990	YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	5.26%	19					
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail							
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.59%	63,071	0.00%	78	0.02109	1.7039	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.59%	63,071					
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	11.11%	171					
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.11%	171					
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.60%	61,987	0.00%	251	0.01178	3.0543	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.10%	184,559					
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137	0.00%	3	0.16499	0.5309	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6					
B.2.18.10.1.1	P-3	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.59%	63,071					
B.2.18.10.1.2	P-3	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.59%	63,071					
B.2.18.10.2.1	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	11.11%	171					
B.2.18.10.2.2	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.11%	171					
B.2.18.11.1.1	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.60%	61,987	0.00%	2	0.13169	0.2732	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.10%	184,559					
B.2.18.11.2.1	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137					
B.2.18.11.2.4	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6					
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	3.59%	63,071	0.76%	131	0.01628	1.7383	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	3.59%	63,071					
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	11.11%	171	0.00%	4	0.15896	0.6990	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	11.11%	171					
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	3.60%	61,987	0.31%	326	0.01034	3.1822	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.10%	184,559	0.00%	324	0.00176	0.5697	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	8.76%	137	0.00%	8	0.10283	0.8518	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	6	0.00%	2	0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	4.57%	2,189	0.00%	28	0.03971	1.1504	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	1.21%	413					
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	7.07%	99	0.00%	1	0.25763	0.2745	YES
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	230					
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	3.59%	63,071	0.00%	7	0.07035	0.5107	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.05%	406,973	0.00%	1	0.02149	0.0215	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	11.11%	171	0.00%	1	0.31519	0.3525	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.39%	256					
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.60%	61,989					
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.05%	405,815					
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137					
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8					
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	3.60%	61,989	0.00%	7	0.07041	0.5112	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.05%	405,815	0.00%	2,356	0.00044	1.0308	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	8.76%	137					
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	8	0.00%	22	0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	8.10%	12,877	1.05%	286	0.01631	4.3227	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.19%	5,191					
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	5.26%	19	0.00%	1	0.22910	0.2297	YES

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B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)

Benchmark / Analog

Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	1						
4.53%	309	4.80%	125		0.02205	-0.1221	YES
0.26%	387						
0.00%	12						
0.00%	229						

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

6.31%	55,522						
3.88%	414,255						
8.06%	186						
0.00%	8						
4.16%	2,044	25.00%	8		0.07072	-2.9470	NO
6.25%	56,856	8.58%	967		0.00785	-2.9736	NO
3.87%	415,642	2.30%	36,153		0.00106	14.8238	YES
4.05%	228,659	2.78%	9,483		0.00207	6.1417	YES
3.65%	186,983	2.13%	26,670		0.00123	12.3621	YES
8.44%	237	30.77%	13		0.07918	-2.8202	NO
1.32%	152	0.00%	3		0.06644	0.1981	YES
0.00%	30						
1.64%	122	0.00%	3		0.07421	0.2209	YES
6.15%	58,706	6.25%	224		0.01608	-0.0616	YES
6.15%	58,706						
6.60%	303						
6.60%	303						
10.64%	9,832	6.67%	135		0.02672	1.4866	YES
10.67%	3,786						
7.14%	14						
9.90%	414	5.59%	143		0.02897	1.4872	YES
2.99%	401						
0.00%	1						
10.64%	9,832						
10.67%	3,786	0.00%	4		0.15445	0.6909	YES
7.14%	14						
6.25%	56,856	5.45%	110		0.02310	0.3440	YES
6.25%	56,856						
8.44%	237						
8.44%	237						
6.31%	55,522	7.04%	213		0.01669	-0.4381	YES
3.66%	186,182						
8.06%	186	20.00%	5		0.12340	-0.9672	YES
0.00%	3						
6.25%	56,856						
6.25%	56,856						
8.44%	237						
8.44%	237						
6.31%	55,522	0.00%	2		0.17194	0.3670	YES
3.66%	186,182						
8.06%	186						
0.00%	3						
6.25%	56,856	7.45%	94		0.02499	-0.4793	YES
6.25%	56,856						
8.44%	237	0.00%	2		0.19738	0.4275	YES
8.44%	237						
6.31%	55,522	4.55%	330		0.01343	1.3151	YES
3.66%	186,182						

R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
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BellSouth Monthly State Summary

Georgia, December 2001

B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)

Benchmark / Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
8.06%	186	11.11%	9		0.09293	-0.3278	YES
0.00%	3						
3.14%	1,850	0.00%	16		0.04375	0.7165	YES
0.51%	391						
0.00%	66						
0.00%	198						
6.25%	56,856	0.00%	45		0.03610	1.7312	YES
3.87%	415,642	0.00%	1		0.19293	0.2007	YES
8.44%	237						
1.32%	152						
6.31%	55,522						
3.88%	414,255						
8.06%	186						
0.00%	8						
6.31%	55,522						
3.88%	414,255						
8.06%	186						
0.00%	8						
10.39%	10,602	6.46%	263		0.01905	2.0631	YES
9.28%	4,481						
6.67%	15						
1.86%	323	8.42%	190		0.01234	-5.3168	NO
0.00%	351						
0.00%	2						
0.00%	197						

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/ DS3 - Interoffice

DS1/ DS3 - Interoffice

DS1/ DS3 - Interoffice

DS1/ DS3 - Interoffice

4.03	59,159			20.061			
1.49	403,155			9.831			
6.44	117			22.544			
0.75	8			0.387			
76.84	1,655			269.716			
4.11	60,099	0.47	1,004	20.434	0.65024	5.6052	YES
1.49	404,303	0.95	38,184	9.890	0.05295	10.2155	YES
1.96	220,879	0.82	10,488	11.320	0.11313	10.0630	YES
0.94	183,425	1.00	27,696	7.793	0.05024	-1.3602	YES
8.78	142	0.05	11	30.692	9.60570	0.9088	YES
3.16	252			29.442			
20.10	23			93.416			
1.46	229			8.963			
7.43	61,581			54.983			
35.34	195			87.186			
11.04	11,853			26.627			
1.08	4,688			8.319			
10.36	19			23.736			
12.81	274	14.30	1	38.031	38.10014	-0.0390	YES
3.17	325			13.300			
11.04	11,853	22.93	15	26.627	6.87946	-1.7276	NO
1.08	4,688	0.84	54	8.319	1.13863	0.2122	YES
10.36	19			23.736			
4.11	60,099	25.14	62	20.434	2.59641	-8.0979	NO

B.2.21.8.1.2	P-5	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch In/GA(hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/GA(hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/GA(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/GA(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA(hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA(hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/GA(hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/GA(hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.14.1.1	P-5	Other Design<10 circuits/Dispatch/GA(hours)
B.2.21.14.1.2	P-5	Other Design<10 circuits/Non-Dispatch/GA(hours)
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.15.1.1	P-5	Other Non-Design<10 circuits/Dispatch/GA(hours)
B.2.21.15.1.2	P-5	Other Non-Design<10 circuits/Non-Dispatch/GA(hours)
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.16.1.1	P-5	INP (Standalone)<10 circuits/Dispatch/GA(hours)
B.2.21.16.1.2	P-5	INP (Standalone)<10 circuits/Non-Dispatch/GA(hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.17.1.1	P-5	LNP (Standalone)<10 circuits/Dispatch/GA(hours)
B.2.21.17.1.2	P-5	LNP (Standalone)<10 circuits/Non-Dispatch/GA(hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1<10 circuits/Dispatch/GA(hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1<10 circuits/Non-Dispatch/GA(hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1<10 circuits/Dispatch/GA(hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1<10 circuits/Non-Dispatch/GA(hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	4.11	60,099			20.434			
R&B - Disp	8.78	142			30.692			
R&B - Disp	8.78	142			30.692			
R&B (POTS) excl SB Or	4.03	59,158	0.31	221	20.061	1.35193	2.7552	YES
R&B (POTS) excl SB Or	0.93	182,801			7.739			
R&B (POTS) excl SB Or	6.44	117	0.02	2	22.544	16.07690	0.3993	YES
R&B (POTS) excl SB Or	0.78	6			0.431			
R&B - Disp	4.11	60,099			20.434			
R&B - Disp	4.11	60,099			20.434			
R&B - Disp	8.78	142			30.692			
R&B - Disp	8.78	142			30.692			
R&B (POTS) excl SB Or	4.03	59,158			20.061			
R&B (POTS) excl SB Or	0.93	182,801			7.739			
R&B (POTS) excl SB Or	6.44	117			22.544			
R&B (POTS) excl SB Or	0.78	6			0.431			
R&B - Disp	4.11	60,099	17.94	121	20.434	1.85947	-7.4350	NO
R&B - Disp	4.11	60,099			20.434			
R&B - Disp	8.78	142	5.74	3	30.692	17.90618	0.1700	YES
R&B - Disp	8.78	142			30.692			
R&B (POTS) excl SB Or	4.03	59,158	0.14	286	20.061	1.18907	3.2696	YES
R&B (POTS) excl SB Or	0.93	182,801			7.739			
R&B (POTS) excl SB Or	6.44	117	0.05	7	22.544	8.77214	0.7287	YES
R&B (POTS) excl SB Or	0.78	6			0.431			
Design	142.06	1,483	69.20	1	300.169	300.27049	0.2427	YES
Design	71.85	348			312.939			
Design	106.50	53			136.810			
Design	8.79	223			40.695			
R&B	4.11	60,099	0.02	1	20.434	20.43377	0.2003	YES
R&B	1.49	404,303			9.890			
R&B	8.78	142			30.692			
R&B	3.16	252			29.442			
R&B (POTS)	4.03	59,159			20.061			
R&B (POTS)	1.49	403,155			9.831			
R&B (POTS)	6.44	117			22.544			
R&B (POTS)	0.75	8			0.387			
R&B (POTS)	4.03	59,159	0.02	1	20.061	20.06067	0.1999	YES
R&B (POTS)	1.49	403,155	0.91	1,708	9.831	0.23838	2.4084	YES
R&B (POTS)	6.44	117			22.544			
R&B (POTS)	0.75	8	0.62	3	0.387	0.26186	0.5139	YES
Digital Loop < DS1	12.82	12,364	14.30	1	45.301	45.30243	-0.0327	YES
Digital Loop < DS1	1.26	5,170			8.987			
Digital Loop < DS1	10.36	19			23.736			
Digital Loop < DS1	0.58	1			0.000			
Digital Loop >= DS1	183.74	198	27.58	49	340.512	54.33127	2.8742	YES
Digital Loop >= DS1	48.56	328			171.986			
Digital Loop >= DS1	176.87	6			18.282			
Digital Loop >= DS1	8.79	223			40.695			

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		5.43	4				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		11.95	88				Diagnostic
Diagnostic		11.28	147				Diagnostic
Diagnostic		11.41	58				Diagnostic
Diagnostic		11.19	89				Diagnostic

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B.2.22.3.2.1	P-5	Loop + Port Combinations/>>=10 circuits/Dispatch/GA(hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/>>=10 circuits/Switch Based Orders/GA(hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/>>=10 circuits/Dispatch In/GA(hours)
B.2.22.4.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)
B.2.22.4.2.1	P-5	Combo Other/>>=10 circuits/Dispatch/GA(hours)
B.2.22.4.2.4	P-5	Combo Other/>>=10 circuits/Dispatch In/GA(hours)
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.6.2.1	P-5	UNE ISDN/>>=10 circuits/Dispatch/GA(hours)
B.2.22.6.2.2	P-5	UNE ISDN/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.7.2.1	P-5	Line Sharing/>>=10 circuits/Dispatch/GA(hours)
B.2.22.7.2.2	P-5	Line Sharing/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch In/GA(hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch In/GA(hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch In/GA(hours)
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.14.2.1	P-5	Other Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.14.2.2	P-5	Other Design/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.15.2.1	P-5	Other Non-Design/>>=10 circuits/Dispatch/GA(hours)
B.2.22.15.2.2	P-5	Other Non-Design/>>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)

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Georgia, December 2001

B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)

Total Service Order Cycle Time - Partially Mechanized

B.2.25.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.25.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.25.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/GA(days)
B.2.25.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/GA(days)
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)

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Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic			4.47	230			Diagnostic
Diagnostic			1.80	4,012			Diagnostic
Diagnostic			3.50	4			Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic			15.00	1			Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic			6.00	6			Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic			7.23	13			Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic			4.66	41			Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic

B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/GA(days)
B.2.25.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.25.18.2.1	P-10	Digital Loop < DS1/>>=10 circuits/Dispatch/GA(days)
B.2.25.18.2.2	P-10	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/GA(days)
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>>=10 circuits/Dispatch/GA(days)
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/GA(days)

B.2.26.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.26.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.26.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/GA(days)
B.2.26.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/GA(days)
B.2.26.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.26.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)
B.2.26.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/GA(days)
B.2.26.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/GA(days)
B.2.26.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/GA(days)
B.2.26.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(days)
B.2.26.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/GA(days)
B.2.26.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/GA(days)
B.2.26.4.1.1	P-10	Combo Other<10 circuits/Dispatch/GA(days)
B.2.26.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/GA(days)
B.2.26.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/GA(days)
B.2.26.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/GA(days)
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)

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B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)
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Diagnostic							Diagnostic
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Georgia, December 2001

B.2.28.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.28.1.2	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.2.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.28.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.3.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/GA(days)
B.2.28.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(days)
B.2.28.3.2	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.4.1	P-10	Combo Other<10 circuits/Dispatch/GA(days)
B.2.28.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/GA(days)
B.2.28.4.2	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.5.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/GA(days)
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/GA(days)
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/GA(days)
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/GA(days)
B.2.28.6.1	P-10	UNE ISDN<10 circuits/Dispatch/GA(days)
B.2.28.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/GA(days)
B.2.28.6.2	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.7.1	P-10	Line Sharing<10 circuits/Dispatch/GA(days)
B.2.28.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/GA(days)
B.2.28.7.2	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.8.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/GA(days)
B.2.28.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.8.2	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.9.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(days)
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.9.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.10.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/GA(days)
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.10.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.11.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/GA(days)
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.11.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.12.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA(days)
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.12.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.13.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/GA(days)
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.13.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.14.1	P-10	Other Design<10 circuits/Dispatch/GA(days)
B.2.28.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.14.2	P-10	Other Design/>=10 circuits/Dispatch/GA(days)
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.15.1	P-10	Other Non-Design<10 circuits/Dispatch/GA(days)
B.2.28.15.1.2	P-10	Other Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.28.15.2	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.16.1	P-10	INP (Standalone)<10 circuits/Dispatch/GA(days)
B.2.28.16.1.2	P-10	INP (Standalone)<10 circuits/Non-Dispatch/GA(days)

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B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)

B.2.29.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.29.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.2.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.29.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/GA(days)
B.2.29.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(days)
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.4.1.1	P-10	Combo Other<10 circuits/Dispatch/GA(days)
B.2.29.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/GA(days)
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/GA(days)
B.2.29.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/GA(days)
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/GA(days)
B.2.29.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/GA(days)
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/GA(days)
B.2.29.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(days)
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(days)
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/GA(days)
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/GA(days)
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)
B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/GA(days)
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA(days)

[illegible][illegible][illegible][illegible]

**Benchmark /
Analog**

[illegible][illegible]

B.2.30.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.30.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)

[illegible]

							Diagnostic
							Diagnostic
							Diagnostic
		17.00	1				Diagnostic
							Diagnostic
							Diagnostic
		6.50	18				Diagnostic
		3.33	49				Diagnostic
							Diagnostic
		8.86	71				Diagnostic
							Diagnostic
							Diagnostic
		6.57	28				Diagnostic
							Diagnostic
							Diagnostic
		10.75	53				Diagnostic
							Diagnostic
							Diagnostic
		6.00	1				Diagnostic
		5.33	3				Diagnostic
							Diagnostic

BellSouth Monthly State Summary

Georgia, December 2001

B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)

Customer Trouble Report Rate

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

Maintenance Average Duration

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

Benchmark /
Analog

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
6.43%	2,348	12.20%	41		0.03864	-1.4916	YES
11.38%	62,467	5.28%	303		0.01829	3.3354	YES
11.38%	62,467	1.60%	187		0.02326	4.2033	YES
11.28%	60,498	11.61%	517		0.01397	-0.2307	YES
1.78%	28,940	10.00%	20		0.02957	-2.7797	NO
2.06%	1,750	0.00%	2		0.10043	0.2048	YES
0.40%	3,008	0.00%	2		0.04459	0.0895	YES
11.38%	62,467	12.50%	96		0.03244	-0.3452	YES
1.98%	37,062	1.06%	94		0.01437	0.6341	YES
11.30%	60,717						
1.88%	35,919						

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

1.80%	3,375,706						
1.06%	3,375,706						
1.85%	43,284	0.00%	301		0.00786	2.3505	YES
1.52%	43,284	3.32%	301		0.00713	-2.5270	NO
1.64%	3,820,235	0.94%	243,293		0.00027	25.8450	YES
0.97%	3,820,235	0.39%	243,293		0.00021	28.3659	YES
1.47%	4,296,730	4.26%	2,491		0.00243	-11.4552	NO
1.47%	4,296,730	1.85%	2,491		0.00243	-1.5458	YES
0.73%	205,719	1.00%	3,784		0.00140	-1.9885	NO
1.14%	205,719	0.71%	3,784		0.00175	2.4411	YES
3.79%	6,075	1.20%	5,813		0.00357	7.2319	YES
5.02%	6,075	0.71%	5,813		0.00411	10.4966	YES
0.73%	205,719	0.47%	847		0.00293	0.8656	YES
1.14%	205,719	4.84%	847		0.00368	-10.0566	NO
1.64%	3,820,235	0.90%	33,579		0.00070	10.4555	YES
1.64%	3,820,235	0.56%	33,579		0.00070	15.3843	YES
1.79%	3,375,706	1.34%	38,692		0.00068	6.6616	YES
0.86%	3,375,706	0.05%	38,692		0.00047	17.0175	YES
0.24%	729,628	0.22%	927		0.00161	0.1497	YES
0.41%	729,628	0.22%	927		0.00211	0.9313	YES
1.64%	3,820,235	6.69%	1,435		0.00338	-14.9714	NO
0.97%	3,820,235	6.55%	1,435		0.00260	-21.4580	NO
1.80%	3,375,706						
1.06%	3,375,706						

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

24.45	60,717			35.103			
7.13	35,919			17.318			
4.35	800	0.00	0	4.721			YES
2.48	658	3.46	10	20.378	6.49284	-0.1512	YES
24.19	62,467	13.10	2,297	34.838	0.74014	14.9956	YES
7.08	37,062	4.72	939	18.075	0.59729	3.9464	YES
23.89	63,201	4.49	106	34.671	3.37032	5.7548	YES
23.89	63,201	2.41	46	34.671	5.11375	4.2006	YES
86.49	1,494	4.12	38	214.200	35.18693	2.3409	YES
8.25	2,348	2.56	27	124.654	24.12713	0.2359	YES
17.68	230	4.72	70	22.570	3.08086	4.2080	YES
4.29	305	3.43	41	10.399	1.72968	0.4995	YES
86.49	1,494	41.75	4	214.200	107.24318	0.4171	YES
8.25	2,348	12.92	41	124.654	19.63685	-0.2376	YES
24.19	62,467	6.89	303	34.838	2.00623	8.6245	YES
24.19	62,467	3.46	187	34.838	2.55140	8.1249	YES
24.42	60,498	14.23	517	34.825	1.53815	6.6222	YES
7.55	28,940	14.54	20	17.491	3.91244	-1.7863	NO
5.45	1,750	4.53	2	10.610	7.50690	0.1236	YES
4.03	3,008	1.08	2	82.417	58.29678	0.0506	YES
24.19	62,467	19.80	96	34.838	3.55835	1.2355	YES
7.08	37,062	5.43	94	18.075	1.86670	0.8836	YES

BellSouth Monthly State Summary
Georgia, December 2001

B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/GA(hours)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/GA(hours)

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)

Out of Service > 24 hours

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

**Benchmark /
Analog**

R&B (POTS)
R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

BST Measure **BST Volume** **CLEC Measure** **CLEC Volume** **Standard Deviation** **Standard Error** **ZScore** **Equity**

24.45	60,717			35.103			
7.13	35,919			17.318			

19.05%	60,717						
15.07%	35,919						
39.00%	800	0.00%	0				YES
32.37%	658	70.00%	10		0.14908	-2.5241	NO
18.93%	62,467	13.63%	2,297		0.00832	6.3689	YES
15.16%	37,062	13.10%	939		0.01185	1.7356	YES
19.16%	63,201	43.40%	106		0.03826	-6.3351	NO
19.16%	63,201	34.78%	46		0.05805	-2.6914	NO
41.77%	1,494	13.16%	38		0.08101	3.5314	YES
40.50%	2,348	0.00%	27		0.09501	4.2628	YES
21.30%	230	18.57%	70		0.05589	0.4890	YES
25.25%	305	26.83%	41		0.07226	-0.2191	YES
41.77%	1,494	0.00%	4		0.24692	1.6915	YES
40.50%	2,348	51.22%	41		0.07733	-1.3858	YES
18.93%	62,467	15.84%	303		0.02256	1.3677	YES
18.93%	62,467	11.23%	187		0.02869	2.6829	YES
19.03%	60,498	12.38%	517		0.01734	3.8372	YES
14.60%	28,940	30.00%	20		0.07897	-1.9505	NO
36.00%	1,750	0.00%	2		0.33961	1.0601	YES
34.14%	3,008	0.00%	2		0.33541	1.0179	YES
18.93%	62,467	18.75%	96		0.04001	0.0442	YES
15.16%	37,062	17.02%	94		0.03703	-0.5038	YES
19.05%	60,717						
15.07%	35,919						

28.67%	37,345						
10.50%	11,082						
1.00%	800	0.00%	0				YES
0.61%	658	0.00%	10		0.02477	0.2455	YES
28.29%	38,532	12.05%	1,660		0.01129	14.3841	YES
10.14%	11,688	3.64%	412		0.01513	4.2946	YES
27.67%	39,471	0.94%	106		0.04351	6.1431	YES
27.67%	39,471	0.00%	46		0.06600	4.1928	YES
62.58%	1,494	0.00%	38		0.07949	7.8730	YES
6.43%	2,348	0.00%	27		0.04748	1.3545	YES
15.87%	208	1.43%	70		0.05048	2.8597	YES
2.61%	268	2.44%	41		0.02675	0.0647	YES
62.58%	1,494	0.00%	0				YES
6.43%	2,348	0.00%	2		0.17353	0.3706	YES
28.29%	38,532	5.28%	303		0.02598	8.8572	YES
28.29%	38,532	1.60%	187		0.03302	8.0820	YES
28.67%	37,331	15.79%	38		0.07340	1.7550	YES
10.51%	11,071	0.00%	5		0.13721	0.7663	YES
2.06%	1,750	0.00%	2		0.10043	0.2048	YES
0.40%	3,008	0.00%	2		0.04459	0.0895	YES
28.29%	38,532	23.73%	59		0.05868	0.7770	YES
10.14%	11,688	9.38%	32		0.05343	0.1429	YES
28.67%	37,345						
10.50%	11,082						

Unbundled Network Elements - Billing

Invoice Accuracy

B.4.1	B-1	GA(%)
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BST - State

97.81%	\$378,015,967	97.01%	\$7,126,729	0.00006	144.6369	NO
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Mean Time to Deliver Invoices - CRIS

B.4.2	B-2	Region(business days)
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BST - Region

3.67	1	3.65	1,452			YES
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BellSouth Monthly State Summary
Georgia, December 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/GA(%)	Diagnostic			36.91%	149				Diagnostic
C.1.2	Reject Interval O-8 Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			85.45%	47				YES
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			96.46%	226				YES
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/GA(%)	>= 95%			99.29%	142				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/GA(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/GA(days)	Parity w Retail	13.48	46	24.20	35	10.163	2.27945	-4.7037	NO
C.2.2	Held Orders P-1 Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	49	0.00%	35		0.00000		YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/GA(hours)	95% >= 48 hrs								
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	46	0.00%	35		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	2,573	0.00%	1,166		0.00000		YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/GA(hours)	Parity w Retail	18.21	45	14.42	35	27.997	6.30985	0.6010	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/GA(days)	Diagnostic	Under development							
C.2.9	Total Service Order Cycle Time (offered) P-10 Local Interconnection Trunks/GA(days)	Diagnostic	Under development							
C.2.10.1	% Completions w/o Notice or < 24 hours P-6 Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			100.00%	35				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
C.2.11.1.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	43				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	23				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	1				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	8				YES
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	Missed Repair Appointments M&R-1 Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	100.00%	2	0.00%	0				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	84	2.78%	36		0.00000		NO
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	320,810	0.00%	123,372		0.00001	0.7453	YES
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.03%	320,810	0.03%	123,372		0.00005	-0.5527	YES

BellSouth Monthly State Summary
Georgia, December 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	435.72	2	0.00	0	414.270		YES
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	1.14	84	2.12	36	1.440	0.28678	-3.4195 NO
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	100.00%	2	0.00%	0			YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	9.52%	84	8.33%	36		0.05848	0.2036 YES
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	100.00%	2	0.00%	0			YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	84	2.78%	36		0.00000	NO
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	97.81%	\$378,015,967	98.93%	\$4,800,963		0.00007	-166.5870 YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	4.85	1	4.97	4,372			NO
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0				YES

BellSouth Monthly State Summary
Georgia, December 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering										
% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%		99.92%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%		100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%							
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%		99.97%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%		99.99%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%		99.98%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%		99.98%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%		99.97%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%		99.98%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%		99.98%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%		99.98%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.94	2,644,454	1.38	359,121			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.27	6,001	1.38	359,121			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.02	7,783,407	1.33	195,851			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.07	628,745	1.33	195,851			YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.16	715,419	1.10	71,567			YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.74	210,824	1.10	71,567			YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.81	1,378,485	0.65	1,373			YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.75	253,066	0.65	1,373			YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.43	4,633,436	1.21	1,042,669			YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.30	460,345	1.21	1,042,669			YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.71	9,681,687	0.81	41,758			YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	5.74	556,223	0.81	41,758			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.71	9,681,687	0.05	85,869			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	5.74	556,223	0.05	85,869			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.94	2,644,454	1.54	156,282			YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.27	6,001	1.54	156,282			YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.02	7,783,407	1.81	39,258			YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.07	628,745	1.81	39,258			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.38	1			Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.38	1			Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.16	715,419	1.87	6,648			YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.74	210,824	1.87	6,648			YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.81	1,378,485	1.94	229,594			YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.75	253,066	1.94	229,594			YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.43	4,633,436	2.24	152,513			YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.30	460,345	2.24	152,513			YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.1</i>						
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 5-1-2001, see D.1.4.7.2</i>						
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	<i>This data not applicable after 7-1-2001, see D.1.4.7.1</i>						
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	<i>This data not applicable after 7-1-2001, see D.1.4.7.2</i>						

BellSouth Monthly State Summary

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region(%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 ECTA/Region(%)	>= 99.5%			99.59%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%			99.98%					YES
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%			99.99%					YES
D.2.3.3	OSS-3 LNP/Region(%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3 MARCH/Region(%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3 OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3 Predictor/Region(%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3 SOCS/Region(%)	>= 99.5%			99.98%					YES
Average Response Interval										
D.2.4.1.1	OSS-4 CRIS/Region(%) <= 4 Seconds	Parity w Retail	97.92%	1,490,651	97.19%	91,823		0.00049	14.9922	NO
D.2.4.1.2	OSS-4 CRIS/Region(%) <= 10 Seconds	Parity w Retail	99.51%	1,490,651	99.56%	91,823		0.00024	-2.2431	YES
D.2.4.1.3	OSS-4 CRIS/Region(%) > 10 Seconds	Parity w Retail	0.49%	1,490,651	0.44%	91,823		0.00024	2.2431	YES
D.2.4.2.1	OSS-4 DLETH/Region(%) <= 4 Seconds	Parity w Retail	63.25%	43,357	64.81%	810		0.01710	-0.9143	YES
D.2.4.2.2	OSS-4 DLETH/Region(%) <= 10 Seconds	Parity w Retail	92.11%	43,357	94.69%	810		0.00956	-2.7004	YES
D.2.4.2.3	OSS-4 DLETH/Region(%) > 10 Seconds	Parity w Retail	7.89%	43,357	5.31%	810		0.00956	2.7004	YES
D.2.4.3.1	OSS-4 DLR/Region(%) <= 4 Seconds	Parity w Retail	60.08%	30,831	60.30%	39,373		0.00372	-0.5917	YES
D.2.4.3.2	OSS-4 DLR/Region(%) <= 10 Seconds	Parity w Retail	93.63%	30,831	96.55%	39,373		0.00186	-15.7147	YES
D.2.4.3.3	OSS-4 DLR/Region(%) > 10 Seconds	Parity w Retail	6.37%	30,831	3.45%	39,373		0.00186	15.7147	YES
D.2.4.4.1	OSS-4 LMOS/Region(%) <= 4 Seconds	Parity w Retail	99.88%	1,490,803	98.97%	93,214		0.00012	75.9837	NO
D.2.4.4.2	OSS-4 LMOS/Region(%) <= 10 Seconds	Parity w Retail	99.93%	1,490,803	99.69%	93,214		0.00009	27.3738	NO
D.2.4.4.3	OSS-4 LMOS/Region(%) > 10 Seconds	Parity w Retail	0.07%	1,490,803	0.31%	93,214		0.00009	-27.3738	NO
D.2.4.5.1	OSS-4 LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	99.27%	1,090,289	96.78%	54,265		0.00037	66.7948	NO
D.2.4.5.2	OSS-4 LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99.93%	1,090,289	98.08%	54,265		0.00012	159.0734	NO
D.2.4.5.3	OSS-4 LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0.07%	1,090,289	1.92%	54,265		0.00012	-159.0734	NO
D.2.4.6.1	OSS-4 LNP/Region(%) <= 4 Seconds	Parity w Retail	99.84%	110,236	99.54%	5,214		0.00056	5.3444	NO
D.2.4.6.2	OSS-4 LNP/Region(%) <= 10 Seconds	Parity w Retail	99.90%	110,236	99.85%	5,214		0.00045	1.2247	YES
D.2.4.6.3	OSS-4 LNP/Region(%) > 10 Seconds	Parity w Retail	0.10%	110,236	0.15%	5,214		0.00045	-1.2247	YES
D.2.4.7.1	OSS-4 MARCH/Region(%) <= 4 Seconds	Parity w Retail	71.00%	6,141	67.08%	486		0.02138	1.8333	NO
D.2.4.7.2	OSS-4 MARCH/Region(%) <= 10 Seconds	Parity w Retail	71.24%	6,141	67.08%	486		0.02133	1.9524	NO
D.2.4.7.3	OSS-4 MARCH/Region(%) > 10 Seconds	Parity w Retail	28.76%	6,141	32.92%	486		0.02133	-1.9524	NO
D.2.4.8.1	OSS-4 OSPCM/Region(%) <= 4 Seconds	Parity w Retail	76.69%	3,852	63.38%	71		0.05064	2.6278	NO
D.2.4.8.2	OSS-4 OSPCM/Region(%) <= 10 Seconds	Parity w Retail	98.29%	3,852	92.96%	71		0.01554	3.4286	NO
D.2.4.8.3	OSS-4 OSPCM/Region(%) > 10 Seconds	Parity w Retail	1.71%	3,852	7.04%	71		0.01554	-3.4286	NO
D.2.4.9.1	OSS-4 Predictor/Region(%) <= 4 Seconds	Parity w Retail	66.24%	63,296	66.89%	5,742		0.00652	-1.0051	YES
D.2.4.9.2	OSS-4 Predictor/Region(%) <= 10 Seconds	Parity w Retail	66.24%	63,296	66.89%	5,742		0.00652	-1.0051	YES
D.2.4.9.3	OSS-4 Predictor/Region(%) > 10 Seconds	Parity w Retail	33.76%	63,296	33.11%	5,742		0.00652	1.0051	YES
D.2.4.10.1	OSS-4 SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.75%	209,273	98.70%	14,882		0.00042	24.8055	NO
D.2.4.10.2	OSS-4 SOCS/Region(%) <= 10 Seconds	Parity w Retail	99.91%	209,273	98.87%	14,882		0.00026	40.1333	NO
D.2.4.10.3	OSS-4 SOCS/Region(%) > 10 Seconds	Parity w Retail	0.09%	209,273	1.13%	14,882		0.00026	-40.1333	NO
D.2.4.11.1	OSS-4 NIW/Region(%) <= 4 Seconds	Parity w Retail	82.30%	58,454	85.39%	3,107		0.00703	-4.3912	YES
D.2.4.11.2	OSS-4 NIW/Region(%) <= 10 Seconds	Parity w Retail	94.04%	58,454	98.42%	3,107		0.00436	-10.0483	YES
D.2.4.11.3	OSS-4 NIW/Region(%) > 10 Seconds	Parity w Retail	5.96%	58,454	1.58%	3,107		0.00436	10.0483	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/GA (calendar days)	<= 10 days		5	1				YES
E.1.1.2	C-1	Physical Caged/GA (calendar days)	<= 20 days		12	6				YES
E.1.1.3	C-1	Physical Cageless/GA (calendar days)	<= 20 days		11	20				YES
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA (calendar days)	<= 50 days		41	3				YES
E.1.2.2	C-2	Virtual-Extraordinary/GA (calendar days)	<= 75 days							
E.1.2.3	C-2	Physical Caged/GA (calendar days)	<= 90 days		82	5				YES
E.1.2.4	C-2	Physical Cageless/GA (calendar days)	<= 60 days		44	8				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA (calendar days)	<= 90 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA (%)	< 5% missed		0.00%	3				YES
E.1.3.2	C-3	Physical/GA (%)	< 5% missed		0.00%	13				YES

BellSouth Monthly State Summary
Georgia, December 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic		87.00%	260,095				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic		87.00%	260,095				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%		89.50%	171,841				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%		74.07%	5,299				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%		82.67%	82,955				NO
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic		76.29%	296,610				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic		76.29%	296,610				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic		81.62%	188,435				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic		52.52%	7,474				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic		68.10%	100,701				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%		87.62%	8,302				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%		87.62%	8,302				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days		100.00%	3				YES
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min		86.01%	858				NO
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days		100.00%	20				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days		100.00%	1				YES
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	218.82	5,719,466	33.87	31,450			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	55.31	1,890,122	25.67	74,389			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD		2.48					PBD
% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD		92.10%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD		5.63					PBD
% Answered in 12 seconds										

BellSouth Monthly State Summary
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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 GA(%)	PBD			85.20%					PBD
General - E911										
Mean Interval										
F.8.1	E-3 GA(hours)	PBD			0.80	2,891				PBD
% Accuracy										
F.8.2	E-2 GA(%)	PBD			95.16%	392,970				PBD
% Timeliness										
F.8.3	E-1 GA(%)	PBD			100.00%	2,891				PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3 Region(%)	Parity w Retail	99.95%	4,209	100.00%	17,836		0.00037	-1.2724	YES
Usage Data Delivery Timeliness										
F.9.2	B-5 Region(%)	Parity w Retail	99.24%	28,698	98.90%	280,408,677		0.00051	6.5896	NO
Usage Data Delivery Completeness										
F.9.3	B-4 Region(%)	Parity w Retail	99.80%	28,698	99.70%	280,408,677		0.00026	4.1535	NO
Mean Time to Deliver Usage										
F.9.4	B-6 Region(days)	Parity w Retail	3.42	28,698	2.78	280,408,677				YES
Recurring Charge Completeness										
F.9.5.1	B-7 Resale/GA(%)	Parity w Retail	77.57%	\$14,060,732	94.98%	\$412,391		0.00139	-125.0898	YES
F.9.5.2	B-7 UNE/GA(%)	>= 90%			99.03%	\$439,306				YES
F.9.5.3	B-7 Interconnection/GA(%)	>= 90%			85.69%	\$31,391				NO
Non-Recurring Charge Completeness										
F.9.6.1	B-8 Resale/GA(%)	Parity w Retail	76.92%	\$22,180,020	98.74%	\$675,250		0.00108	-201.4836	YES
F.9.6.2	B-8 UNE/GA(%)	>= 90%			90.44%	\$1,164,484				YES
F.9.6.3	B-8 Interconnection/GA(%)	>= 90%			82.12%	\$334,072				NO
General - Change Management										
% Software Release Notices Sent On Time										
F.10.1	CM-1 GA(%)	>= 95% w in 30 days								
Average Software Release Notice Delay Days										
F.10.2	CM-2 GA(average)	>= 22 days prior to release								
% Change Management Documentation Sent On Time										
F.10.3	CM-3A GA(%)	>= 95% w in 30 days			50.00%	4				NO
% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B GA(%)	>= 95% w in 5 days								
Average Documentation Release Delay Days										
F.10.5	CM-4 GA(average)	>= 22 days prior to release			16	2				NO
% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5 GA(%)	>= 97% w in 15 min			100.00%	15				YES
General - New Business Requests										
% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1 Region(%)	>= 90% w in 30 bus days								
% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days								

BellSouth Monthly State Summary
Georgia, December 2001

Georgia, December 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering											
Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	75,294				YES
F.12.1.2	O-1	TAG/Region(%)				100.00%	302,925				YES
Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	75,294				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	302,925				NO
General - Database Updates											
Average Database Update Interval											
F.13.1.1	D-1	LIDB/GA(hours)	PBD	2.16	21	2.16	21				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.07	26	0.07	26				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	3.02	24	2.63	24				PBD
% Update Accuracy											
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	465				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			100.00%	161				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	157				YES
% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			100.00%	46				YES
General - Network Outage Notification											
Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES

EXHIBIT NO. AJV – 3

January 2002 MSS Report

BellSouth Monthly State Summary

Tennessee, January 2002

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/TN(%)	Diagnostic		6.39%	12,700				Diagnostic
A.1.1.2	O-7	Business/TN(%)	Diagnostic		19.91%	216				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN(%)	Diagnostic							Diagnostic
A.1.1.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN(%)	Diagnostic		25.62%	2,268				Diagnostic
A.1.2.2	O-7	Business/TN(%)	Diagnostic		50.72%	138				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN(%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/TN(%)	Diagnostic							Diagnostic
A.1.2.5	O-7	Centrex/TN(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/TN(%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN(%)	Diagnostic		36.36%	66				Diagnostic
A.1.3.2	O-7	Business/TN(%)	Diagnostic		40.10%	192				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN(%)	Diagnostic		5.00%	20				Diagnostic
A.1.3.4	O-7	PBX/TN(%)	Diagnostic		53.85%	13				Diagnostic
A.1.3.5	O-7	Centrex/TN(%)	Diagnostic		85.71%	7				Diagnostic
A.1.3.6	O-7	ISDN/TN(%)	Diagnostic		50.00%	32				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN(%)	>= 97% w in 1 hr		95.07%	811				NO
A.1.4.2	O-8	Business/TN(%)	>= 97% w in 1 hr		90.70%	43				NO
A.1.4.3	O-8	Design (Specials)/TN(%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/TN(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/TN(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/TN(%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/TN(%)	>= 85% w in 10 hrs		91.81%	586				YES
A.1.7.2	O-8	Business/TN(%)	>= 85% w in 10 hrs		98.57%	70				YES
A.1.7.3	O-8	Design (Specials)/TN(%)	>= 85% w in 10 hrs							
A.1.7.4	O-8	PBX/TN(%)	>= 85% w in 10 hrs							
A.1.7.5	O-8	Centrex/TN(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/TN(%)	>= 85% w in 10 hrs							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/TN(%)	>= 85% w in 24 hrs		100.00%	24				YES
A.1.8.2	O-8	Business/TN(%)	>= 85% w in 24 hrs		98.70%	77				YES
A.1.8.3	O-8	Design (Specials)/TN(%)	>= 85% w in 24 hrs		100.00%	3				YES
A.1.8.4	O-8	PBX/TN(%)	>= 85% w in 24 hrs		100.00%	8				YES
A.1.8.5	O-8	Centrex/TN(%)	>= 85% w in 24 hrs		100.00%	6				YES
A.1.8.6	O-8	ISDN/TN(%)	>= 85% w in 24 hrs		87.50%	16				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/TN(%)	>= 95% w in 3 hrs		99.92%	11,902				YES
A.1.9.2	O-9	Business/TN(%)	>= 95% w in 3 hrs		100.00%	176				YES
A.1.9.3	O-9	Design (Specials)/TN(%)	>= 95% w in 3 hrs							
A.1.9.4	O-9	PBX/TN(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/TN(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/TN(%)	>= 95% w in 3 hrs							
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/TN(%)	>= 85% w in 10 hrs		92.34%	1,775				YES
A.1.12.2	O-9	Business/TN(%)	>= 85% w in 10 hrs		94.37%	71				YES

Tennessee, January 2002		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	O-9 Design (Specials)/TN(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9 PBX/TN(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9 Centrex/TN(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9 ISDN/TN(%)	>= 85% w in 10 hrs								
FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9 Residence/TN(%)	>= 85% w in 36 hrs			100.00%	40				YES
A.1.13.2	O-9 Business/TN(%)	>= 85% w in 36 hrs			98.94%	94				YES
A.1.13.3	O-9 Design (Specials)/TN(%)	>= 85% w in 36 hrs			94.74%	19				YES
A.1.13.4	O-9 PBX/TN(%)	>= 85% w in 36 hrs			100.00%	5				YES
A.1.13.5	O-9 Centrex/TN(%)	>= 85% w in 36 hrs								
A.1.13.6	O-9 ISDN/TN(%)	>= 85% w in 36 hrs			95.00%	20				YES
FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11 Residence/EDI/TN(%)	>= 95%			99.84%	640				YES
A.1.14.1.2	O-11 Residence/TAG/TN(%)	>= 95%			99.99%	12,060				YES
A.1.14.2.1	O-11 Business/EDI/TN(%)	>= 95%			100.00%	7				YES
A.1.14.2.2	O-11 Business/TAG/TN(%)	>= 95%			100.00%	209				YES
A.1.14.3.1	O-11 Design (Specials)/EDI/TN(%)	>= 95%								
A.1.14.3.2	O-11 Design (Specials)/TAG/TN(%)	>= 95%								
A.1.14.4.1	O-11 PBX/EDI/TN(%)	>= 95%								
A.1.14.4.2	O-11 PBX/TAG/TN(%)	>= 95%								
A.1.14.5.1	O-11 Centrex/EDI/TN(%)	>= 95%								
A.1.14.5.2	O-11 Centrex/TAG/TN(%)	>= 95%								
A.1.14.6.1	O-11 ISDN/EDI/TN(%)	>= 95%								
A.1.14.6.2	O-11 ISDN/TAG/TN(%)	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11 Residence/EDI/TN(%)	>= 95%			100.00%	376				YES
A.1.15.1.2	O-11 Residence/TAG/TN(%)	>= 95%			100.00%	1,892				YES
A.1.15.2.1	O-11 Business/EDI/TN(%)	>= 95%			100.00%	8				YES
A.1.15.2.2	O-11 Business/TAG/TN(%)	>= 95%			99.23%	130				YES
A.1.15.3.1	O-11 Design (Specials)/EDI/TN(%)	>= 95%								
A.1.15.3.2	O-11 Design (Specials)/TAG/TN(%)	>= 95%								
A.1.15.4.1	O-11 PBX/EDI/TN(%)	>= 95%								
A.1.15.4.2	O-11 PBX/TAG/TN(%)	>= 95%								
A.1.15.5.1	O-11 Centrex/EDI/TN(%)	>= 95%								
A.1.15.5.2	O-11 Centrex/TAG/TN(%)	>= 95%								
A.1.15.6.1	O-11 ISDN/EDI/TN(%)	>= 95%								
A.1.15.6.2	O-11 ISDN/TAG/TN(%)	>= 95%								
FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11 Residence/TN(%)	>= 95%			95.45%	66				YES
A.1.16.2	O-11 Business/TN(%)	>= 95%			90.63%	192				NO
A.1.16.3	O-11 Design (Specials)/TN(%)	>= 95%			100.00%	20				YES
A.1.16.4	O-11 PBX/TN(%)	>= 95%			92.31%	13				NO
A.1.16.5	O-11 Centrex/TN(%)	>= 95%			85.71%	7				NO
A.1.16.6	O-11 ISDN/TN(%)	>= 95%			96.88%	32				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11 Residence/EDI/TN(%)	>= 95%			88.89%	639				NO
A.1.17.1.2	O-11 Residence/TAG/TN(%)	>= 95%			99.54%	12,059				YES
A.1.17.2.1	O-11 Business/EDI/TN(%)	>= 95%			71.43%	7				NO
A.1.17.2.2	O-11 Business/TAG/TN(%)	>= 95%			97.13%	209				YES
A.1.17.3.1	O-11 Design (Specials)/EDI/TN(%)	>= 95%								
A.1.17.3.2	O-11 Design (Specials)/TAG/TN(%)	>= 95%								
A.1.17.4.1	O-11 PBX/EDI/TN(%)	>= 95%								
A.1.17.4.2	O-11 PBX/TAG/TN(%)	>= 95%								
A.1.17.5.1	O-11 Centrex/EDI/TN(%)	>= 95%								
A.1.17.5.2	O-11 Centrex/TAG/TN(%)	>= 95%								
A.1.17.6.1	O-11 ISDN/EDI/TN(%)	>= 95%								
A.1.17.6.2	O-11 ISDN/TAG/TN(%)	>= 95%								

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Tennessee, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
A.1.18.1.1	O-11	Residence/EDI/TN(%)	>= 95%			98.67%	376				YES
A.1.18.1.2	O-11	Residence/TAG/TN(%)	>= 95%			91.49%	1,892				NO
A.1.18.2.1	O-11	Business/EDI/TN(%)	>= 95%			100.00%	8				YES
A.1.18.2.2	O-11	Business/TAG/TN(%)	>= 95%			86.82%	129				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/TN(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/TN(%)	>= 95%								
A.1.18.4.1	O-11	PBX/EDI/TN(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/TN(%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/TN(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/TN(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/TN(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/TN(%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/TN(%)	>= 95%			85.71%	63				NO
A.1.19.2	O-11	Business/TN(%)	>= 95%			95.40%	174				YES
A.1.19.3	O-11	Design (Specials)/TN(%)	>= 95%			100.00%	20				YES
A.1.19.4	O-11	PBX/TN(%)	>= 95%			100.00%	12				YES
A.1.19.5	O-11	Centrex/TN(%)	>= 95%			100.00%	6				YES
A.1.19.6	O-11	ISDN/TN(%)	>= 95%			80.65%	31				NO
Resale - Provisioning											
Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN(days)	Res	5.93	13,485	4.38	414	5.620	0.28041	5.5149	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN(days)	Res	0.83	272,527	0.56	8,834	0.956	0.01033	25.4093	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN(days)	Res	5.23	19			2.942			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN(days)	Bus	2.62	10,615	2.50	49	7.120	1.01956	0.1231	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN(days)	Bus	1.22	13,407	0.77	240	4.501	0.29312	1.5332	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN(days)	Bus	9.48	40	2.00	1	12.702	12.85947	0.5813	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN(days)	Bus								
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN(days)	Design	24.76	836	18.00	1	30.468	30.48601	0.2217	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)	Design	29.04	8			38.499			
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN(days)	Design	33.50	2			3.536			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN(days)	PBX	12.14	27			13.037			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN(days)	PBX	3.13	90	0.67	2	5.627	4.02317	0.6132	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN(days)	PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN(days)	PBX	1.30	11			1.131			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN(days)	Centrex	4.44	319			10.770			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN(days)	Centrex	1.23	448	0.33	1	1.864	1.86601	0.4826	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN(days)	Centrex	18.82	17			10.525			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN(days)	Centrex	2.20	23			4.268			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN(days)	ISDN	17.82	576	12.00	2	21.338	15.11450	0.3853	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN(days)	ISDN	2.11	635	3.56	6	5.702	2.33867	-0.6188	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN(days)	ISDN	9.00	2			5.657			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN(days)	ISDN	6.54	13			8.489			
Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN(days)	Res	7.92	86	18.00	1	7.574	7.61819	-1.3233	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN(days)	Res	32.45	11	0.00	0	52.376			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN(days)	Res	0.00	0						
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN(days)	Res	0.00	0						
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN(days)	Res	0.00	0						
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN(days)	Bus	8.29	17	0.00	0	7.712			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN(days)	Bus	33.33	3	0.00	0	19.655			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN(days)	Bus	0.00	0	0.00	0				YES

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A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN(days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN(days)
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN(days)
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN(days)
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN(days)
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN(days)
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN(days)
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN(days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN(days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN(days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN(days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN(days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN(days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN(days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN(days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN(days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN(days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN(days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN(days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN(days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN(days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN(days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN(days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN(days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN(days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN(days)

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/TN(%)
A.2.4.2	P-2	Business/TN(%)
A.2.4.3	P-2	Design (Specials)/TN(%)
A.2.4.4	P-2	PBX/TN(%)
A.2.4.5	P-2	Centrex/TN(%)
A.2.4.6	P-2	ISDN/TN(%)

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/TN(%)
A.2.5.2	P-2	Business/TN(%)
A.2.5.3	P-2	Design (Specials)/TN(%)
A.2.5.4	P-2	PBX/TN(%)
A.2.5.5	P-2	Centrex/TN(%)
A.2.5.6	P-2	ISDN/TN(%)

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/TN(hours)
A.2.7.2	P-2	Business/TN(hours)
A.2.7.3	P-2	Design (Specials)/TN(hours)
A.2.7.4	P-2	PBX/TN(hours)
A.2.7.5	P-2	Centrex/TN(hours)
A.2.7.6	P-2	ISDN/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/TN(hours)
A.2.8.2	P-2	Business/TN(hours)
A.2.8.3	P-2	Design (Specials)/TN(hours)
A.2.8.4	P-2	PBX/TN(hours)
A.2.8.5	P-2	Centrex/TN(hours)
A.2.8.6	P-2	ISDN/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/TN(%)
A.2.9.2	P-2	Business/TN(%)
A.2.9.3	P-2	Design (Specials)/TN(%)

Benchmark / Analog

Bus
Bus
Design
Design
Design
Design
Design
Design
PBX
PBX
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN
ISDN
ISDN

Res
Bus
Design
PBX
Centrex
ISDN

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
15.00	6	0.00	0	0.000			YES
0.00	0	0.00	0				YES
10.00	2	0.00	0	11.314			YES
0.00	0						
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0						
0.00	0						
2.00	2	0.00	0	0.000			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0						
0.00	0						
0.00	0						
71.79	14	0.00	0	59.371			YES
0.00	0	0.00	0				YES
56.40	5	0.00	0	111.601			YES
0.00	0						
0.00	0						
0.00	0						

0.28%	298,108	0.38%	8,895		0.00057	-1.6994	NO
0.60%	24,646	0.00%	246		0.00495	1.2130	YES
11.42%	911	50.00%	2		0.22511	-1.7140	NO
2.19%	137	0.00%	1		0.14688	0.1491	YES
0.98%	816						
6.22%	1,302	0.00%	2		0.17093	0.3640	YES

		0.00%	32				Diagnostic
		1.82%	55				Diagnostic
							Diagnostic
		0.00%	1				Diagnostic
		0.00%	1				Diagnostic
		12.50%	8				Diagnostic

		128.47	34				YES
		528.00	1				YES

							Diagnostic
		96.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		312.00	1				Diagnostic

		100.00%	34				YES
		100.00%	1				YES

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A.2.9.4	P-2	PBX/TN(%)
A.2.9.5	P-2	Centrex/TN(%)
A.2.9.6	P-2	ISDN/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

A.2.10.1	P-2	Residence/TN(%)
A.2.10.2	P-2	Business/TN(%)
A.2.10.3	P-2	Design (Specials)/TN(%)
A.2.10.4	P-2	PBX/TN(%)
A.2.10.5	P-2	Centrex/TN(%)
A.2.10.6	P-2	ISDN/TN(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN(%)

Benchmark / Analog

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN

BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Equity

							Diagnostic
		100.00%	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic

6.24%	15,245	4.62%	455		0.01151	1.4103	YES
0.05%	281,816	0.06%	9,819		0.00022	-0.5877	YES
4.00%	25						
1.35%	10,931	0.00%	72		0.01366	0.9908	YES
0.33%	13,493	0.00%	291		0.00342	0.9763	YES
10.87%	46	0.00%	1		0.31462	0.3455	YES
4.53%	839	0.00%	2		0.14721	0.3077	YES
0.00%	9						
50.00%	2						
9.68%	31						
1.09%	92	0.00%	2		0.07411	0.1467	YES
0.00%	11						
1.55%	323						
0.00%	450	0.00%	1		0.00000		YES
27.78%	18						
4.35%	23						
4.46%	605	50.00%	2		0.14625	-3.1137	NO
0.94%	641	0.00%	8		0.03426	0.2732	YES
0.00%	2						
0.00%	13						

8.08%	13,376	11.93%	352		0.01472	-2.6161	NO
2.99%	235,203	3.99%	8,502		0.00188	-5.2901	NO
5.26%	19						
0.00%	1						
2.37%	11,703	3.66%	82		0.01685	-0.7667	YES
4.22%	10,157	3.93%	229		0.01344	0.2184	YES
8.00%	50						
0.00%	1						
2.46%	771						
0.00%	11	0.00%	26		0.00000		YES
0.00%	30						
1.08%	93	0.00%	3		0.06050	0.1777	YES
50.00%	2						
0.00%	8						
0.58%	342						
0.66%	610	0.00%	2		0.05717	0.1147	YES
0.00%	8						
0.00%	21						
2.22%	676	0.00%	3		0.08523	0.2603	YES
0.58%	517	16.67%	6		0.03119	-5.1580	NO
0.00%	1						

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN(hours)
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.1.2.1	P-5	Residence/>>=10 circuits/Dispatch/TN(hours)
A.2.14.1.2.2	P-5	Residence/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN(hours)
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.2.2.1	P-5	Business/>>=10 circuits/Dispatch/TN(hours)
A.2.14.2.2.2	P-5	Business/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN(hours)
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.3.2.1	P-5	Design (Specials)/>>=10 circuits/Dispatch/TN(hours)
A.2.14.3.2.2	P-5	Design (Specials)/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN(hours)
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.4.2.1	P-5	PBX/>>=10 circuits/Dispatch/TN(hours)
A.2.14.4.2.2	P-5	PBX/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN(hours)
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.5.2.1	P-5	Centrex/>>=10 circuits/Dispatch/TN(hours)
A.2.14.5.2.2	P-5	Centrex/>>=10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN(hours)
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN(hours)
A.2.14.6.2.1	P-5	ISDN/>>=10 circuits/Dispatch/TN(hours)
A.2.14.6.2.2	P-5	ISDN/>>=10 circuits/Non-Dispatch/TN(hours)

Total Service Order Cycle Time - Mechanized	
A.2.17.1.1.1	P-10 Residence/<10 circuits/Dispatch/TN(days)
A.2.17.1.1.2	P-10 Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.17.1.2.1	P-10 Residence/>>=10 circuits/Dispatch/TN(days)
A.2.17.1.2.2	P-10 Residence/>>=10 circuits/Non-Dispatch/TN(days)
A.2.17.2.1.1	P-10 Business/<10 circuits/Dispatch/TN(days)
A.2.17.2.1.2	P-10 Business/<10 circuits/Non-Dispatch/TN(days)
A.2.17.2.2.1	P-10 Business/>>=10 circuits/Dispatch/TN(days)

Res
Res
Res
Res
Bus
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
PBX
Centre
Centre
Centre
Centre
ISDN
ISDN
ISDN
ISDN

1.62	13.391	0.32	390	9.887	0.50787	2.5581	YES
1.26	263.910	0.75	9.143	6.839	0.07275	7.0901	YES
3.30	22			13.803			
1.71	9.950	0.53	44	9.272	1.40091	0.8435	YES
1.80	12.555	0.69	124	11.947	1.07818	1.0247	YES
2.78	36	0.02	1	10.031	10.16966	0.2715	YES
157.58	656			862.494			
158.03	5			353.267			
0.02	1			0.000			
6.11	21			26.375			
1.59	83			6.127			
0.72	10			0.273			
2.43	273			11.033			
4.24	435			19.586			
0.49	12			0.726			
1.12	21			2.230			
4.34	387			14.868			
3.97	570			26.331			
158.17	1			0.000			
0.60	11			0.266			

		11.76	44				Diagnostic
		15.70	184				Diagnostic
							Diagnostic
							Diagnostic
		32.57	19				Diagnostic
		8.20	152				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		31.04	2				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		13.88	1				Diagnostic
							Diagnostic
							Diagnostic
		21.02	2				Diagnostic
		25.03	7				Diagnostic
							Diagnostic
							Diagnostic

		4.83	324				Diagnostic
		0.60	7,392				Diagnostic
							Diagnostic
							Diagnostic
		2.12	23				Diagnostic
		0.47	58				Diagnostic
							Diagnostic

A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN(days)
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)

A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN(days)
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)

A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)

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A.2.19.5.1.1	P-10	Centrex<10 circuits/Dispatch/TN(days)
A.2.19.5.1.2	P-10	Centrex<10 circuits/Non-Dispatch/TN(days)
A.2.19.5.2.1	P-10	Centrex>=10 circuits/Dispatch/TN(days)
A.2.19.5.2.2	P-10	Centrex>=10 circuits/Non-Dispatch/TN(days)
A.2.19.6.1.1	P-10	ISDN<10 circuits/Dispatch/TN(days)
A.2.19.6.1.2	P-10	ISDN<10 circuits/Non-Dispatch/TN(days)
A.2.19.6.2.1	P-10	ISDN>=10 circuits/Dispatch/TN(days)
A.2.19.6.2.2	P-10	ISDN>=10 circuits/Non-Dispatch/TN(days)

A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN(days)
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN(days)
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN(days)
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN(days)
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN(days)
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN(days)
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN(days)
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN(days)
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN(days)
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN(days)
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN(days)
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN(days)

A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN(days)
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN(days)
A.2.22.1.2.1	P-10	Residence/>>=10 circuits/Dispatch/TN(days)
A.2.22.1.2.2	P-10	Residence/>>=10 circuits/Non-Dispatch/TN(days)
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN(days)
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN(days)
A.2.22.2.2.1	P-10	Business/>>=10 circuits/Dispatch/TN(days)
A.2.22.2.2.2	P-10	Business/>>=10 circuits/Non-Dispatch/TN(days)
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN(days)
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN(days)
A.2.23.3.2.1	P-10	Design (Specials)/>>=10 circuits/Dispatch/TN(days)
A.2.23.3.2.2	P-10	Design (Specials)/>>=10 circuits/Non-Dispatch/TN(days)
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN(days)
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN(days)
A.2.22.4.2.1	P-10	PBX/>>=10 circuits/Dispatch/TN(days)
A.2.22.4.2.2	P-10	PBX/>>=10 circuits/Non-Dispatch/TN(days)
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN(days)
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN(days)
A.2.22.5.2.1	P-10	Centrex/>>=10 circuits/Dispatch/TN(days)
A.2.22.5.2.2	P-10	Centrex/>>=10 circuits/Non-Dispatch/TN(days)
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN(days)
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN(days)
A.2.22.6.2.1	P-10	ISDN/>>=10 circuits/Dispatch/TN(days)
A.2.22.6.2.2	P-10	ISDN/>>=10 circuits/Non-Dispatch/TN(days)

**Benchmark /
Analog**

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

[illegible][illegible][illegible][illegible][illegible]

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

A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN(%)
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN(%)
A.2.25.1.2.1	P-11	Residence/>>=10 circuits/Dispatch/TN(%)
A.2.25.1.2.2	P-11	Residence/>>=10 circuits/Non-Dispatch/TN(%)
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN(%)
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN(%)
A.2.25.2.2.1	P-11	Business/>>=10 circuits/Dispatch/TN(%)
A.2.25.2.2.2	P-11	Business/>>=10 circuits/Non-Dispatch/TN(%)
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN(%)
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN(%)
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN(%)
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN(%)

A.3.1.1.1	M&R-1	Residence/Dispatch/TN(%)
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN(%)
A.3.1.2.1	M&R-1	Business/Dispatch/TN(%)
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN(%)
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN(%)

Diagnostic		21.26%	414				Diagnostic
Diagnostic		79.73%	8,834				Diagnostic
Diagnostic		48.00%	50				Diagnostic
Diagnostic		90.83%	240				Diagnostic
Diagnostic		100.00%	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		50.00%	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic		0.00%	1				Diagnostic
Diagnostic		50.00%	2				Diagnostic
Diagnostic		33.33%	6				Diagnostic

>= 95%		90.54%	74			NO
>= 95%		97.33%	75			YES
>= 95%		90.91%	11			NO
>= 95%						
>= 95%		87.20%	125			NO
>= 95%		93.24%	74			NO
>= 95%		91.67%	12			NO
>= 95%		85.00%	20			NO
>= 95%		97.96%	49			YES
>= 95%		96.05%	76			YES
>= 95%						
>= 95%		70.00%	10			NO

Res	4.88%	38,453	3.22%	807		0.00766	2.1623	YES
Res	1.11%	20,943	0.43%	231		0.00694	0.9794	YES
Bus	3.99%	5,745	2.22%	90		0.02078	0.8487	YES
Bus	2.01%	2,589	0.00%	48		0.02044	0.9828	YES
Design	0.61%	488	0.00%	11		0.02383	0.2580	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN(%)	0.75%	671	0.00%	5		0.03860	0.1930	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN(%)	4.41%	68	0.00%	1		0.20686	0.2133	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN(%)	0.00%	67	0.00%	1		0.00000		YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN(%)	9.89%	435	0.00%	7		0.11371	0.8693	YES
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN(%)	1.45%	275	0.00%	4		0.06030	0.2412	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN(%)	10.19%	314	0.00%	8		0.10831	0.9409	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN(%)	2.36%	423	0.00%	3		0.08803	0.2686	YES
Customer Trouble Report Rate										
A.3.2.1.1	M&R-2	Residence/Dispatch/TN(%)	1.98%	1,939,551	2.43%	33,219		0.00078	-5.7341	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN(%)	1.08%	1,939,551	0.70%	33,219		0.00057	6.6853	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN(%)	1.27%	451,676	1.09%	8,280		0.00125	1.4789	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN(%)	0.57%	451,676	0.58%	8,280		0.00084	-0.0776	YES
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN(%)	0.63%	77,765	1.74%	634		0.00316	-3.5059	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN(%)	0.86%	77,765	0.79%	634		0.00370	0.2004	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN(%)	0.09%	74,139	0.09%	1,091		0.00092	0.0007	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN(%)	0.09%	74,139	0.09%	1,091		0.00092	-0.0141	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN(%)	0.56%	77,941	2.92%	240		0.00483	-4.8834	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN(%)	0.35%	77,941	1.67%	240		0.00384	-3.4213	NO
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN(%)	0.17%	184,181	0.63%	1,274		0.00116	-3.9409	NO
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN(%)	0.23%	184,181	0.24%	1,274		0.00135	-0.0431	YES
Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN(hours)	24.96	38,453	21.34	807	22.080	0.78537	4.6170	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN(hours)	10.30	20,943	4.11	231	19.491	1.28945	4.7995	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN(hours)	9.26	5,745	9.76	90	16.214	1.72243	-0.2917	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN(hours)	3.72	2,589	1.78	48	14.150	2.06120	0.9409	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN(hours)	5.20	488	3.94	11	5.690	1.73485	0.7284	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN(hours)	2.93	671	5.31	5	9.695	4.35201	-0.5482	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN(hours)	5.22	68	2.02	1	5.063	5.10030	0.6276	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN(hours)	2.95	67	1.13	1	3.856	3.88454	0.4683	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN(hours)	9.25	435	3.42	7	14.291	5.44491	1.0701	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN(hours)	3.59	275	2.58	4	7.638	3.84644	0.2640	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN(hours)	11.01	314	4.34	8	17.098	6.12173	1.0901	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN(hours)	3.80	423	1.94	3	12.074	6.99538	0.2651	YES
% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN(%)	18.48%	38,453	12.64%	807		0.01381	4.2337	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN(%)	14.54%	20,943	9.52%	231		0.02332	2.1508	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN(%)	13.37%	5,745	16.67%	90		0.03615	-0.9124	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN(%)	11.66%	2,589	27.08%	48		0.04676	-3.2974	NO
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN(%)	23.77%	488	9.09%	11		0.12979	1.1311	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN(%)	24.59%	671	0.00%	5		0.19330	1.2722	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN(%)	14.71%	68	100.00%	1		0.35676	-2.3908	NO
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN(%)	10.45%	67	0.00%	1		0.30815	0.3390	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN(%)	14.48%	435	85.71%	7		0.13408	-5.3125	NO
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN(%)	10.91%	275	0.00%	4		0.15701	0.6948	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN(%)	20.06%	314	12.50%	8		0.14338	0.5275	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN(%)	16.55%	423	0.00%	3		0.21531	0.7686	YES
Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN(%)	34.66%	23,835	29.21%	647		0.01896	2.8729	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN(%)	19.52%	6,614	6.48%	108		0.03845	3.3909	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN(%)	5.07%	3,214	3.77%	53		0.03039	0.4272	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN(%)	2.33%	903	0.00%	33		0.02671	0.8706	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN(%)	0.61%	488	0.00%	11		0.02383	0.2580	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN(%)	0.75%	671	0.00%	5		0.03860	0.1930	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN(%)	1.69%	59	0.00%	0				YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN(%)	0.00%	53	0.00%	0				YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN(%)	7.35%	245	0.00%	7		0.10001	0.7346	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN(%)	1.29%	155	0.00%	2		0.08032	0.1607	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN(%)	10.19%	314	0.00%	8		0.10831	0.9409	YES

BellSouth Monthly State Summary
Tennessee, January 2002

Tennessee, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5 ISDN/Non-Dispatch/TN(%)		ISDN	2.37%	422	0.00%	3		0.08813	0.2689	YES
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1 TN(%)		BST - State	99.08%	\$196,526,931	98.55%	\$1,866,170		0.00007	75.8442	NO
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2 Region(business days)		BST - Region	4.87	1	3.96	1,863				YES

BellSouth Monthly State Summary
Tennessee, January 2002

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B.1.1.1.1	O-7	Switch Ports/TN(%)
B.1.1.1.2	O-7	Local Interoffice Transport/TN(%)
B.1.1.1.3	O-7	Loop + Port Combinations/TN(%)
B.1.1.1.4	O-7	Combo Other/TN(%)
B.1.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.1.1.7	O-7	Line Sharing/TN(%)
B.1.1.1.8	O-7	2W Analog Loop Design/TN(%)
B.1.1.1.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.1.1.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.1.1.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.1.1.14	O-7	Other Design/TN(%)
B.1.1.1.15	O-7	Other Non-Design/TN(%)
B.1.1.1.16	O-7	INP Standalone/TN(%)
B.1.1.1.17	O-13	LNP Standalone/TN(%)

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		17.30%	4,271				Diagnostic
							Diagnostic
		18.64%	59				Diagnostic
		5.88%	34				Diagnostic
		13.10%	84				Diagnostic
		16.92%	526				Diagnostic
		0.00%	5				Diagnostic
							Diagnostic
							Diagnostic
		52.63%	19				Diagnostic
							Diagnostic
		22.47%	89				Diagnostic
		23.66%	131				Diagnostic
							Diagnostic
		13.54%	96				Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7	Switch Ports/TN(%)
B.1.2.2	O-7	Local Interoffice Transport/TN(%)
B.1.2.3	O-7	Loop + Port Combinations/TN(%)
B.1.2.4	O-7	Combo Other/TN(%)
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.2.7	O-7	Line Sharing/TN(%)
B.1.2.8	O-7	2W Analog Loop Design/TN(%)
B.1.2.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.2.14	O-7	Other Design/TN(%)
B.1.2.15	O-7	Other Non-Design/TN(%)
B.1.2.16	O-7	INP Standalone/TN(%)
B.1.2.17	O-13	LNP Standalone/TN(%)

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		29.06%	1,824				Diagnostic
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		0.00%	2				Diagnostic
		15.38%	13				Diagnostic
		12.50%	24				Diagnostic
		15.22%	138				Diagnostic
		100.00%	2				Diagnostic
							Diagnostic
							Diagnostic
		28.47%	144				Diagnostic
							Diagnostic
		18.33%	60				Diagnostic
		38.81%	67				Diagnostic
							Diagnostic
		29.52%	105				Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7	Switch Ports/TN(%)
B.1.3.2	O-7	Local Interoffice Transport/TN(%)
B.1.3.3	O-7	Loop + Port Combinations/TN(%)
B.1.3.4	O-7	Combo Other/TN(%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN(%)
B.1.3.7	O-7	Line Sharing/TN(%)
B.1.3.8	O-7	2W Analog Loop Design/TN(%)
B.1.3.9	O-7	2W Analog Loop Non-Design/TN(%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN(%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN(%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN(%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.3.14	O-7	Other Design/TN(%)
B.1.3.15	O-7	Other Non-Design/TN(%)
B.1.3.16	O-7	INP Standalone/TN(%)
B.1.3.17	O-13	LNP Standalone/TN(%)

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		25.00%	4				Diagnostic
		45.60%	182				Diagnostic
							Diagnostic
		13.19%	91				Diagnostic
		25.23%	107				Diagnostic
		24.14%	58				Diagnostic
		35.47%	172				Diagnostic
		27.73%	220				Diagnostic
		0.00%	2				Diagnostic
		53.85%	13				Diagnostic
		31.31%	99				Diagnostic
		37.50%	24				Diagnostic
		19.84%	247				Diagnostic
		33.41%	895				Diagnostic
		37.50%	24				Diagnostic
		26.15%	436				Diagnostic

Reject Interval - Mechanized

**Benchmark /
Analog**

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		96.35%	740				NO
		90.91%	11				NO
		100.00%	2				YES
		18.18%	11				NO
		93.26%	89				NO
		100.00%	10				YES
		90.00%	20				NO
		81.25%	32				NO
		100.00%	13				YES

[illegible]

		99.06%	532				YES
		100.00%	2				YES
		100.00%	3				YES
		90.91%	22				YES
		50.00%	2				NO
		73.17%	41				NO
		100.00%	11				YES
		96.15%	26				YES
		96.77%	31				YES

[illegible]

		100.00%	1				YES
		96.47%	85				YES
		100.00%	12				YES
		96.30%	27				YES
		100.00%	14				YES
		100.00%	62				YES
		100.00%	61				YES
		100.00%	7				YES
		100.00%	31				YES
		100.00%	9				YES
		97.96%	49				YES
		99.67%	299				YES
		100.00%	9				YES
		99.12%	114				YES

>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs

		99.94%	3,544				YES
		97.92%	48				YES

BellSouth Monthly State Summary Tennessee, January 2002

B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.9.7	O-9	Line Sharing/TN(%)
B.1.9.8	O-9	2W Analog Loop Design/TN(%)
B.1.9.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.9.14	O-9	Other Design/TN(%)
B.1.9.15	O-9	Other Non-Design/TN(%)
B.1.9.16	O-9	INP Standalone/TN(%)
B.1.9.17	O-15	LNP Standalone/TN(%)

FOC Timeliness - Partially Mechanized - 10 hours

B.1.12.1	O-9	Switch Ports/TN(%)
B.1.12.2	O-9	Local Interoffice Transport/TN(%)
B.1.12.3	O-9	Loop + Port Combinations/TN(%)
B.1.12.4	O-9	Combo Other/TN(%)
B.1.12.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.12.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.12.7	O-9	Line Sharing/TN(%)
B.1.12.8	O-9	2W Analog Loop Design/TN(%)
B.1.12.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.12.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.12.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.12.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.12.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.12.14	O-9	Other Design/TN(%)
B.1.12.15	O-9	Other Non-Design/TN(%)
B.1.12.16	O-9	INP Standalone/TN(%)
B.1.12.17	O-15	LNP Standalone/TN(%)

FOC Timeliness - Non-Mechanized

B.1.13.1	O-9	Switch Ports/TN(%)
B.1.13.2	O-9	Local Interoffice Transport/TN(%)
B.1.13.3	O-9	Loop + Port Combinations/TN(%)
B.1.13.4	O-9	Combo Other/TN(%)
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN(%)
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN(%)
B.1.13.7	O-9	Line Sharing/TN(%)
B.1.13.8	O-9	2W Analog Loop Design/TN(%)
B.1.13.9	O-9	2W Analog Loop Non-Design/TN(%)
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN(%)
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN(%)
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN(%)
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN(%)
B.1.13.14	O-9	Other Design/TN(%)
B.1.13.15	O-9	Other Non-Design/TN(%)
B.1.13.16	O-9	INP Standalone/TN(%)
B.1.13.17	O-15	LNP Standalone/TN(%)

FOC & Reject Response Completeness - Mechanized

B.1.14.1.1	O-11	Switch Ports/EDI/TN(%)
B.1.14.1.2	O-11	Switch Ports/TAG/TN(%)
B.1.14.2.1	O-11	Local Interoffice Transport/EDI/TN(%)
B.1.14.2.2	O-11	Local Interoffice Transport/TAG/TN(%)
B.1.14.3.1	O-11	Loop + Port Combinations/EDI/TN(%)
B.1.14.3.2	O-11	Loop + Port Combinations/TAG/TN(%)
B.1.14.4.1	O-11	Combo Other/EDI/TN(%)
B.1.14.4.2	O-11	Combo Other/TAG/TN(%)
B.1.14.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)
B.1.14.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)

Benchmark / Analog

>= 95% w in 3 hrs
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	32				YES
		98.77%	81				YES
		100.00%	439				YES
		100.00%	5				YES
		100.00%	11				YES
		100.00%	70				YES
		98.10%	105				YES
		98.82%	85				YES

		95.77%	1,443				YES
		100.00%	2				YES
		100.00%	12				YES
		95.83%	24				YES
		98.33%	120				YES
		100.00%	1				YES
		89.19%	111				YES
		98.00%	50				YES
		97.62%	42				YES
		96.00%	75				YES

		100.00%	1				YES
		98.73%	79				YES
		100.00%	78				YES
		100.00%	66				YES
		100.00%	41				YES
		100.00%	105				YES
		100.00%	139				YES
		100.00%	2				YES
		100.00%	7				YES
		100.00%	69				YES
		100.00%	14				YES
		100.00%	197				YES
		99.65%	566				YES
		100.00%	13				YES
		100.00%	303				YES

		100.00%	375				YES
		100.00%	3,896				YES
		100.00%	43				YES
		100.00%	16				YES

BellSouth Monthly State Summary
Tennessee, January 2002

B.1.14.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)	>= 95%
B.1.14.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)	>= 95%
B.1.14.7.1	O-11	Line Sharing/EDI/TN(%)	>= 95%
B.1.14.7.2	O-11	Line Sharing/TAG/TN(%)	>= 95%
B.1.14.8.1	O-11	2W Analog Loop Design/EDI/TN(%)	>= 95%
B.1.14.8.2	O-11	2W Analog Loop Design/TAG/TN(%)	>= 95%
B.1.14.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)	>= 95%
B.1.14.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)	>= 95%
B.1.14.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN(%)	>= 95%
B.1.14.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)	>= 95%
B.1.14.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN(%)	>= 95%
B.1.14.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)	>= 95%
B.1.14.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)	>= 95%
B.1.14.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)	>= 95%
B.1.14.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)	>= 95%
B.1.14.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)	>= 95%
B.1.14.14.1	O-11	Other Design/EDI/TN(%)	>= 95%
B.1.14.14.2	O-11	Other Design/TAG/TN(%)	>= 95%
B.1.14.15.1	O-11	Other Non-Design/EDI/TN(%)	>= 95%
B.1.14.15.2	O-11	Other Non-Design/TAG/TN(%)	>= 95%
B.1.14.16.1	O-11	INP Standalone/EDI/TN(%)	>= 95%
B.1.14.16.2	O-11	INP Standalone/TAG/TN(%)	>= 95%
B.1.14.17.1	O-11	LNP Standalone/EDI/TN(%)	>= 95%
B.1.14.17.2	O-11	LNP Standalone/TAG/TN(%)	>= 95%

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1.1	O-11	Switch Ports/EDI/TN(%)	>= 95%
B.1.15.1.2	O-11	Switch Ports/TAG/TN(%)	>= 95%
B.1.15.2.1	O-11	Local Interoffice Transport/EDI/TN(%)	>= 95%
B.1.15.2.2	O-11	Local Interoffice Transport/TAG/TN(%)	>= 95%
B.1.15.3.1	O-11	Loop + Port Combinations/EDI/TN(%)	>= 95%
B.1.15.3.2	O-11	Loop + Port Combinations/TAG/TN(%)	>= 95%
B.1.15.4.1	O-11	Combo Other/EDI/TN(%)	>= 95%
B.1.15.4.2	O-11	Combo Other/TAG/TN(%)	>= 95%
B.1.15.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)	>= 95%
B.1.15.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)	>= 95%
B.1.15.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)	>= 95%
B.1.15.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)	>= 95%
B.1.15.7.1	O-11	Line Sharing/EDI/TN(%)	>= 95%
B.1.15.7.2	O-11	Line Sharing/TAG/TN(%)	>= 95%
B.1.15.8.1	O-11	2W Analog Loop Design/EDI/TN(%)	>= 95%
B.1.15.8.2	O-11	2W Analog Loop Design/TAG/TN(%)	>= 95%
B.1.15.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)	>= 95%
B.1.15.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)	>= 95%
B.1.15.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN(%)	>= 95%
B.1.15.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)	>= 95%
B.1.15.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN(%)	>= 95%
B.1.15.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)	>= 95%
B.1.15.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)	>= 95%
B.1.15.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)	>= 95%
B.1.15.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)	>= 95%
B.1.15.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)	>= 95%
B.1.15.14.1	O-11	Other Design/EDI/TN(%)	>= 95%
B.1.15.14.2	O-11	Other Design/TAG/TN(%)	>= 95%
B.1.15.15.1	O-11	Other Non-Design/EDI/TN(%)	>= 95%
B.1.15.15.2	O-11	Other Non-Design/TAG/TN(%)	>= 95%
B.1.15.16.1	O-11	INP Standalone/EDI/TN(%)	>= 95%
B.1.15.16.2	O-11	INP Standalone/TAG/TN(%)	>= 95%
B.1.15.17.1	O-11	LNP Standalone/EDI/TN(%)	>= 95%
B.1.15.17.2	O-11	LNP Standalone/TAG/TN(%)	>= 95%

Benchmark /
Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		100.00%	33				YES
		100.00%	1				YES
		100.00%	2				YES
		100.00%	82				YES
		99.19%	495				YES
		100.00%	31				YES
		100.00%	5				YES
		100.00%	14				YES
		100.00%	5				YES
		100.00%	74				YES
		100.00%	15				YES
		100.00%	6				YES
		100.00%	125				YES
		100.00%	53				YES
		100.00%	43				YES

		100.00%	241				YES
		99.94%	1,583				YES
		100.00%	2				YES
		100.00%	13				YES
		100.00%	2				YES
		100.00%	22				YES
		100.00%	125				YES
		100.00%	13				YES
		100.00%	2				YES
		100.00%	125				YES
		100.00%	19				YES
		100.00%	58				YES
		100.00%	2				YES
		92.86%	14				NO
		100.00%	53				YES
		100.00%	82				YES
		100.00%	23				YES

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Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/TN(%)	>= 95%
B.1.16.2	O-11	Local Interoffice Transport/TN(%)	>= 95%
B.1.16.3	O-11	Loop + Port Combinations/TN(%)	>= 95%
B.1.16.4	O-11	Combo Other/TN(%)	>= 95%
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%
B.1.16.7	O-11	Line Sharing/TN(%)	>= 95%
B.1.16.8	O-11	2W Analog Loop Design/TN(%)	>= 95%
B.1.16.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%
B.1.16.14	O-11	Other Design/TN(%)	>= 95%
B.1.16.15	O-11	Other Non-Design/TN(%)	>= 95%
B.1.16.16	O-11	INP Standalone/TN(%)	>= 95%
B.1.16.17	O-11	LNP Standalone/TN(%)	>= 95%

		75.00%	4				NO
		90.66%	182				NO
		98.90%	91				YES
		87.85%	107				NO
		96.55%	58				YES
		97.09%	172				YES
		91.36%	220				NO
		100.00%	2				YES
		100.00%	13				YES
		98.99%	99				YES
		95.83%	24				YES
		95.55%	247				YES
		96.87%	895				YES
		91.67%	24				NO
		97.94%	436				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	Switch Ports/EDI/TN(%)	>= 95%
B.1.17.1.2	O-11	Switch Ports/TAG/TN(%)	>= 95%
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/TN(%)	>= 95%
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/TN(%)	>= 95%
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/TN(%)	>= 95%
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/TN(%)	>= 95%
B.1.17.4.1	O-11	Combo Other/EDI/TN(%)	>= 95%
B.1.17.4.2	O-11	Combo Other/TAG/TN(%)	>= 95%
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)	>= 95%
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)	>= 95%
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)	>= 95%
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)	>= 95%
B.1.17.7.1	O-11	Line Sharing/EDI/TN(%)	>= 95%
B.1.17.7.2	O-11	Line Sharing/TAG/TN(%)	>= 95%
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/TN(%)	>= 95%
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/TN(%)	>= 95%
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)	>= 95%
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)	>= 95%
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN(%)	>= 95%
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)	>= 95%
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN(%)	>= 95%
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)	>= 95%
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)	>= 95%
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)	>= 95%
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)	>= 95%
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)	>= 95%
B.1.17.14.1	O-11	Other Design/EDI/TN(%)	>= 95%
B.1.17.14.2	O-11	Other Design/TAG/TN(%)	>= 95%
B.1.17.15.1	O-11	Other Non-Design/EDI/TN(%)	>= 95%
B.1.17.15.2	O-11	Other Non-Design/TAG/TN(%)	>= 95%
B.1.17.16.1	O-11	INP Standalone/EDI/TN(%)	>= 95%
B.1.17.16.2	O-11	INP Standalone/TAG/TN(%)	>= 95%
B.1.17.17.1	O-11	LNP Standalone/EDI/TN(%)	>= 95%
B.1.17.17.2	O-11	LNP Standalone/TAG/TN(%)	>= 95%

		86.67%	375				NO
		86.52%	3,896				NO
		100.00%	43				YES
		100.00%	16				YES
		93.94%	33				NO
		100.00%	1				YES
		50.00%	2				NO
		91.46%	82				NO
		83.71%	491				NO
		74.19%	31				NO
		100.00%	5				YES
		100.00%	14				YES
		100.00%	5				YES
		78.38%	74				NO
		86.67%	15				NO
		66.67%	6				NO
		76.80%	125				NO
		98.11%	53				YES
		100.00%	43				YES

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

B.1.18.1.1	O-11	Switch Ports/EDI/TN(%)	>= 95%
B.1.18.1.2	O-11	Switch Ports/TAG/TN(%)	>= 95%
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/TN(%)	>= 95%
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/TN(%)	>= 95%
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/TN(%)	>= 95%

		88.38%	241				NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/TN(%)	>= 95%		89.00%	1,582				NO
B.1.18.4.1	O-11	Combo Other/EDI/TN(%)	>= 95%							
B.1.18.4.2	O-11	Combo Other/TAG/TN(%)	>= 95%							
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/TN(%)	>= 95%		100.00%	2				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/TN(%)	>= 95%							
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/TN(%)	>= 95%		92.31%	13				NO
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/TN(%)	>= 95%							
B.1.18.7.1	O-11	Line Sharing/EDI/TN(%)	>= 95%		100.00%	2				YES
B.1.18.7.2	O-11	Line Sharing/TAG/TN(%)	>= 95%		95.45%	22				YES
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/TN(%)	>= 95%		97.60%	125				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/TN(%)	>= 95%		84.62%	13				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/TN(%)	>= 95%							
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/TN(%)	>= 95%		50.00%	2				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/TN(%)	>= 95%							
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/TN(%)	>= 95%							
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/TN(%)	>= 95%							
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/TN(%)	>= 95%							
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/TN(%)	>= 95%		100.00%	125				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/TN(%)	>= 95%		94.74%	19				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/TN(%)	>= 95%							
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/TN(%)	>= 95%							
B.1.18.14.1	O-11	Other Design/EDI/TN(%)	>= 95%		98.28%	58				YES
B.1.18.14.2	O-11	Other Design/TAG/TN(%)	>= 95%		100.00%	2				YES
B.1.18.15.1	O-11	Other Non-Design/EDI/TN(%)	>= 95%		84.62%	13				NO
B.1.18.15.2	O-11	Other Non-Design/TAG/TN(%)	>= 95%		90.57%	53				NO
B.1.18.16.1	O-11	INP Standalone/EDI/TN(%)	>= 95%							
B.1.18.16.2	O-11	INP Standalone/TAG/TN(%)	>= 95%							
B.1.18.17.1	O-11	LNP Standalone/EDI/TN(%)	>= 95%		98.78%	82				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/TN(%)	>= 95%		100.00%	23				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/TN(%)	>= 95%							
B.1.19.2	O-11	Local Interoffice Transport/TN(%)	>= 95%		66.67%	3				NO
B.1.19.3	O-11	Loop + Port Combinations/TN(%)	>= 95%		92.12%	165				NO
B.1.19.4	O-11	Combo Other/TN(%)	>= 95%							
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95%		96.67%	90				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN(%)	>= 95%		97.87%	94				YES
B.1.19.7	O-11	Line Sharing/TN(%)	>= 95%		96.43%	56				YES
B.1.19.8	O-11	2W Analog Loop Design/TN(%)	>= 95%		91.02%	167				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN(%)	>= 95%		99.50%	201				YES
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN(%)	>= 95%		50.00%	2				NO
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN(%)	>= 95%		76.92%	13				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN(%)	>= 95%		84.69%	98				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN(%)	>= 95%		86.96%	23				NO
B.1.19.14	O-11	Other Design/TN(%)	>= 95%		91.95%	236				NO
B.1.19.15	O-11	Other Non-Design/TN(%)	>= 95%		97.00%	867				YES
B.1.19.16	O-11	INP Standalone/TN(%)	>= 95%		100.00%	22				YES
B.1.19.17	O-11	LNP Standalone/TN(%)	>= 95%		95.08%	427				YES

Unbundled Network Elements - Provisioning

Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN(days)	R&B (POTS)	4.47	24,100			6.535		
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.84	285,934			1.352		
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	8.11	59			10.732		
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)							
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)	DS1/DS3	15.68	868	6.67	2	12.541	8.87792	1.0153
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)	DS1/DS3							
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)	DS1/DS3							
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)	DS1/DS3							
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)	R&B	4.47	24,437	2.78	166	6.606	0.51444	3.2781

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)	R&B	0.84	286,927	0.52	3,235	1.356	0.02397	13.6223	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(days)	R&B	0.33	155,316	0.33	2,495	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN(days)	R&B	1.45	131,611	1.15	740	1.824	0.06723	4.4579	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)	R&B	10.50	76	9.00	2	11.529	8.25853	0.1822	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)	R&B	1.91	34	0.33	1	3.566	3.61772	0.4368	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(days)	R&B	0.33	15	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(days)	R&B	3.16	19			4.425			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN(days)	R&B&D - Disp	5.43	25,858	12.08	12	9.895	2.85710	-2.3272	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN(days)	R&B&D - Disp	5.43	25,858			13.041			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN(days)	R&B&D - Disp	11.04	80			11.828			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN(days)	R&B&D - Disp	11.04	80			8.489			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN(days)	ISDN - BRI	13.47	337	9.64	37	9.277	1.60671	2.3838	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN(days)	ISDN - BRI	1.26	496			4.346			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN(days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN(days)	ADSL to Retail	4.25	1,419	4.00	1	2.662	2.66264	0.0939	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN(days)	ADSL to Retail	3.78	2,146	3.19	19	0.876	0.20190	2.9222	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN(days)	ADSL to Retail	4.33	3			1.528			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	4.47	24,437	4.61	102	6.606	0.65542	-0.2086	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	4.47	24,437			1.356			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	10.50	76			11.529			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	10.50	76			3.566			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	4.47	24,100	3.44	3	6.535	3.77300	0.2730	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	1.45	131,189			1.824			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	8.11	59			10.732			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or					4.425			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	4.47	24,437			6.606			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	4.47	24,437			1.356			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	10.50	76			11.529			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	10.50	76			3.566			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	4.47	24,100			6.535			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	1.45	131,189			1.824			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	8.11	59			10.732			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or					4.425			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)	R&B - Disp	4.47	24,437	5.10	62	6.606	0.83998	-0.7448	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)	R&B - Disp	4.47	24,437			1.356			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(days)	R&B - Disp	10.50	76			11.529			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(days)	R&B - Disp	10.50	76			3.566			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	4.47	24,100	4.25	4	6.535	3.26758	0.0684	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or	1.45	131,189	6.00	1	1.824	1.82373	-2.4952	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(days)	R&B (POTS) excl SB Or	8.11	59			10.732			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(days)	R&B (POTS) excl SB Or					4.425			
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN(days)	Design	22.00	1,421	4.00	3	27.231	15.73854	1.1434	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN(days)	Design	6.80	188			13.041			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN(days)	Design	21.25	4			14.660			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN(days)	Design	6.54	13			8.489			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN(days)	R&B	4.47	24,437			6.606			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)	R&B	0.84	286,927	0.33	2	1.356	0.95868	0.5368	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN(days)	R&B	10.50	76			11.529			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN(days)	R&B	1.91	34			3.566			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	4.47	24,100			6.535			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.84	285,934	0.33	1	1.352	1.35195	0.3799	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN(days)	R&B (POTS)	8.11	59			10.732			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)	R&B (POTS)								
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN(days)	R&B (POTS)	4.47	24,100	0.33	2	6.535	4.62087	0.8967	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)	R&B (POTS)	0.84	285,934	0.49	359	1.352	0.07140	4.9642	YES

Benchmark / Analog
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop ≥ DS1
Digital Loop ≥ DS1
Digital Loop ≥ DS1
Digital Loop ≥ DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
8.11	59	0.33	2	10.732			
7.12	1,913	7.22	74	8.011	0.94905	-0.1065	YES
3.50	2,893			4.538			
4.33	3			1.528			
27.01	306	9.54	87	40.996	4.98100	3.5076	YES
4.96	150			8.421			
9.00	2			5.657			
6.54	13			8.489			

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/TN(days)
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN(days)

14 days
7 days

		4.68	38				YES
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B.2.3.1.1.1	P-1	Switch Ports<10 circuits/Facility/TN(days)
B.2.3.1.1.2	P-1	Switch Ports<10 circuits/Equipment/TN(days)
B.2.3.1.1.3	P-1	Switch Ports<10 circuits/Other/TN(days)
B.2.3.1.2.1	P-1	Switch Ports>=10 circuits/Facility/TN(days)
B.2.3.1.2.2	P-1	Switch Ports>=10 circuits/Equipment/TN(days)
B.2.3.1.2.3	P-1	Switch Ports>=10 circuits/Other/TN(days)
B.2.3.2.1.1	P-1	Local Interoffice Transport<10 circuits/Facility/TN(days)
B.2.3.2.1.2	P-1	Local Interoffice Transport<10 circuits/Equipment/TN(days)
B.2.3.2.1.3	P-1	Local Interoffice Transport<10 circuits/Other/TN(days)
B.2.3.2.2.1	P-1	Local Interoffice Transport>=10 circuits/Facility/TN(days)
B.2.3.2.2.2	P-1	Local Interoffice Transport>=10 circuits/Equipment/TN(days)
B.2.3.2.2.3	P-1	Local Interoffice Transport>=10 circuits/Other/TN(days)
B.2.3.3.1.1	P-1	Loop + Port Combinations<10 circuits/Facility/TN(days)
B.2.3.3.1.2	P-1	Loop + Port Combinations<10 circuits/Equipment/TN(days)
B.2.3.3.1.3	P-1	Loop + Port Combinations<10 circuits/Other/TN(days)
B.2.3.3.2.1	P-1	Loop + Port Combinations>=10 circuits/Facility/TN(days)
B.2.3.3.2.2	P-1	Loop + Port Combinations>=10 circuits/Equipment/TN(days)
B.2.3.3.2.3	P-1	Loop + Port Combinations>=10 circuits/Other/TN(days)
B.2.3.4.1.1	P-1	Combo Other<10 circuits/Facility/TN(days)
B.2.3.4.1.2	P-1	Combo Other<10 circuits/Equipment/TN(days)
B.2.3.4.1.3	P-1	Combo Other<10 circuits/Other/TN(days)
B.2.3.4.2.1	P-1	Combo Other>=10 circuits/Facility/TN(days)
B.2.3.4.2.2	P-1	Combo Other>=10 circuits/Equipment/TN(days)
B.2.3.4.2.3	P-1	Combo Other>=10 circuits/Other/TN(days)
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Facility/TN(days)
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Equipment/TN(days)
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)<10 circuits/Other/TN(days)
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Facility/TN(days)
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Equipment/TN(days)
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)>=10 circuits/Other/TN(days)
B.2.3.6.1.1	P-1	UNE ISDN<10 circuits/Facility/TN(days)
B.2.3.6.1.2	P-1	UNE ISDN<10 circuits/Equipment/TN(days)
B.2.3.6.1.3	P-1	UNE ISDN<10 circuits/Other/TN(days)
B.2.3.6.2.1	P-1	UNE ISDN>=10 circuits/Facility/TN(days)
B.2.3.6.2.2	P-1	UNE ISDN>=10 circuits/Equipment/TN(days)
B.2.3.6.2.3	P-1	UNE ISDN>=10 circuits/Other/TN(days)
B.2.3.7.1.1	P-1	Line Sharing<10 circuits/Facility/TN(days)
B.2.3.7.1.2	P-1	Line Sharing<10 circuits/Equipment/TN(days)
B.2.3.7.1.3	P-1	Line Sharing<10 circuits/Other/TN(days)
B.2.3.7.2.1	P-1	Line Sharing>=10 circuits/Facility/TN(days)
B.2.3.7.2.2	P-1	Line Sharing>=10 circuits/Equipment/TN(days)
B.2.3.7.2.3	P-1	Line Sharing>=10 circuits/Other/TN(days)
B.2.3.8.1.1	P-1	2W Analog Loop Design<10 circuits/Facility/TN(days)
B.2.3.8.1.2	P-1	2W Analog Loop Design<10 circuits/Equipment/TN(days)
B.2.3.8.1.3	P-1	2W Analog Loop Design<10 circuits/Other/TN(days)

R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
R&B
R&B
R&B
R&B
R&B
R&B
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp

7.98	103			7.560			
0.00	0						
32.64	14			46.581			
0.00	0						
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
39.00	2	0.00	0	35.355			YES
7.87	105	0.00	0	7.532			YES
0.00	0	0.00	0				YES
32.64	14	0.00	0	46.581			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
15.37	125	0.00	0	28.708			YES
0.00	0	0.00	0				YES
35.10	20	0.00	0	65.409			YES
0.00	0						
0.00	0						
0.00	0						
12.75	12	0.00	0	14.710			YES
0.00	0	0.00	0				YES
1.50	2	0.00	0	0.707			YES
0.00	0						
0.00	0						
0.00	0						
71.79	14	0.00	0	59.371			YES
0.00	0	0.00	0				YES
68.25	4	0.00	0	125.181			YES
12.75	12	0.00	0	14.710			YES
0.00	0	0.00	0				YES
1.50	2	0.00	0	0.707			YES
0.00	0						
0.00	0						
0.00	0						
7.87	105	0.00	0	7.532			YES
0.00	0	0.00	0				YES
32.64	14	0.00	0	46.581			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0	0.00	0			YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0			YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN(days)	R&B - Disp	0.00	0	0.00	0			YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	7.98	103	0.00	0	7.560		YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	32.64	14	0.00	0	46.581		YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN(days)	R&B - Disp	7.87	105	0.00	0	7.532		YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0			YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN(days)	R&B - Disp	32.64	14	0.00	0	46.581		YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0					
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0					
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN(days)	R&B - Disp	0.00	0					
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	7.98	103			7.560		
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	32.64	14			46.581		
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN(days)	R&B - Disp	7.87	105	0.00	0	7.532		YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0	0.00	0			YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN(days)	R&B - Disp	32.64	14	0.00	0	46.581		YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN(days)	R&B - Disp	0.00	0					
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN(days)	R&B - Disp	0.00	0					
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN(days)	R&B - Disp	0.00	0					
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	7.98	103	0.00	0	7.560		YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0			YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	32.64	14	0.00	0	46.581		YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN(days)	R&B (POTS) excl SB Or	0.00	0					
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN(days)	Design	54.75	20	0.00	0	55.898		YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN(days)	Design	0.00	0	0.00	0			YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN(days)	Design	43.14	7	0.00	0	94.006		YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN(days)	Design	0.00	0					
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN(days)	Design	0.00	0					
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN(days)	Design	0.00	0					
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN(days)	R&B	7.87	105	0.00	0	7.532		YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN(days)	R&B	0.00	0	0.00	0			YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN(days)	R&B	32.64	14	0.00	0	46.581		YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN(days)	R&B	0.00	0					
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN(days)	R&B	0.00	0					
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN(days)	R&B	0.00	0					
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN(days)	R&B (POTS)	7.98	103	0.00	0	7.560		YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0	0.00	0			YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN(days)	R&B (POTS)	32.64	14	0.00	0	46.581		YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN(days)	R&B (POTS)	0.00	0					
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0					
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN(days)	R&B (POTS)	0.00	0					
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN(days)	R&B (POTS)	7.98	103	0.00	0	7.560		YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0	0.00	0			YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN(days)	R&B (POTS)	32.64	14	0.00	0	46.581		YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN(days)	R&B (POTS)	0.00	0	0.00	0			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN(days)	R&B (POTS)	0.00	0	0.00	0			YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN(days)	R&B (POTS)	0.00	0	0.00	0			YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN(days)	Digital Loop < DS1	44.54	26	0.00	0	53.188		YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN(days)	Digital Loop < DS1	0.00	0	0.00	0			YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN(days)	Digital Loop < DS1	46.00	6	0.00	0	102.910		YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN(days)	Digital Loop < DS1	0.00	0					

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B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN(days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN(days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN(days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN(days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN(days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN(days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN(days)

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/TN(%)
B.2.5.2	P-2	Local Interoffice Transport/TN(%)
B.2.5.3	P-2	Loop + Port Combinations/TN(%)
B.2.5.4	P-2	Combo Other/TN(%)
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.5.6	P-2	UNE ISDN/TN(%)
B.2.5.7	P-2	Line Sharing/TN(%)
B.2.5.8	P-2	2W Analog Loop Design/TN(%)
B.2.5.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.5.14	P-2	Other Design/TN(%)
B.2.5.15	P-2	Other Non-Design/TN(%)
B.2.5.16	P-2	INP (Standalone)/TN(%)
B.2.5.17	P-2	LNP (Standalone)/TN(%)
B.2.5.18	P-2	Digital Loop < DS1/TN(%)
B.2.5.19	P-2	Digital Loop >= DS1/TN(%)

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/TN(%)
B.2.6.2	P-2	Local Interoffice Transport/TN(%)
B.2.6.3	P-2	Loop + Port Combinations/TN(%)
B.2.6.4	P-2	Combo Other/TN(%)
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.6.6	P-2	UNE ISDN/TN(%)
B.2.6.7	P-2	Line Sharing/TN(%)
B.2.6.8	P-2	2W Analog Loop Design/TN(%)
B.2.6.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.6.14	P-2	Other Design/TN(%)
B.2.6.15	P-2	Other Non-Design/TN(%)
B.2.6.16	P-2	INP (Standalone)/TN(%)
B.2.6.17	P-2	LNP (Standalone)/TN(%)
B.2.6.18	P-2	Digital Loop < DS1/TN(%)
B.2.6.19	P-2	Digital Loop >= DS1/TN(%)

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/TN(hours)
B.2.8.2	P-2	Local Interoffice Transport/TN(hours)
B.2.8.3	P-2	Loop + Port Combinations/TN(hours)
B.2.8.4	P-2	Combo Other/TN(hours)
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.8.6	P-2	UNE ISDN/TN(hours)
B.2.8.7	P-2	Line Sharing/TN(hours)
B.2.8.8	P-2	2W Analog Loop Design/TN(hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN(hours)

Benchmark / Analog

Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

R&B (POTS)

DS1/ DS3 - Interoffice

R&B

R&B&D - Disp

ADSL to Retail

ISDN - BRI

ADSL to Retail

R&B - Disp

R&B (POTS) excl SB Or

R&B - Disp

R&B (POTS) excl SB Or

R&B - Disp

R&B (POTS) excl SB Or

Design

R&B

R&B (POTS)

R&B (POTS)

Digital Loop < DS1

Digital Loop >= DS1

Diagnostic

Diagnostic

Diagnostic

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0						
0.00	0						
17.00	1	6.50	2	0.000	0.00000		YES
0.00	0	0.00	0				YES
34.00	3	0.00	0	33.451			YES
0.00	0						
0.00	0						
0.00	0						

0.31%	322,754						
24.01%	1,162	0.00%	1		0.42733	0.5619	YES
0.31%	324,168	0.03%	3,269		0.00098	2.8595	YES
4.09%	29,142	100.00%	2		0.14000	-6.8508	NO
7.61%	4,847	0.00%	27		0.05118	1.4875	YES
7.86%	891	0.00%	6		0.11021	0.7128	YES
7.61%	4,847	0.00%	3		0.15316	0.4970	YES
0.31%	324,168	6.19%	113		0.00523	-11.2502	NO
0.59%	167,852	0.00%	3		0.04436	0.1339	YES
0.31%	324,168						
0.59%	167,852						
0.31%	324,168	1.79%	56		0.00743	-1.9862	NO
0.59%	167,852	0.00%	1		0.07684	0.0773	YES
10.73%	1,752	0.00%	1		0.30959	0.3466	YES
0.31%	324,168	0.00%	1		0.05559	0.0558	YES
0.31%	322,754	0.00%	1		0.05549	0.0557	YES
0.31%	322,754	0.00%	116		0.00515	0.5994	YES
7.51%	6,189	0.00%	30		0.04824	1.5574	YES
7.92%	480	60.87%	46		0.04167	-12.7068	NO

							Diagnostic
		0.00%	1				Diagnostic
		0.00%	82				Diagnostic
		30.00%	20				Diagnostic
		2.27%	44				Diagnostic
		9.80%	51				Diagnostic
		0.00%	2				Diagnostic
		0.00%	42				Diagnostic
		4.55%	22				Diagnostic
		0.00%	2				Diagnostic
							Diagnostic
		1.15%	87				Diagnostic
		0.00%	9				Diagnostic
		0.00%	2				Diagnostic
		0.00%	5				Diagnostic
							Diagnostic
		0.00%	257				Diagnostic
		6.45%	93				Diagnostic
		32.14%	112				Diagnostic

		216.00	1				YES
		228.00	2				YES
		205.71	7				YES

BellSouth Monthly State Summary
Tennessee, January 2002

B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.8.14	P-2	Other Design/TN(hours)
B.2.8.15	P-2	Other Non-Design/TN(hours)
B.2.8.16	P-2	INP (Standalone)/TN(hours)
B.2.8.17	P-2	LNP (Standalone)/TN(hours)
B.2.8.18	P-2	Digital Loop < DS1/TN(hours)
B.2.8.19	P-2	Digital Loop >= DS1/TN(hours)

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/TN(hours)
B.2.9.2	P-2	Local Interoffice Transport/TN(hours)
B.2.9.3	P-2	Loop + Port Combinations/TN(hours)
B.2.9.4	P-2	Combo Other/TN(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(hours)
B.2.9.6	P-2	UNE ISDN/TN(hours)
B.2.9.7	P-2	Line Sharing/TN(hours)
B.2.9.8	P-2	2W Analog Loop Design/TN(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/TN(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN(hours)
B.2.9.14	P-2	Other Design/TN(hours)
B.2.9.15	P-2	Other Non-Design/TN(hours)
B.2.9.16	P-2	INP (Standalone)/TN(hours)
B.2.9.17	P-2	LNP (Standalone)/TN(hours)
B.2.9.18	P-2	Digital Loop < DS1/TN(hours)
B.2.9.19	P-2	Digital Loop >= DS1/TN(hours)

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/TN(%)
B.2.10.2	P-2	Local Interoffice Transport/TN(%)
B.2.10.3	P-2	Loop + Port Combinations/TN(%)
B.2.10.4	P-2	Combo Other/TN(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.10.6	P-2	UNE ISDN/TN(%)
B.2.10.7	P-2	Line Sharing/TN(%)
B.2.10.8	P-2	2W Analog Loop Design/TN(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/TN(%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN(%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN(%)
B.2.10.14	P-2	Other Design/TN(%)
B.2.10.15	P-2	Other Non-Design/TN(%)
B.2.10.16	P-2	INP (Standalone)/TN(%)
B.2.10.17	P-2	LNP (Standalone)/TN(%)
B.2.10.18	P-2	Digital Loop < DS1/TN(%)
B.2.10.19	P-2	Digital Loop >= DS1/TN(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/TN(%)
B.2.11.2	P-2	Local Interoffice Transport/TN(%)
B.2.11.3	P-2	Loop + Port Combinations/TN(%)
B.2.11.4	P-2	Combo Other/TN(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN(%)
B.2.11.6	P-2	UNE ISDN/TN(%)
B.2.11.7	P-2	Line Sharing/TN(%)
B.2.11.8	P-2	2W Analog Loop Design/TN(%)
B.2.11.9	P-2	2W Analog Loop Non-Design/TN(%)

**Benchmark /
Analog**

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
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>= 48 hrs

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95% >= 48 hrs
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95% >= 48 hrs

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		144.00	1				YES
		193.71	28				YES

							Diagnostic
							Diagnostic
							Diagnostic
		388.00	6				Diagnostic
		192.00	1				Diagnostic
		264.00	5				Diagnostic
							Diagnostic
							Diagnostic
		96.00	1				Diagnostic
							Diagnostic
							Diagnostic
		216.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		252.00	6				Diagnostic
		209.33	36				Diagnostic

		100.00%	1				YES
		100.00%	2				YES
		100.00%	7				YES
		100.00%	1				YES
		100.00%	28				YES

							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	6				Diagnostic
		100.00%	1				Diagnostic
		100.00%	5				Diagnostic
							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic

04/26/2002

BellSouth Monthly State Summary
Tennessee, January 2002

B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN(%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN(%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN(%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN(%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	6.47%	2,088	0.00%	77		0.02854	2.2657	YES
ADSL to Retail	0.00%	2,619						
ADSL to Retail	0.00%	6						
ADSL to Retail								
ISDN - BRI	7.40%	365	10.17%	59		0.03672	-0.7549	YES
ISDN - BRI	1.00%	502						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	6.47%	2,088	0.00%	1		0.24598	0.2629	YES
ADSL to Retail	0.00%	2,619	0.00%	19		0.00000		YES
ADSL to Retail	0.00%	6						
ADSL to Retail								
R&B - Disp	4.16%	26,518	0.58%	172		0.01528	2.3441	YES
R&B - Disp	4.16%	26,518						
R&B - Disp	12.36%	89	0.00%	2		0.23532	0.5252	YES
R&B - Disp	12.36%	89						
R&B (POTS) excl SB Or	4.20%	26,176	0.00%	25		0.04013	1.0462	YES
R&B (POTS) excl SB Or	0.13%	140,513						
R&B (POTS) excl SB Or	8.45%	71						
R&B (POTS) excl SB Or								
R&B - Disp	4.16%	26,518	0.00%	2		0.14125	0.2947	YES
R&B - Disp	4.16%	26,518						
R&B - Disp	12.36%	89						
R&B - Disp	12.36%	89						
R&B (POTS) excl SB Or	4.20%	26,176						
R&B (POTS) excl SB Or	0.13%	140,513						
R&B (POTS) excl SB Or	8.45%	71						
R&B (POTS) excl SB Or								
R&B - Disp	4.16%	26,518	0.00%	142		0.01681	2.4770	YES
R&B - Disp	4.16%	26,518						
R&B - Disp	12.36%	89						
R&B - Disp	12.36%	89						
R&B (POTS) excl SB Or	4.20%	26,176	16.67%	6		0.08189	-1.5226	YES
R&B (POTS) excl SB Or	0.13%	140,513	0.00%	4		0.01778	0.0712	YES
R&B (POTS) excl SB Or	8.45%	71						
R&B (POTS) excl SB Or								
Design	4.67%	1,456	0.00%	4		0.10565	0.4421	YES
Design	1.05%	191						
Design	25.00%	4						
Design	0.00%	13						
R&B	4.16%	26,518	0.00%	4		0.09988	0.4168	YES
R&B	0.06%	296,310	0.00%	2		0.01766	0.0353	YES
R&B	12.36%	89						
R&B	2.94%	34						
R&B (POTS)	4.20%	26,176						
R&B (POTS)	0.06%	295,309	0.00%	1		0.02468	0.0247	YES
R&B (POTS)	8.45%	71						
R&B (POTS)								
R&B (POTS)	4.20%	26,176	0.00%	2		0.14182	0.2960	YES
R&B (POTS)	0.06%	295,309	0.27%	366		0.00129	-1.6444	YES
R&B (POTS)	8.45%	71	0.00%	1		0.28010	0.3017	YES
R&B (POTS)			0.00%	4				
Digital Loop < DS1	6.74%	2,613	4.65%	129		0.02261	0.9221	YES
Digital Loop < DS1	0.15%	3,385						
Digital Loop < DS1	0.00%	6						
Digital Loop < DS1								
Digital Loop >= DS1	0.32%	312	4.05%	173		0.00536	-6.9537	NO
Digital Loop >= DS1	0.66%	151						
Digital Loop >= DS1	0.00%	2						
Digital Loop >= DS1	0.00%	13						

BellSouth Monthly State Summary **Tennessee, January 2002**

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN(%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN(%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN(%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN(%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN(%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN(%)
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN(%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN(%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN(%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN(%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN(%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN(%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN(%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN(%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN(%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN(%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN(%)

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	5.41%	25,079					
R&B (POTS)	3.04%	245,360					
R&B (POTS)	7.25%	69					
R&B (POTS)	0.00%	2					
DS1/DS3	2.94%	579	0.00%	1	0.16896	0.1738	YES
DS1/DS3	0.00%	2					
DS1/DS3							
DS1/DS3							
R&B	5.35%	25,430	7.78%	257	0.01411	-1.7257	NO
R&B	3.03%	246,422	3.31%	3,952	0.00275	-1.0247	YES
R&B	3.07%	127,540	2.97%	2,286	0.00364	0.2610	YES
R&B	2.99%	118,882	3.78%	1,666	0.00420	-1.8738	NO
R&B	7.59%	79	0.00%	2	0.18968	0.4004	YES
R&B	0.00%	31	0.00%	3	0.00000		YES
R&B	0.00%	11	0.00%	2	0.00000		YES
R&B	0.00%	20	0.00%	1	0.00000		YES
R&B&D - Disp	5.18%	26,898	6.67%	15	0.05725	-0.2592	YES
R&B&D - Disp	5.18%	26,898					
R&B&D - Disp	7.50%	80					
R&B&D - Disp	7.50%	80					
ADSL to Retail	9.91%	2,663	4.23%	71	0.03594	1.5829	YES
ADSL to Retail	9.30%	2,979					
ADSL to Retail	33.33%	6					
ADSL to Retail							
ISDN - BRI	5.05%	297	11.11%	54	0.03240	-1.8708	NO
ISDN - BRI	0.75%	400					
ISDN - BRI	0.00%	1					
ISDN - BRI							
ADSL to Retail	9.91%	2,663	0.00%	10	0.09468	1.0471	YES
ADSL to Retail	9.30%	2,979	5.56%	54	0.03988	0.9386	YES
ADSL to Retail	33.33%	6					
ADSL to Retail							
R&B - Disp	5.35%	25,430	2.76%	181	0.01678	1.5406	YES
R&B - Disp	5.35%	25,430					
R&B - Disp	7.59%	79	0.00%	1	0.26659	0.2849	YES
R&B - Disp	7.59%	79					
R&B (POTS) excl SB Or	5.41%	25,079	10.53%	19	0.05194	-0.9841	YES
R&B (POTS) excl SB Or	3.00%	118,452					
R&B (POTS) excl SB Or	7.25%	69					
R&B (POTS) excl SB Or							
R&B - Disp	5.35%	25,430					
R&B - Disp	5.35%	25,430					
R&B - Disp	7.59%	79					
R&B - Disp	7.59%	79					
R&B (POTS) excl SB Or	5.41%	25,079					
R&B (POTS) excl SB Or	3.00%	118,452					
R&B (POTS) excl SB Or	7.25%	69					
R&B (POTS) excl SB Or							
R&B - Disp	5.35%	25,430	6.10%	164	0.01763	-0.4253	YES
R&B - Disp	5.35%	25,430					
R&B - Disp	7.59%	79					
R&B - Disp	7.59%	79					
R&B (POTS) excl SB Or	5.41%	25,079					
R&B (POTS) excl SB Or	3.00%	118,452					
R&B (POTS) excl SB Or	7.25%	69					
R&B (POTS) excl SB Or							
Design	2.32%	1,468	0.00%	14	0.04039	0.5734	YES
Design	0.59%	169					
Design	0.00%	1					

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B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN(%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN(%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN(%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN(hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN(hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)

Benchmark / Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	17						
5.35%	25,430						
3.03%	246,422	0.00%	1		0.17149	0.1769	YES
7.59%	79						
0.00%	31						
5.41%	25,079						
3.04%	245,360	0.00%	1		0.17178	0.1772	YES
7.25%	69						
0.00%	2						
5.41%	25,079						
3.04%	245,360	0.00%	334		0.00941	3.2356	YES
7.25%	69						
0.00%	2	0.00%	4		0.00000		YES
8.95%	3,206	9.00%	100		0.02899	-0.0166	YES
7.80%	3,588						
28.57%	7						
0.00%	1						
0.90%	444	5.53%	199		0.00806	-5.7400	NO
0.00%	151						
0.00%	17						

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

1.66	23,341			9.629			
1.29	276,465			7.151			
2.98	58			11.491			
14.25	743			111.340			
1.67	23,633	0.46	197	9.643	0.68991	1.7424	YES
1.29	277,397	0.80	3,866	7.272	0.11776	4.2046	YES
1.71	147,477	0.75	2,241	8.753	0.18630	5.1578	YES
0.82	129,920	0.87	1,625	5.051	0.12607	-0.3596	YES
2.55	70	0.02	3	10.491	6.18530	0.4091	YES
0.99	31			1.837			
0.49	13			0.291			
1.36	18			2.357			
5.86	24,678			143.063			
4.68	72			21.061			
7.05	1,847			21.093			
0.93	2,391			4.784			
9.31	5			20.778			
2.33	298	0.03	6	10.648	4.39055	0.5254	YES
4.03	445			28.549			
7.05	1,847			21.093			
0.93	2,391	0.51	15	4.784	1.23902	0.3400	YES
9.31	5			20.778			
1.67	23,633	0.06	115	9.643	0.90142	1.7804	YES
1.67	23,633			7.272			
2.55	70	0.02	2	10.491	7.52335	0.3364	YES
2.55	70			1.837			
1.66	23,341	0.02	3	9.629	5.55992	0.2946	YES
0.82	129,536			5.051			

R&B (POTS) excl SB Or
R&B (POTS) excl SB Or

B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>>=10 circuits/Dispatch In/TN(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch In/TN(hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch In/TN(hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.14.2.1	P-5	Other Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.14.2.2	P-5	Other Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.15.2.1	P-5	Other Non-Design/>>=10 circuits/Dispatch/TN(hours)
B.2.21.15.2.2	P-5	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>>=10 circuits/Dispatch/TN(hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN(hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN(hours)

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN(hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.1.2	P-5	Switch Ports/>=10 circuits/Dispatch/TN(hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN(hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.2.2	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN(hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(hours)
B.2.23.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN(hours)
B.2.23.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(hours)
B.2.23.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN(hours)
B.2.23.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN(hours)
B.2.23.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN(hours)
B.2.23.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(hours)
B.2.23.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN(hours)
B.2.23.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN(hours)
B.2.24.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or	2.98	58			11.491			
R&B (POTS) excl SB Or								
R&B - Disp	1.67	23,633			9.643			
R&B - Disp	1.67	23,633			7.272			
R&B - Disp	2.55	70			10.491			
R&B - Disp	2.55	70			1.837			
R&B (POTS) excl SB Or	1.66	23,341			9.629			
R&B (POTS) excl SB Or	0.82	129,536			5.051			
R&B (POTS) excl SB Or	2.98	58			11.491			
R&B (POTS) excl SB Or								
R&B - Disp	1.67	23,633	1.00	72	9.643	1.13820	0.5881	YES
R&B - Disp	1.67	23,633			7.272			
R&B - Disp	2.55	70			10.491			
R&B - Disp	2.55	70			1.837			
R&B (POTS) excl SB Or	1.66	23,341			9.629			
R&B (POTS) excl SB Or	0.82	129,536			5.051			
R&B (POTS) excl SB Or	2.98	58			11.491			
R&B (POTS) excl SB Or								
Design	100.63	1,045	0.02	2	687.230	486.40996	0.2068	YES
Design	8.77	161			63.961			
Design	79.10	2			111.829			
Design	0.60	11			0.266			
R&B	1.67	23,633			9.643			
R&B	1.29	277,397			7.272			
R&B	2.55	70			10.491			
R&B	0.99	31			1.837			
R&B (POTS)	1.66	23,341			9.629			
R&B (POTS)	1.29	276,465			7.151			
R&B (POTS)	2.98	58			11.491			
R&B (POTS)								
R&B (POTS)	1.66	23,341			9.629			
R&B (POTS)	1.29	276,465	0.65	115	7.151	0.66697	0.9576	YES
R&B (POTS)	2.98	58			11.491			
R&B (POTS)			0.27	1				
Digital Loop < DS1	7.56	2,249	0.03	6	35.148	14.36810	0.5247	YES
Digital Loop < DS1	1.53	3,052			13.640			
Digital Loop < DS1	9.31	5			20.778			
Digital Loop < DS1								
Digital Loop >= DS1	266.35	148	1.97	56	1191.230	186.88982	1.4146	YES
Digital Loop >= DS1	11.84	136			97.712			
Digital Loop >= DS1	158.17	1			0.000			
Digital Loop >= DS1	0.60	11			0.266			

Diagnostic						Diagnostic
Diagnostic						Diagnostic
Diagnostic						Diagnostic
Diagnostic						Diagnostic
Diagnostic		40.28	2			Diagnostic
Diagnostic						Diagnostic
Diagnostic						Diagnostic
Diagnostic						Diagnostic
Diagnostic		26.61	38			Diagnostic
Diagnostic		20.88	171			Diagnostic
Diagnostic		17.71	105			Diagnostic
Diagnostic		25.92	66			Diagnostic
Diagnostic						Diagnostic
Diagnostic		14.00	1			Diagnostic
Diagnostic		14.00	1			Diagnostic
Diagnostic						Diagnostic
Diagnostic		24.70	19			Diagnostic

B.2.22.4.1.1	P-5	Combo Other<10 circuits/Dispatch In/TN(hours)
B.2.22.4.2.1	P-5	Combo Other>=10 circuits/Dispatch/TN(hours)
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN(hours)
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN(hours)
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN(hours)
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN(hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN(hours)
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN(hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN(hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN(hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN(hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN(hours)
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN(hours)
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN(hours)
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN(hours)
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN(hours)
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN(hours)
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN(hours)
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(hours)
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN(hours)
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN(hours)
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN(hours)
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			36.22	72				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			33.71	49				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			16.80	1				Diagnostic
Diagnostic			18.38	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			32.44	41				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			31.81	21				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			34.65	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			29.09	56				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			41.28	6				Diagnostic
Diagnostic			26.76	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			30.25	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			43.44	4				Diagnostic
Diagnostic			19.97	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.02	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			43.64	2				Diagnostic
Diagnostic			5.11	244				Diagnostic
Diagnostic			0.02	1				Diagnostic
Diagnostic			0.59	2				Diagnostic
Diagnostic			35.49	115				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			29.43	111				Diagnostic
Diagnostic								Diagnostic

B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN(hours)
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN(hours)
Total Service Order Cycle Time - Mechanized		
B.2.24.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.24.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.24.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.24.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.24.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B.2.24.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)
B.2.24.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN(days)
B.2.24.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN(days)
B.2.24.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN(days)
B.2.24.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN(days)
B.2.24.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN(days)
B.2.24.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN(days)
B.2.24.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN(days)
B.2.24.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN(days)
B.2.24.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN(days)
B.2.24.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN(days)
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN(days)
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN(days)
B.2.24.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN(days)
B.2.24.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN(days)
B.2.24.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN(days)
B.2.24.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN(days)
B.2.24.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN(days)
B.2.24.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN(days)
B.2.24.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN(days)
B.2.24.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN(days)
B.2.24.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN(days)
B.2.24.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN(days)
B.2.24.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN(days)
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN(days)
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN(days)
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.11.1.1	P-10	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.24.11.1.2	P-10	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.24.11.2.2	P-10	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN(days)
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/TN(days)
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/TN(days)
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/TN(days)
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.14.1.1	P-10	Other Design<10 circuits/Dispatch/TN(days)
B.2.24.14.1.2	P-10	Other Design<10 circuits/Non-Dispatch/TN(days)
B.2.24.14.2.1	P-10	Other Design>=10 circuits/Dispatch/TN(days)
B.2.24.14.2.2	P-10	Other Design>=10 circuits/Non-Dispatch/TN(days)
B.2.24.15.1.1	P-10	Other Non-Design<10 circuits/Dispatch/TN(days)

[illegible]

**Benchmark /
Analog**

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		0.71	61				Diagnostic
							Diagnostic
		9.50	2				Diagnostic
							Diagnostic
							Diagnostic
		5.94	18				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN(days)
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN(days)
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN(days)

[illegible][illegible]

B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN(days)
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN(days)
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/TN(days)
B.2.25.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.25.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.25.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN(days)
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.25.18.2.1	P-10	Digital Loop < DS1/>>=10 circuits/Dispatch/TN(days)
B.2.25.18.2.2	P-10	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/TN(days)
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN(days)
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN(days)
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN(days)
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN(days)

B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5.80	30				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.80	38				Diagnostic
Diagnostic								Diagnostic
Diagnostic			4.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.57	7				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			17.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.00	18				Diagnostic
Diagnostic			3.44	25				Diagnostic
Diagnostic								Diagnostic
Diagnostic			2.00	1				Diagnostic
Diagnostic			13.27	11				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.50	26				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			11.42	33				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

B.2.28.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN(days)
B.2.28.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN(days)
B.2.28.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN(days)
B.2.28.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN(days)
B.2.28.2.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN(days)
B.2.28.2.1	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN(days)

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B.2.28.1.2.1	P-10	Local Interoffice Transport/>>=10 circuits/Dispatch/TN(days)
B.2.28.2.2.2	P-10	Local Interoffice Transport/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.28.3.2.1	P-10	Loop + Port Combinations/>>=10 circuits/Dispatch/TN(days)
B.2.28.3.2.2	P-10	Loop + Port Combinations/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.28.4.2.1	P-10	Combo Other/>>=10 circuits/Dispatch/TN(days)
B.2.28.4.2.2	P-10	Combo Other/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.28.6.2.1	P-10	UNE ISDN/>>=10 circuits/Dispatch/TN(days)
B.2.28.6.2.2	P-10	UNE ISDN/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.28.7.2.1	P-10	Line Sharing/>>=10 circuits/Dispatch/TN(days)
B.2.28.7.2.2	P-10	Line Sharing/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.8.2.1	P-10	2W Analog Loop Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.8.2.2	P-10	2W Analog Loop Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN(days)
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN(days)
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN(days)
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN(days)
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN(days)
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN(days)
B.2.28.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/TN(days)
B.2.28.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/TN(days)
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN(days)
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN(days)
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN(days)
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN(days)
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN(days)

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**Benchmark /
Analog**

[illegible][illegible]

B.2.29.1.1.1
B.2.29.1.1.2
B.2.29.1.2.1
B.2.29.1.2.2
B.2.29.2.1.1
B.2.29.2.1.2
B.2.29.2.2.1
B.2.29.2.2.2
B.2.29.3.1.1
B.2.29.3.1.2
B.2.29.3.2.1
B.2.29.3.2.2
B.2.29.4.1.1
B.2.29.4.1.2
B.2.29.4.2.1
B.2.29.4.2.2
B.2.29.5.1.1
B.2.29.5.1.2
B.2.29.5.2.1
B.2.29.5.2.2
B.2.29.6.1.1
B.2.29.6.1.2
B.2.29.6.2.1
B.2.29.6.2.2
B.2.29.7.1.1
B.2.29.7.1.2
B.2.29.7.2.1
B.2.29.7.2.2
B.2.29.8.1.1
B.2.29.8.1.2
B.2.29.8.2.1
B.2.29.8.2.2
B.2.29.9.1.1
B.2.29.9.1.2
B.2.29.9.2.1
B.2.29.9.2.2
B.2.29.10.1.1
B.2.29.10.1.2
B.2.29.10.2.1
B.2.29.10.2.2
B.2.29.11.1.1
B.2.29.11.1.2
B.2.29.11.2.1
B.2.29.11.2.2
B.2.29.12.1.1
B.2.29.12.1.2
B.2.29.12.2.1
B.2.29.12.2.2
B.2.29.13.1.1
B.2.29.13.1.2

[illegible][illegible]

**Benchmark /
Analog**

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
							Diagnostic
		8.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		0.80	38				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		6.67	6				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic

B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Dispatch/TN(days)
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN(days)
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN(days)
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN(days)
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN(days)
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN(days)
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN(days)
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN(days)
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN(days)
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN(days)
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN(days)
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN(days)
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN(days)
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN(days)
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN(days)
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN(days)
B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN(days)
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN(days)
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN(days)
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN(days)
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN(days)
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN(days)
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN(days)
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN(days)
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN(days)
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN(days)

[illegible]

							Diagnostic
							Diagnostic
							Diagnostic
		17.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		6.25	16				Diagnostic
		3.42	24				Diagnostic
							Diagnostic
		2.00	1				Diagnostic
		15.67	9				Diagnostic
							Diagnostic
							Diagnostic
		6.71	24				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		11.83	24				Diagnostic
							Diagnostic
							Diagnostic
		5.00	1				Diagnostic
		5.00	1				Diagnostic
							Diagnostic
		7.06	18				Diagnostic
							Diagnostic
							Diagnostic
		7.00	2				Diagnostic

Disconnect Timeliness	
P-13	LNP/TN(%)

% Completions w/o Notice or < 24 hours

B.2.32.1.1	P	Switch Ports/Dispatch/TN(%)
B.2.32.1.2	P	Switch Ports/Non-Dispatch/TN(%)
B.2.32.2.1	P	Local Interoffice Transport/Dispatch/TN(%)
B.2.32.2.2	P	Local Interoffice Transport/Non-Dispatch/TN(%)
B.2.32.3.1	P	Loop + Port Combinations/Dispatch/TN(%)
B.2.32.3.2	P	Loop + Port Combinations/Non-Dispatch/TN(%)
B.2.32.4.1	P	Combo Other/Dispatch/TN(%)
B.2.32.4.2	P	Combo Other/Non-Dispatch/TN(%)
B.2.32.5.1	P	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)
B.2.32.5.2	P	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)
B.2.32.6.1	P	UNE ISDN/Dispatch/TN(%)
B.2.32.6.2	P	UNE ISDN/Non-Dispatch/TN(%)
B.2.32.7.1	P	Line Sharing/Dispatch/TN(%)

$\geq 95\%$ w in 15 min

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		50.00%	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic		16.67%	168				Diagnostic
Diagnostic		72.31%	3,236				Diagnostic
Diagnostic		100.00%	12				Diagnostic
Diagnostic							Diagnostic
Diagnostic		92.11%	38				Diagnostic
Diagnostic							Diagnostic
Diagnostic		89.19%	37				Diagnostic
Diagnostic							Diagnostic
Diagnostic		100.00%	1				Diagnostic

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B.3.1.10.1	M&R-1	Other Design/Dispatch/TN(%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN(%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN(%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN(%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN(%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN(%)

Customer Trouble Report Rate

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

Maintenance Average Duration

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

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN(%)

Benchmark / Analog

Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
2.63%	1,369	0.00%	0				YES
0.90%	1,672	0.00%	0				YES
4.82%	44,637	0.00%	16		0.05355	0.8999	YES
1.21%	23,825	0.00%	5		0.04896	0.2478	YES
4.76%	44,198						
1.21%	23,532						

1.85%	2,391,227						
0.98%	2,391,227						
1.62%	22,482	0.00%	161		0.01008	1.6110	YES
1.35%	22,482	0.00%	161		0.00920	1.4702	YES
1.77%	2,518,969	1.55%	57,356		0.00056	3.9815	YES
0.95%	2,518,969	0.66%	57,356		0.00041	6.8557	YES
1.62%	2,805,253	2.01%	497		0.00570	-0.6934	YES
1.62%	2,805,253	0.20%	497		0.00570	2.4815	YES
1.11%	41,603	0.65%	2,142		0.00234	1.9651	YES
1.54%	41,603	0.05%	2,142		0.00275	5.4236	YES
1.19%	22,954	1.22%	2,046		0.00252	-0.1294	YES
1.47%	22,954	0.49%	2,046		0.00280	3.5034	YES
1.11%	41,603	0.17%	587		0.00438	2.1496	YES
1.54%	41,603	4.60%	587		0.00515	-5.9475	NO
1.77%	2,518,969	0.63%	43,911		0.00064	17.7745	YES
1.77%	2,518,969	0.22%	43,911		0.00064	24.2073	YES
1.84%	2,391,227	0.99%	203		0.00953	0.8993	YES
0.87%	2,391,227	0.00%	203		0.00655	1.3288	YES
0.32%	431,209	0.00%	260		0.00350	0.9083	YES
0.39%	431,209	0.00%	260		0.00386	1.0038	YES
1.77%	2,518,969	0.17%	9,517		0.00137	11.7321	YES
0.95%	2,518,969	0.05%	9,517		0.00100	8.9437	YES
1.85%	2,391,227						
0.98%	2,391,227						

22.92	44,198			22.050			
9.58	23,532			19.088			
3.28	365	0.00	0	2.371			YES
1.91	304	0.00	0	7.985			YES
22.79	44,637	10.95	888	22.029	0.74655	15.8526	YES
9.50	23,825	3.20	381	19.000	0.98116	6.4187	YES
22.49	45,349	5.59	10	21.964	6.94647	2.4331	YES
22.49	45,349	2.95	1	17.014	17.01451	1.1484	YES
75.86	463	10.16	14	274.999	74.59936	0.8806	YES
3.82	639	1.20	1	18.910	18.92528	0.1386	YES
11.96	273	7.34	25	18.091	3.78015	1.2234	YES
4.09	337	19.63	10	13.468	4.32164	-3.5954	NO
75.86	463	29.25	1	274.999	275.29539	0.1693	YES
3.82	639	13.17	27	18.910	3.71542	-2.5149	NO
22.79	44,637	6.79	278	22.029	1.32530	12.0675	YES
22.79	44,637	4.22	97	19.000	1.93126	9.6125	YES
22.92	44,044	23.11	2	21.208	14.99673	-0.0125	YES
9.99	20,802	0.00	0	15.244			YES
5.87	1,369	0.00	0	11.410			YES
2.86	1,672	0.00	0	10.475			YES
22.79	44,637	8.23	16	21.211	5.30360	2.7449	YES
9.50	23,825	6.01	5	14.825	6.63064	0.5262	YES
22.92	44,198			22.050			
9.58	23,532			19.088			

17.82%	44,198						
14.22%	23,532						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	25.48%	365	0.00%	0			YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	11.18%	304	0.00%	0			YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN(%)	R&B	17.79%	44,637	12.84%	888	0.01296	3.8226	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	14.17%	23,825	13.65%	381	0.01801	0.2920	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN(%)	R&B&D - Disp	17.83%	45,349	20.00%	10	0.12106	-0.1790	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	17.83%	45,349	100.00%	1	0.38279	-2.1465	NO
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	18.79%	463	7.14%	14	0.10597	1.0992	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	16.28%	639	0.00%	1	0.36943	0.4406	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	20.88%	273	16.00%	25	0.08493	0.5745	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	18.40%	337	10.00%	10	0.12433	0.6754	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN(%)	ADSL to Retail	18.79%	463	0.00%	1	0.39106	0.4805	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	16.28%	639	22.22%	27	0.07253	-0.8199	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	17.79%	44,637	11.51%	278	0.02301	2.7301	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	17.79%	44,637	4.12%	97	0.03887	3.5162	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	17.79%	44,044	0.00%	2	0.27042	0.6578	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	14.19%	20,802	0.00%	0			YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN(%)	Design	21.84%	1,369	0.00%	0			YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN(%)	Design	20.22%	1,672	0.00%	0			YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN(%)	R&B	17.79%	44,637	12.50%	16	0.09563	0.5534	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN(%)	R&B	14.17%	23,825	0.00%	5	0.15600	0.9086	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	17.82%	44,198					
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	14.22%	23,532					
Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN(%)	R&B (POTS)	31.14%	27,049					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN(%)	R&B (POTS)	17.45%	7,517					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN(%)	DS1/DS3	0.00%	365	0.00%	0			YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN(%)	DS1/DS3	0.00%	304	0.00%	0			YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN(%)	R&B	30.94%	27,289	6.56%	549	0.01993	12.2365	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN(%)	R&B	17.12%	7,675	3.64%	165	0.02964	4.5495	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN(%)	R&B&D - Disp	30.11%	28,147	0.00%	10	0.14509	2.0752	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN(%)	R&B&D - Disp	30.11%	28,147	0.00%	1	0.45874	0.6564	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN(%)	ADSL to Retail	48.38%	463	14.29%	14	0.13556	2.5150	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN(%)	ADSL to Retail	3.44%	639	0.00%	1	0.18247	0.1887	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN(%)	ISDN - BRI	11.72%	273	8.00%	25	0.06722	0.5537	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN(%)	ISDN - BRI	2.98%	336	10.00%	10	0.05453	-1.2881	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN(%)	ADSL to Retail	48.38%	463	0.00%	0			YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN(%)	ADSL to Retail	3.44%	639	0.00%	0			YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN(%)	R&B - Disp	30.94%	27,289	1.80%	278	0.02786	10.4580	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN(%)	R&B - Disp	30.94%	27,289	2.06%	97	0.04702	6.1419	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN(%)	R&B (POTS) excl SB FT	31.14%	27,041	0.00%	1	0.46308	0.6725	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN(%)	R&B (POTS) excl SB FT	17.22%	7,445	0.00%	0			YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN(%)	Design	2.63%	1,369	0.00%	0			YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN(%)	Design	0.90%	1,672	0.00%	0			YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN(%)	R&B	30.94%	27,289	0.00%	13	0.12823	2.4127	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN(%)	R&B	17.12%	7,675	0.00%	1	0.37671	0.4545	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN(%)	R&B (POTS)	31.14%	27,049					
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN(%)	R&B (POTS)	17.45%	7,517					

Unbundled Network Elements - Billing

Invoice Accuracy										
B.4.1	B-1	TN(%)	BST - State	99.08%	\$196,526,931	99.83%	\$1,373,089	0.00008	-91.9736	YES
Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region/business days	BST - Region	4.87	1	4.14	1,493			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
C.1.1	% Rejected Service Requests O-7 Local Interconnection Trunks/TN(%)	Diagnostic			42.86%	63				Diagnostic
C.1.2	Reject Interval O-8 Local Interconnection Trunks/TN(%)	>= 85% w in 4 days			100.00%	27				YES
C.1.3	FOC Timeliness O-9 Local Interconnection Trunks/TN(%)	>= 95% w in 10 days			100.00%	46				YES
C.1.4	FOC & Reject Response Completeness O-11 Local Interconnection Trunks/TN(%)	>= 95%			100.00%	57				YES
C.1.5	FOC & Reject Response Completeness (Multiple Responses) O-11 Local Interconnection Trunks/TN(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	Order Completion Interval P-4 Local Interconnection Trunks/TN(days)	Parity w Retail	25.83	6	19.30	10	11.374	5.87346	1.1123	YES
C.2.2	Held Orders P-1 Local Interconnection Trunks/TN(days)	Parity w Retail	0.00	0	0.00	0				YES
C.2.3	% Jeopardies P-2 Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	6	0.00%	9		0.00000		YES
C.2.4	Average Jeopardy Notice Interval P-2 Local Interconnection Trunks/TN(hours)	95% >= 48 hrs								
C.2.5	% Missed Installation Appointments P-3 Local Interconnection Trunks/TN(%)	Parity w Retail	0.00%	6	0.00%	10		0.00000		YES
C.2.6	% Provisioning Troubles within 30 Days P-9 Local Interconnection Trunks/TN(%)	Parity w Retail	2.04%	1,176	0.00%	100		0.01473	1.3857	YES
C.2.7	Average Completion Notice Interval P-5 Local Interconnection Trunks/TN(hours)	Parity w Retail	44.72	6	22.64	10	71.490	36.91723	0.5979	YES
C.2.8	Total Service Order Cycle Time P-10 Local Interconnection Trunks/TN(days)	Diagnostic			22.78	9				Diagnostic
C.2.9	Total Service Order Cycle Time (offered) P-10 Local Interconnection Trunks/TN(days)	Diagnostic	Under development							
C.2.10.1	% Completions w/o Notice or < 24 hours P Local Interconnection Trunks/Dispatch/TN(%)	Diagnostic			100.00%	10				Diagnostic
C.2.10.2	P Local Interconnection Trunks/Non-Dispatch/TN(%)	Diagnostic								Diagnostic
C.2.11.1.1	Service Order Accuracy P-11 Local Interconnection Trunks/<10 circuits/Dispatch/TN(%)	>= 95%			100.00%	29				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	48				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/TN(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN(%)	>= 95%			100.00%	11				YES
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	Missed Repair Appointments M&R-1 Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	0	0.00%	1				YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.00%	48	0.00%	4		0.00000		YES
C.3.2.1	Customer Trouble Report Rate M&R-2 Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	174,695	0.00%	46,144		0.00000		NO
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.03%	174,695	0.01%	46,144		0.00009	2.1678	YES

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Tennessee, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Maintenance Average Duration											
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN(hours)	Parity w Retail	0.00	0	2.62	1				NO
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN(hours)	Parity w Retail	0.45	48	3.20	4	1.603	0.83402	-3.2973	NO
% Repeat Troubles within 30 Days											
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	0	0.00%	1				YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.00%	48	0.00%	4		0.00000		YES
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN(%)	Parity w Retail	0.00%	0	0.00%	1				YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN(%)	Parity w Retail	0.00%	48	0.00%	4		0.00000		YES
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	TN(%)	BST - State	99.08%	\$196,526,931	98.14%	\$2,625,754		0.00006	158.8686	NO
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800				YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0					YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering										
% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%		99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%		99.85%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%							
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%		99.98%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%		99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%		99.98%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%		99.99%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.19	481,475			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243			YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322			YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322			YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304			YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304			YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181			YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181			YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729			YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.35	230,416			YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416			YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384			YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060			YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060			YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940			YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940			YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574			YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574			YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.1						
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.2						
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 7-1-2001, see D.1.4.7.1						
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 7-1-2001, see D.1.4.7.2						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region(%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 ECTA/Region(%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3 LNP/Region(%)	>= 99.5%			99.96%					YES
D.2.3.4	OSS-3 MARCH/Region(%)	>= 99.5%			99.99%					YES
D.2.3.5	OSS-3 OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3 Predictor/Region(%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3 SOCS/Region(%)	>= 99.5%			99.99%					YES
Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4 CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063		0.00075	14.5923	NO
D.2.4.2	OSS-4 DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046		0.00530	-3.6316	YES
D.2.4.3	OSS-4 DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010		0.00142	10.1611	NO
D.2.4.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423		0.00020	-2.6438	YES
D.2.4.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667		0.00080	53.3476	NO
D.2.4.6	OSS-4 LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945		0.00083	5.2940	NO
D.2.4.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.4.8	OSS-4 OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79		0.04997	2.4789	NO
D.2.4.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.4.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969		0.00038	0.9175	YES
D.2.4.11	OSS-4 NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775		0.00563	2.4040	NO
Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4 CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063		0.00034	-12.2383	YES
D.2.5.2	OSS-4 DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046		0.01304	-5.6341	YES
D.2.5.3	OSS-4 DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010		0.00286	-38.0036	YES
D.2.5.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423		0.00015	-3.6629	YES
D.2.5.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667		0.00048	71.1949	NO
D.2.5.6	OSS-4 LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945		0.00045	1.1525	YES
D.2.5.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.5.8	OSS-4 OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79		0.02025	0.8748	YES
D.2.5.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.5.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969		0.00012	-0.6496	YES
D.2.5.11	OSS-4 NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775		0.00116	-0.7020	YES
Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4 CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063		0.00034	12.2383	YES
D.2.6.2	OSS-4 DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046		0.01304	5.6341	YES
D.2.6.3	OSS-4 DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010		0.00286	38.0036	YES
D.2.6.4	OSS-4 LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423		0.00015	3.6629	YES
D.2.6.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667		0.00048	-71.1949	NO
D.2.6.6	OSS-4 LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945		0.00045	-1.1525	YES
D.2.6.7	OSS-4 MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553		0.02047	1.7527	YES
D.2.6.8	OSS-4 OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79		0.02025	-0.8748	YES
D.2.6.9	OSS-4 Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022		0.00471	14.5938	YES
D.2.6.10	OSS-4 SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969		0.00012	0.6496	YES
D.2.6.11	OSS-4 NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775		0.00116	0.7020	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/TN(calendar days)	<= 20 days		12	1				YES
E.1.1.2	C-1	Physical Caged/TN(calendar days)	<= 30 days		7	14				YES
E.1.1.3	C-1	Physical Cageless/TN(calendar days)	<= 30 days		11	3				YES
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN(calendar days)	<= 50 days							
E.1.2.2	C-2	Virtual-Extraordinary/TN(calendar days)	<= 75 days							
E.1.2.3	C-2	Physical Caged-Ordinary/TN(calendar days)	<= 90 days		31	7				YES
E.1.2.4	C-2	Physical Cageless-Ordinary/TN(calendar days)	<= 30 days		12	3				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/TN(calendar days)	<= 90 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN(%)	< 5% missed							
E.1.3.2	C-3	Physical/TN(%)	< 5% missed		0.00%	10				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%		88.56%	212,656				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%		74.56%	6,848				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%		85.50%	107,991				YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic		80.82%	233,001				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic		54.31%	9,401				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic		75.30%	122,632				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/TN(%)	>= 95% w in 3 bus days		100.00%	5				YES
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/TN(%)	>= 95% w in 1 min		99.76%	424				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN(%)	>= 95% w in 5 bus days		100.00%	21				YES
F.3.1.2	O-10	Local Interoffice Transport/TN(%)	>= 95% w in 5 bus days							
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	TN(seconds)	PBD		5.45					PBD
% Answered in 10 seconds										
F.6.2	OS-2	TN(%)	PBD		78.80%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	TN(seconds)	PBD		4.39					PBD
% Answered in 10 seconds										

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 TN(%)	PBD			86.60%					PBD
General - E911										
F.8.1	Mean Interval E-3 TN(hours)	PBD			2.64	2,089				PBD
F.8.2	% Accuracy E-2 TN(%)	PBD			96.63%	242,703				PBD
F.8.3	% Timeliness E-1 TN(%)	PBD			100.00%	2,089				PBD
General - Billing										
F.9.1	Usage Data Delivery Accuracy B-3 Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904		0.00030	-1.2591	YES
F.9.2	Usage Data Delivery Timeliness B-5 Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575		0.00099	-13.6405	YES
F.9.3	Usage Data Delivery Completeness B-4 Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575		0.00064	-14.4648	YES
F.9.4	Mean Time to Deliver Usage B-6 Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575				YES
F.9.5.1	Recurring Charge Completeness B-7 Resale/TN(%)	Parity w Retail	82.01%	\$7,654,997	93.07%	\$129,024		0.00254	-43.5049	YES
F.9.5.2	B-7 UNE/TN(%)	>= 90%			96.88%	\$97,343				YES
F.9.5.3	B-7 Interconnection/TN(%)	>= 90%			99.20%	\$1,560				YES
F.9.6.1	Non-Recurring Charge Completeness B-8 Resale/TN(%)	Parity w Retail	93.17%	\$9,938,677	82.18%	\$280,169		0.00185	59.4174	NO
F.9.6.2	B-8 UNE/TN(%)	>= 90%			95.11%	\$291,420				YES
F.9.6.3	B-8 Interconnection/TN(%)	>= 90%			77.89%	\$57,125				NO
General - Change Management										
F.10.1	% Software Release Notices Sent On Time CM-1 TN(%)	>= 95% w in 30 days			50.00%	2				NO
F.10.2	Average Software Release Notice Delay Days CM-2 TN(average)	>= 22 days prior to release			26	1				YES
F.10.3	% Change Management Documentation Sent On Time CM-3A TN(%)	>= 95% w in 30 days			100.00%	2				YES
F.10.4	% Change Management Documentation (Defects, Corrections, etc.) Sent On Time CM-3B TN(%)	>= 95% w in 5 days								
F.10.5	Average Documentation Release Delay Days CM-4 TN(average)	>= 22 days prior to release								
F.10.6	% CLEC Interface Outages Sent within 15 Minutes CM-5 TN(%)	>= 97% w in 15 min			100.00%	20				YES
General - New Business Requests										
F.11.1	% New Business Requests Processed within 30 Business Days BFR-1 Region(%)	>= 90% w in 30 bus days								
F.11.2.1	% Quotes Provided within X Business Days BFR-2A Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days								

BellSouth Monthly State Summary
Tennessee, January 2002

Tennessee, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering											
Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	92,808				YES
F.12.1.2	O-1	TAG/Region(%)				100.00%	379,170				YES
Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	92,808				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	379,170				NO
General - Database Updates											
Average Database Update Interval											
F.13.1.1	D-1	LIDB/TN(hours)	PBD		3.40	24	3.40	24			PBD
F.13.1.2	D-1	Directory Listings/TN(hours)	PBD		0.08	27	0.08	27			PBD
F.13.1.3	D-1	Directory Assistance/TN(hours)	PBD		4.14	27	3.66	27			PBD
% Update Accuracy											
F.13.2.1	D-2	LIDB/TN(%)	>= 95%			100.00%	233				YES
F.13.2.2	D-2	Directory Listings/TN(%)	>= 95%			100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/TN(%)	>= 95%			100.00%	74				YES
% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			100.00%	32				YES
General - Network Outage Notification											
Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)	Parity w Retail		195	4	180	4			YES

BellSouth Monthly State Summary
Tennessee, January 2002
(Georgia Format)

Tennessee, January 2002 (Georgia Format)			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation											
Average Response Time											
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days			12	1				YES
E.1.1.2	C-1	Physical Caged/TN (calendar days)	<= 30 days			7	14				YES
E.1.1.3	C-1	Physical Cageless/TN (calendar days)	<= 30 days			11	3				YES
Average Arrangement Time											
E.1.2.1	C-2	Virtual/TN (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual (Extraordinary)/TN (calendar days)	<= 75 days								
E.1.2.3	C-2	Physical Caged/TN (calendar days)	<= 90 days			31	7				YES
E.1.2.4	C-2	Physical Cageless/TN (calendar days)	<= 60 days			12	3				YES
E.1.2.5	C-2	Physical Cageless (Extraordinary)/TN (calendar days)	<= 90 days								
% Due Dates Missed											
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	10				YES

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 01/01/2002 - 01/31/2002

Exhibit AJV-3
Attachment 2H

		PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		78.28%	87.26%
		FLOWTHROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.60%	
- RETAIL BUSINESS*		TBD	
*NOTE: BellSouth is reinstituting the reporting of business retail flow through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete.			

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1	0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
2	20	0	0	20	1	0	1	18	3	2	1	15	83.33%	83.33%	88.24%
3	106	0	0	106	18	5	0	83	17	12	5	66	68.75%	79.52%	84.62%
4	12	0	0	12	4	0	0	8	5	2	3	3	33.33%	37.50%	60.00%
5	7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100.00%	100.00%
6	9	0	0	9	1	0	1	7	2	1	1	5	71.43%	71.43%	83.33%
7	3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
8	16	0	0	16	0	0	0	16	10	1	9	6	85.71%	37.50%	85.71%
9	4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
10	29	0	0	29	0	4	5	20	11	7	4	9	56.25%	45.00%	56.25%
11	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
12	248	0	0	248	7	25	0	216	45	37	8	171	79.53%	79.17%	82.21%
13	247	0	0	247	13	24	0	210	41	24	17	169	82.04%	80.48%	87.56%
14	16	0	0	16	0	1	2	13	1	1	0	12	92.31%	92.31%	92.31%
15	0	0	31	31	14	1	0	16	1	0	1	15	51.72%	93.75%	100.00%
16	46	0	0	46	7	11	1	27	12	11	1	15	45.45%	55.56%	57.69%
17	29	0	0	29	3	1	0	25	7	5	2	18	69.23%	72.00%	78.26%
18	0	0	500	500	64	20	5	411	17	15	2	394	83.30%	95.86%	96.33%
19	0	0	3	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
20	13	0	0	13	0	0	0	13	3	2	1	10	83.33%	76.92%	83.33%
21	0	0	52	52	16	9	0	27	11	4	7	16	44.44%	59.26%	80.00%
22	4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%
23	0	0	29	29	12	4	0	13	10	7	3	3	13.64%	23.08%	30.00%
24	11,563	0	0	11,563	282	290	48	10,943	439	393	46	10,504	93.96%	95.99%	96.39%
25	0	0	3,029	3,029	333	278	33	2,385	393	189	204	1,992	79.24%	83.52%	91.33%
26	101	0	0	101	12	10	1	78	10	9	1	68	76.40%	87.18%	88.31%
27	0	331	0	331	35	32	1	263	65	56	9	198	68.51%	75.29%	77.95%
28	10	0	0	10	2	3	0	5	2	2	0	3	42.86%	60.00%	60.00%
29	125	0	0	125	1	12	0	112	29	23	6	83	77.57%	74.11%	78.30%
30	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
31	102	0	0	102	28	12	1	61	20	10	10	41	51.90%	67.21%	80.39%
32	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
33	90	0	0	90	14	17	0	59	3	3	0	56	76.71%	94.92%	94.92%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
34	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
35	10	0	0	10	0	1	0	9	3	2	1	6	75.00%	66.67%	75.00%
36	35	0	0	35	5	7	0	23	12	7	5	11	47.83%	47.83%	61.11%
37	29	0	0	29	4	0	0	25	10	7	3	15	57.69%	60.00%	68.18%
38	26	0	0	26	2	2	0	22	3	1	2	19	86.36%	86.36%	95.00%
39	0	132	0	132	13	16	3	100	32	22	10	68	66.02%	68.00%	75.56%
40	0	0	8	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%
41	807	0	0	807	110	132	8	557	147	114	33	410	64.67%	73.61%	78.24%
42	1,805	0	0	1,805	216	38	12	1,539	202	180	22	1,337	77.15%	86.87%	88.13%
43	3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
44	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
45	7	0	0	7	3	0	0	4	1	0	1	3	50.00%	75.00%	100.00%
46	0	0	34	34	9	6	0	19	12	1	11	7	41.18%	36.84%	87.50%
47	927	0	0	927	107	86	17	717	170	142	28	547	68.72%	76.29%	79.39%
48	477	0	0	477	349	22	2	104	13	6	7	91	20.40%	87.50%	93.81%
49	127	0	0	127	12	4	1	110	22	21	1	88	72.73%	80.00%	80.73%
50	534	0	0	534	21	25	2	486	80	72	8	406	81.36%	83.54%	84.94%
51	1,180	0	0	1,180	256	114	18	792	224	164	60	568	57.49%	71.72%	77.60%
52	0	1,129	0	1,129	334	175	8	612	226	192	34	386	42.32%	63.07%	66.78%
53	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
54	0	148	0	148	15	30	2	101	49	30	19	52	53.61%	51.49%	63.41%
55	399	0	0	399	49	43	2	305	32	27	5	273	78.22%	89.51%	91.00%
56	76	0	0	76	21	14	0	41	15	6	9	26	49.06%	63.41%	81.25%
57	0	0	5	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
58	67	0	0	67	12	12	1	42	12	3	9	30	66.67%	71.43%	90.91%
59	0	177	0	177	1	33	3	140	26	21	5	114	83.82%	81.43%	84.44%
60	41	0	0	41	11	4	3	23	14	9	5	9	31.03%	39.13%	50.00%
61	737	0	0	737	67	89	0	581	37	30	7	544	84.87%	93.63%	94.77%
62	0	0	6	6	0	1	0	5	2	2	0	3	60.00%	60.00%	60.00%
63	0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
64	0	0	15	15	0	5	0	10	4	4	0	6	60.00%	60.00%	60.00%
65	0	0	28	28	0	3	0	25	3	3	0	22	88.00%	88.00%	88.00%
66	0	0	120	120	0	25	0	95	16	16	0	79	83.16%	83.16%	83.16%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
					LESOG											
	Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
67	24	0	0	24	20	1	0	3	0	0	0	3	13.04%	100.00%	100.00%	
68	702	0	0	702	62	42	0	598	58	36	22	540	84.64%	90.30%	93.75%	
69	515	0	0	515	40	10	2	463	24	21	3	439	87.80%	94.82%	95.43%	
70	2,263	0	0	2,263	194	167	11	1,891	165	128	37	1,726	84.28%	91.27%	93.10%	
71	0	485	0	485	42	69	8	366	93	78	15	273	69.47%	74.59%	77.78%	
72	1,082	0	0	1,082	88	92	25	877	236	174	62	641	70.99%	73.09%	78.65%	
73	131	0	0	131	15	14	1	101	9	8	1	92	80.00%	91.09%	92.00%	
74	176	0	0	176	15	27	1	133	18	15	3	115	79.31%	86.47%	88.46%	
75	26	0	0	26	1	5	0	20	2	2	0	18	85.71%	90.00%	90.00%	
76	110	0	0	110	11	8	1	90	7	7	0	83	82.18%	92.22%	92.22%	
77	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
78	331	0	0	331	13	24	0	294	15	15	0	279	90.88%	94.90%	94.90%	
79	85	0	0	85	5	10	0	70	4	4	0	66	88.00%	94.29%	94.29%	
80	144	0	0	144	36	21	1	86	15	11	4	71	60.17%	82.56%	86.59%	
81	152	0	0	152	18	27	0	107	13	11	2	94	76.42%	87.85%	89.52%	
82	510	0	0	510	122	26	1	361	45	27	18	316	67.96%	87.53%	92.13%	
83	90	0	0	90	21	0	0	69	10	9	1	59	66.29%	85.51%	86.76%	
84	448	0	0	448	33	23	5	387	22	20	2	365	87.32%	94.32%	94.81%	
85	162	0	0	162	13	21	3	125	31	25	6	94	71.21%	75.20%	78.99%	
86	5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%	
87	32,469	0	0	32,469	2,452	1,859	51	28,107	2,082	1,820	262	26,025	85.90%	92.59%	93.46%	
88	32	0	0	32	2	3	1	26	5	5	0	21	75.00%	80.77%	80.77%	
89	31	0	0	31	4	4	0	23	4	3	1	19	73.08%	82.61%	86.36%	
90	101	0	0	101	15	16	1	69	10	9	1	59	71.08%	85.51%	86.76%	
91	28	0	0	28	0	2	4	22	16	12	4	6	33.33%	27.27%	33.33%	
92	6,029	0	0	6,029	433	530	9	5,057	485	416	69	4,572	84.34%	90.41%	91.66%	
93	562	0	0	562	34	13	2	513	30	27	3	483	88.79%	94.15%	94.71%	
94	118	0	0	118	25	24	1	68	12	9	3	56	62.22%	82.35%	86.15%	
95	22	0	0	22	3	3	0	16	1	1	0	15	78.95%	93.75%	93.75%	
96	0	97	0	97	79	7	2	9	4	2	2	5	5.81%	55.56%	71.43%	
97	63	0	0	63	3	7	3	50	10	9	1	40	76.92%	80.00%	81.63%	
98	71	0	0	71	6	2	0	63	5	5	0	58	84.06%	92.06%	92.06%	
99	482	0	0	482	111	17	6	348	113	80	33	235	55.16%	67.53%	74.60%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
100	410	0	0	410	58	18	6	328	121	93	28	207	57.82%	63.11%	69.00%
101	72	0	0	72	15	12	0	45	3	3	0	42	70.00%	93.33%	93.33%
102	0	326	0	326	275	21	2	28	16	9	7	12	4.05%	42.86%	57.14%
103	5,181	0	0	5,181	715	495	54	3,917	695	557	138	3,222	71.70%	82.26%	85.26%
104	528	0	0	528	35	165	0	328	42	34	8	286	80.56%	87.20%	89.38%
105	0	1,774	0	1,774	50	119	1	1,604	518	484	34	1,086	67.04%	67.71%	69.17%
106	5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
107	0	0	86	86	6	8	1	71	4	3	1	67	88.16%	94.37%	95.71%
108	32	0	0	32	1	2	0	29	3	2	1	26	89.66%	89.66%	92.86%
109	0	0	105	105	38	12	0	55	22	10	12	33	40.74%	60.00%	76.74%
110	370	0	0	370	22	12	0	336	17	17	0	319	89.11%	94.94%	94.94%
111	90	0	0	90	3	14	3	70	26	21	5	44	64.71%	62.86%	67.69%
112	811	0	0	811	112	60	7	632	140	129	11	492	67.12%	77.85%	79.23%
113	2,239	0	0	2,239	525	210	18	1,486	412	349	63	1,074	55.13%	72.27%	75.47%
114	75	0	0	75	6	12	0	57	9	5	4	48	81.36%	84.21%	90.57%
115	0	0	78	78	0	14	1	63	1	0	1	62	100.00%	98.41%	100.00%
116	9	0	0	9	1	1	0	7	0	0	0	7	87.50%	100.00%	100.00%
117	19	0	0	19	0	3	0	16	2	1	1	14	93.33%	87.50%	93.33%
118	0	0	375	375	27	21	2	325	42	32	10	283	82.75%	87.08%	89.84%
119	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
120	0	193	0	193	153	16	1	23	10	8	2	13	7.47%	56.52%	61.90%
121	38	0	0	38	12	4	0	22	7	5	2	15	46.88%	68.18%	75.00%
122	815	0	0	815	81	49	0	685	79	66	13	606	80.48%	88.47%	90.18%
123	5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%
124	17	0	0	17	3	1	0	13	1	1	0	12	75.00%	92.31%	92.31%
125	0	0	265	265	9	24	0	232	2	2	0	230	95.44%	99.14%	99.14%
126	46	0	0	46	15	11	3	17	8	7	1	9	29.03%	52.94%	56.25%
127	1,685	0	0	1,685	112	80	11	1,482	314	257	57	1,168	75.99%	78.81%	81.96%
128	0	1,669	0	1,669	153	145	0	1,371	155	136	19	1,216	80.80%	88.69%	89.94%
129	4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
130	0	0	1,501	1,501	259	128	7	1,107	220	188	32	887	66.49%	80.13%	82.51%
131	6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%
132	1,309	0	0	1,309	84	99	9	1,117	183	144	39	934	80.38%	83.62%	86.64%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
133	82	0	0	82	9	1	0	72	11	10	1	61	76.25%	84.72%	85.92%
134	0	491	0	491	15	173	2	301	128	88	40	173	62.68%	57.48%	66.28%
135	975	0	0	975	54	33	5	883	318	215	103	565	67.75%	63.99%	72.44%
136	6	0	0	6	0	1	0	5	1	1	0	4	80.00%	80.00%	80.00%
137	13	0	0	13	1	2	0	10	3	2	1	7	70.00%	70.00%	77.78%
138	310	0	0	310	80	28	4	198	29	22	7	169	62.36%	85.35%	88.48%
139	58	0	0	58	3	5	0	50	8	7	1	42	80.77%	84.00%	85.71%
140	0	0	772	772	10	70	0	692	6	4	2	686	98.00%	99.13%	99.42%
141	138	0	0	138	4	15	0	119	10	3	7	109	93.97%	91.60%	97.32%
142	1,057	0	0	1,057	144	62	4	847	54	42	12	793	81.00%	93.62%	94.97%
143	33	0	0	33	2	7	2	22	3	3	0	19	79.17%	86.36%	86.36%
144	0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
145	511	0	0	511	60	71	2	378	110	85	25	268	64.89%	70.90%	75.92%
146	0	515	0	515	144	58	2	311	85	56	29	226	53.05%	72.67%	80.14%
147	884	0	0	884	197	93	10	584	119	85	34	465	62.25%	79.62%	84.55%
148	121	0	0	121	21	13	0	87	24	19	5	63	61.17%	72.41%	76.83%
149	190	0	0	190	19	21	5	145	31	25	6	114	72.15%	78.62%	82.01%
150	1,361	0	0	1,361	93	179	18	1,071	140	104	36	931	82.54%	86.93%	89.95%
151	0	0	8,660	8,660	173	843	17	7,627	734	611	123	6,893	89.79%	90.38%	91.86%
152	0	0	5	5	0	3	0	2	0	0	0	2	100.00%	100.00%	100.00%
153	22	0	0	22	4	0	0	18	9	5	4	9	50.00%	50.00%	64.29%
154	145	0	0	145	36	9	1	99	53	36	17	46	38.98%	46.46%	56.10%
155	0	2,342	0	2,342	306	252	21	1,763	617	450	167	1,146	60.25%	65.00%	71.80%
156	228	0	0	228	28	22	3	175	31	25	6	144	73.10%	82.29%	85.21%
157	448	0	0	448	13	11	0	424	55	42	13	369	87.03%	87.03%	89.78%
158	0	42	0	42	0	8	0	34	7	7	0	27	79.41%	79.41%	79.41%
159	80	0	0	80	2	3	1	74	7	5	2	67	90.54%	90.54%	93.06%
160	8,690	0	0	8,690	347	645	25	7,673	366	277	89	7,307	92.13%	95.23%	96.35%
161	0	51	0	51	1	8	1	41	18	10	8	23	67.65%	56.10%	69.70%
162	3,203	0	0	3,203	235	191	5	2,772	269	234	35	2,503	84.22%	90.30%	91.45%
163	22	0	0	22	0	9	0	13	1	1	0	12	92.31%	92.31%	92.31%
164	1,057	0	0	1,057	208	214	16	619	270	191	79	349	46.66%	56.38%	64.63%
165	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
					LESOG											
	Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
166	0	0	294	294	14	34	2	244	137	75	62	107	54.59%	43.85%	58.79%	
167	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
168	41	0	0	41	9	2	0	30	6	4	2	24	64.86%	80.00%	85.71%	
169	713	0	0	713	17	35	0	661	54	49	5	607	90.19%	91.83%	92.53%	
170	28	0	0	28	10	1	0	17	6	5	1	11	42.31%	64.71%	68.75%	
171	0	0	67	67	1	15	0	51	9	5	4	42	87.50%	82.35%	89.36%	
172	0	0	119	119	15	21	1	82	29	14	15	53	64.63%	64.63%	79.10%	
173	0	0	191	191	2	43	5	141	57	24	33	84	76.36%	59.57%	77.78%	
174	0	0	554	554	213	58	10	273	112	78	34	161	35.62%	58.97%	67.36%	
175	11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%	
176	89	0	0	89	2	14	0	73	0	0	0	73	97.33%	100.00%	100.00%	
177	11	0	0	11	3	0	0	8	3	3	0	5	45.45%	62.50%	62.50%	
178	20	0	0	20	2	1	0	17	8	3	5	9	64.29%	52.94%	75.00%	
179	0	12,323	0	12,323	220	4,111	5	7,987	4,836	589	4,247	3,151	79.57%	39.45%	84.25%	
180	8	0	0	8	0	1	0	7	4	3	1	3	50.00%	42.86%	50.00%	
181	740	0	0	740	84	144	2	510	110	86	24	400	70.18%	78.43%	82.30%	
182	392	0	0	392	53	22	6	311	59	46	13	252	71.79%	81.03%	84.56%	
183	606	0	0	606	40	39	2	525	91	76	15	434	78.91%	82.67%	85.10%	
184	13	0	0	13	4	7	0	2	0	0	0	2	33.33%	100.00%	100.00%	
185	0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%	
186	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
187	69	0	0	69	11	7	0	51	15	9	6	36	64.29%	70.59%	80.00%	
188	0	0	729	729	217	102	3	407	52	35	17	355	58.48%	87.22%	91.03%	
189	2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%	
190	0	0	107	107	18	7	8	74	23	17	6	51	59.30%	68.92%	75.00%	
191	1,244	0	0	1,244	82	369	0	793	30	20	10	763	88.21%	96.22%	97.45%	
192	0	4,349	0	4,349	99	454	2	3,794	1,340	1,221	119	2,454	65.02%	64.68%	66.78%	
193	38	0	0	38	9	3	1	25	6	1	5	19	65.52%	76.00%	95.00%	
194	0	3,064	0	3,064	43	425	0	2,596	752	686	66	1,844	71.67%	71.03%	72.89%	
195	805	0	0	805	62	295	0	448	14	8	6	434	86.11%	96.88%	98.19%	
196	43	0	0	43	4	0	0	39	5	3	2	34	82.93%	87.18%	91.89%	
197	0	259	0	259	8	25	0	226	53	20	33	173	86.07%	76.55%	89.64%	
198	58	0	0	58	25	1	3	29	6	4	2	23	44.23%	79.31%	85.19%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
199	25	0	0	25	7	0	1	17	13	9	4	4	20.00%	23.53%	30.77%
200	0	723	0	723	36	61	15	611	152	120	32	459	74.63%	75.12%	79.27%
201	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
202	10	0	0	10	0	0	0	10	1	0	1	9	100.00%	90.00%	100.00%
203	0	0	5	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
204	0	147	0	147	30	28	1	88	61	39	22	27	28.13%	30.68%	40.91%
205	5	0	0	5	1	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
206	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
207	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
208	4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%
209	94	0	0	94	2	26	0	66	13	4	9	53	89.83%	80.30%	92.98%
210	0	43,712	0	43,712	2,410	4,426	110	36,766	4,939	3,475	1,464	31,827	84.39%	86.57%	90.16%
211	3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
212	6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%
213	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
214	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
215	141	0	0	141	23	33	1	84	21	13	8	63	63.64%	75.00%	82.89%
216	0	4,342	0	4,342	70	956	1	3,315	1,567	901	666	1,748	64.29%	52.73%	65.99%
217	24	0	0	24	3	5	0	16	3	2	1	13	72.22%	81.25%	86.67%
218	0	0	77	77	32	16	0	29	22	11	11	7	14.00%	24.14%	38.89%
219	22	0	0	22	0	1	1	20	6	3	3	14	82.35%	70.00%	82.35%
220	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
221	0	1,902	0	1,902	70	512	7	1,313	169	85	84	1,144	88.07%	87.13%	93.08%
222	3,372	0	0	3,372	212	378	4	2,778	120	99	21	2,658	89.53%	95.68%	96.41%
223	29	0	0	29	4	1	0	24	5	4	1	19	70.37%	79.17%	82.61%
224	705	0	0	705	80	35	0	590	45	37	8	545	82.33%	92.37%	93.64%
225	363	0	0	363	21	5	3	334	16	13	3	318	90.34%	95.21%	96.07%
226	5	0	0	5	2	0	0	3	2	0	2	1	33.33%	33.33%	100.00%
227	4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
228	18	0	0	18	1	2	0	15	6	4	2	9	64.29%	60.00%	69.23%
229	0	0	6	6	2	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
230	0	12	0	12	1	2	0	9	5	3	2	4	50.00%	44.44%	57.14%
231	94	0	0	94	8	17	2	67	9	6	3	58	80.56%	86.57%	90.63%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
232	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
233	0	0	498	498	85	15	15	383	87	50	37	296	68.68%	77.28%	85.55%
234	0	0	267	267	63	32	2	170	55	42	13	115	52.27%	67.65%	73.25%
235	563	0	0	563	86	93	8	376	77	59	18	299	67.34%	79.52%	83.52%
236	514	0	0	514	36	52	0	426	19	16	3	407	88.67%	95.54%	96.22%
237	48	0	0	48	9	14	2	23	8	4	4	15	53.57%	65.22%	78.95%
238	67,878	0	0	67,878	5,983	12,323	559	49,013	11,754	8,667	3,087	37,259	71.78%	76.02%	81.13%
239	1,081	0	0	1,081	94	532	21	434	176	135	41	258	52.98%	59.45%	65.65%
240	494	0	0	494	49	28	1	416	34	27	7	382	83.41%	91.83%	93.40%
241	0	0	238	238	1	38	0	199	4	4	0	195	97.50%	97.99%	97.99%
242	17	0	0	17	3	0	0	14	0	0	0	14	82.35%	100.00%	100.00%
243	285	0	0	285	9	44	4	228	78	62	16	150	67.87%	65.79%	70.75%
244	86	0	0	86	13	8	2	63	15	11	4	48	66.67%	76.19%	81.36%
245	1,256	0	0	1,256	108	67	5	1,076	37	31	6	1,039	88.20%	96.56%	97.10%
246	328	0	0	328	6	6	0	316	21	20	1	295	91.90%	93.35%	93.65%
247	287	0	0	287	18	59	6	204	121	90	31	83	43.46%	40.69%	47.98%
248	478	0	0	478	41	35	1	401	44	41	3	357	81.32%	89.03%	89.70%
249	370	0	0	370	49	10	0	311	20	19	1	291	81.06%	93.57%	93.87%
250	863	0	0	863	54	19	2	788	57	49	8	731	87.65%	92.77%	93.72%
251	13	0	0	13	1	0	0	12	2	1	1	10	83.33%	83.33%	90.91%
252	1,311	0	0	1,311	95	19	1	1,196	25	23	2	1,171	90.85%	97.91%	98.07%
253	8	0	0	8	4	0	0	4	3	2	1	1	14.29%	25.00%	33.33%
254	13	0	0	13	4	4	0	5	3	3	0	2	22.22%	40.00%	40.00%
255	0	92	0	92	0	6	6	80	51	28	23	29	50.88%	36.25%	50.88%
256	0	0	3,300	3,300	18	494	31	2,757	1,033	510	523	1,724	76.55%	62.53%	77.17%
257	7	0	0	7	3	0	1	3	1	0	1	2	40.00%	66.67%	100.00%
258	0	0	3,441	3,441	112	45	17	3,267	655	580	75	2,612	79.06%	79.95%	81.83%
259	12,164	0	0	12,164	728	531	8	10,897	551	500	51	10,346	89.39%	94.94%	95.39%
260	662	0	0	662	33	51	2	576	32	25	7	544	90.37%	94.44%	95.61%
261	357	0	0	357	32	65	1	259	51	32	19	208	76.47%	80.31%	86.67%
262	394	0	0	394	20	34	4	336	71	51	20	265	78.87%	78.87%	83.86%
263	19	0	0	19	0	3	0	16	11	7	4	5	41.67%	31.25%	41.67%
264	12	0	0	12	0	8	0	4	2	1	1	2	66.67%	50.00%	66.67%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
265	9	0	0	9	0	7	0	2	1	1	0	1	50.00%	50.00%	50.00%
266	136	0	0	136	27	10	1	98	25	20	5	73	60.83%	74.49%	78.49%
267	38	0	0	38	11	3	3	21	5	2	3	16	55.17%	76.19%	88.89%
268	0	84	0	84	22	10	0	52	16	12	4	36	51.43%	69.23%	75.00%
269	129	0	0	129	19	11	1	98	12	10	2	86	74.78%	87.76%	89.58%
270	409	0	0	409	39	15	5	350	47	37	10	303	79.95%	86.57%	89.12%
271	95	0	0	95	19	6	2	68	7	6	1	61	70.93%	89.71%	91.04%
272	1,079	0	0	1,079	73	76	29	901	250	198	52	651	70.61%	72.25%	76.68%
273	3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
274	34	0	0	34	2	3	0	29	6	4	2	23	79.31%	79.31%	85.19%
275	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
276	0	51	0	51	4	13	0	34	6	4	2	28	77.78%	82.35%	87.50%
277	21	0	0	21	7	0	0	14	7	1	6	7	46.67%	50.00%	87.50%
278	69	0	0	69	7	10	0	52	13	10	3	39	69.64%	75.00%	79.59%
279	4,165	0	0	4,165	157	127	20	3,861	165	129	36	3,696	92.82%	95.73%	96.63%
280	6	0	0	6	1	0	1	4	0	0	0	4	80.00%	100.00%	100.00%
281	0	30	0	30	4	4	0	22	12	6	6	10	50.00%	45.45%	62.50%
282	451	0	0	451	82	25	1	343	66	57	9	277	66.59%	80.76%	82.93%
283	26	0	0	26	7	1	3	15	5	4	1	10	47.62%	66.67%	71.43%
284	3,839	0	0	3,839	167	338	12	3,322	2,260	2,088	172	1,062	32.02%	31.97%	33.71%
285	6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
286	36	0	0	36	4	10	0	22	0	0	0	22	84.62%	100.00%	100.00%
287	79	0	0	79	6	7	0	66	6	3	3	60	86.96%	90.91%	95.24%
288	18	0	0	18	0	0	0	18	2	2	0	16	88.89%	88.89%	88.89%
289	5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
290	355	0	0	355	28	18	1	308	45	42	3	263	78.98%	85.39%	86.23%
291	4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
292	131	0	0	131	14	3	3	111	16	13	3	95	77.87%	85.59%	87.96%
293	4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
294	23	0	0	23	1	5	0	17	8	5	3	9	60.00%	52.94%	64.29%
295	11	0	0	11	0	1	0	10	1	1	0	9	90.00%	90.00%	90.00%
296	6	0	0	6	0	0	3	3	3	2	1	0	0.00%	0.00%	0.00%
297	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
298	0	0	73	73	7	15	0	51	12	9	3	39	70.91%	76.47%	81.25%
299	18	0	0	18	2	3	0	13	2	2	0	11	73.33%	84.62%	84.62%
300	26	0	0	26	10	1	2	13	5	1	4	8	42.11%	61.54%	88.89%
301	381	0	0	381	36	41	3	301	103	85	18	198	62.07%	65.78%	69.96%
302	1,556	0	0	1,556	107	30	4	1,415	62	51	11	1,353	89.54%	95.62%	96.37%
303	2,061	0	0	2,061	192	86	2	1,781	191	119	72	1,590	83.64%	89.28%	93.04%
304	4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
305	9	0	0	9	1	1	0	7	4	3	1	3	42.86%	42.86%	50.00%
306	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
307	2,505	0	0	2,505	327	133	8	2,037	238	181	57	1,799	77.98%	88.32%	90.86%
308	2,229	0	0	2,229	143	65	8	2,013	84	68	16	1,929	90.14%	95.83%	96.59%
309	0	0	13,097	13,097	963	4,347	73	7,714	2,083	1,251	832	5,631	71.78%	73.00%	81.82%
310	0	0	7	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%
311	267	0	0	267	41	15	1	210	18	18	0	192	76.49%	91.43%	91.43%
312	47	0	0	47	16	3	0	28	0	0	0	28	63.64%	100.00%	100.00%
313	63	0	0	63	13	2	0	48	1	0	1	47	78.33%	97.92%	100.00%
314	20	0	0	20	2	3	0	15	0	0	0	15	88.24%	100.00%	100.00%
315	79	0	0	79	18	8	3	50	8	4	4	42	65.63%	84.00%	91.30%
316	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
317	0	0	113	113	3	14	0	96	3	2	1	93	94.90%	96.88%	97.89%
318	1,663	0	0	1,663	139	137	0	1,387	85	71	14	1,302	86.11%	93.87%	94.83%
319	394	0	0	394	37	30	3	324	47	46	1	277	76.94%	85.49%	85.76%
320	8,391	0	0	8,391	390	572	14	7,415	818	638	180	6,597	86.52%	88.97%	91.18%
321	115	0	0	115	23	6	0	86	2	2	0	84	77.06%	97.67%	97.67%
322	7	0	0	7	3	0	0	4	2	2	0	2	28.57%	50.00%	50.00%
323	42	0	0	42	8	2	3	29	4	3	1	25	69.44%	86.21%	89.29%
324	668	0	0	668	89	71	1	507	41	36	5	466	78.85%	91.91%	92.83%
325	1,604	0	0	1,604	106	96	1	1,401	85	76	9	1,316	87.85%	93.93%	94.54%
326	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
327	0	0	82	82	2	12	2	66	31	14	17	35	68.63%	53.03%	71.43%
328	105	0	0	105	4	18	1	82	17	12	5	65	80.25%	79.27%	84.42%
329	25	0	0	25	1	0	1	23	1	0	1	22	95.65%	95.65%	100.00%
330	377	0	0	377	48	39	9	281	60	52	8	221	68.85%	78.65%	80.95%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
					LESOG											
	Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
331	2,517	0	0	2,517	279	186	7	2,045	181	145	36	1,864	81.47%	91.15%	92.78%	
332	59	0	0	59	2	23	1	33	10	4	6	23	79.31%	69.70%	85.19%	
333	33	0	0	33	4	0	0	29	8	8	0	21	63.64%	72.41%	72.41%	
334	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
335	0	0	47	47	14	9	0	24	10	2	8	14	46.67%	58.33%	87.50%	
336	14	0	0	14	0	6	0	8	4	3	1	4	57.14%	50.00%	57.14%	
337	1,106	0	0	1,106	112	130	11	853	194	142	52	659	72.18%	77.26%	82.27%	
338	504	0	0	504	43	19	1	441	32	24	8	409	85.92%	92.74%	94.46%	
339	0	0	84	84	2	9	2	71	18	9	9	53	82.81%	74.65%	85.48%	
340	3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%	
341	0	0	20	20	4	7	0	9	5	1	4	4	44.44%	44.44%	80.00%	
342	0	0	253	253	59	26	1	167	36	31	5	131	59.28%	78.44%	80.86%	
343	847	0	0	847	84	63	12	688	124	93	31	564	76.11%	81.98%	85.84%	
344	135	0	0	135	25	13	3	94	34	27	7	60	53.57%	63.83%	68.97%	
345	10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%	
346	0	8	0	8	0	2	0	6	3	2	1	3	60.00%	50.00%	60.00%	
347	965	0	0	965	79	85	4	797	62	38	24	735	86.27%	92.22%	95.08%	
348	13	0	0	13	6	0	0	7	4	2	2	3	27.27%	42.86%	60.00%	
349	11	0	0	11	1	0	0	10	2	2	0	8	72.73%	80.00%	80.00%	
350	385	0	0	385	49	20	0	316	23	13	10	293	82.54%	92.72%	95.75%	
351	170	0	0	170	7	13	0	150	4	4	0	146	92.99%	97.33%	97.33%	
352	4	0	0	4	0	1	1	2	1	1	0	1	50.00%	50.00%	50.00%	
353	1,412	0	0	1,412	1,222	60	1	129	13	6	7	116	8.63%	89.92%	95.08%	
354	379	0	0	379	291	7	0	81	7	3	4	74	20.11%	91.36%	96.10%	
355	0	7	0	7	0	5	0	2	1	1	0	1	50.00%	50.00%	50.00%	
356	4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
357	4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%	
358	41	0	0	41	35	2	0	4	1	1	0	3	7.69%	75.00%	75.00%	
359	5	0	0	5	0	3	0	2	2	1	1	0	0.00%	0.00%	0.00%	
360	3,117	0	0	3,117	329	203	14	2,571	175	133	42	2,396	83.83%	93.19%	94.74%	
361	1,625	0	0	1,625	114	68	6	1,437	92	68	24	1,345	88.08%	93.60%	95.19%	
362	1,088	0	0	1,088	134	45	9	900	130	115	15	770	75.56%	85.56%	87.01%	
363	0	0	2,244	2,244	339	53	80	1,772	398	349	49	1,374	66.63%	77.54%	79.74%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
					LESOG											
	Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
364	2,284	0	0	2,284	247	70	5	1,962	124	110	14	1,838	83.74%	93.68%	94.35%	
365	219	0	0	219	20	11	4	184	21	13	8	163	83.16%	88.59%	92.61%	
366	100	0	0	100	18	1	0	81	2	2	0	79	79.80%	97.53%	97.53%	
367	0	72	0	72	8	7	0	57	13	12	1	44	68.75%	77.19%	78.57%	
368	33	0	0	33	13	3	1	16	4	4	0	12	41.38%	75.00%	75.00%	
369	30	0	0	30	2	2	2	24	3	1	2	21	87.50%	87.50%	95.45%	
370	237	0	0	237	29	23	4	181	104	79	25	77	41.62%	42.54%	49.36%	
371	129	0	0	129	10	8	1	110	9	7	2	101	85.59%	91.82%	93.52%	
372	341	0	0	341	44	31	3	263	54	36	18	209	72.32%	79.47%	85.31%	
373	7	0	0	7	0	0	0	7	2	0	2	5	100.00%	71.43%	100.00%	
374	35	0	0	35	6	1	1	27	7	6	1	20	62.50%	74.07%	76.92%	
375	150	0	0	150	12	7	1	130	53	44	9	77	57.89%	59.23%	63.64%	
376	0	196	0	196	20	47	0	129	41	26	15	88	65.67%	68.22%	77.19%	
377	70	0	0	70	22	6	0	42	7	3	4	35	58.33%	83.33%	92.11%	
378	771	0	0	771	130	34	1	606	40	32	8	566	77.75%	93.40%	94.65%	
379	192	0	0	192	18	6	1	167	14	12	2	153	83.61%	91.62%	92.73%	
380	0	0	917	917	49	96	2	770	30	22	8	740	91.25%	96.10%	97.11%	
381	3,538	0	0	3,538	180	196	47	3,115	335	105	230	2,780	90.70%	89.25%	96.36%	
382	0	0	528	528	7	46	0	475	5	3	2	470	97.92%	98.95%	99.37%	
383	565	0	0	565	63	23	0	479	45	39	6	434	80.97%	90.61%	91.75%	
384	0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
385	72	0	0	72	6	31	0	35	3	2	1	32	80.00%	91.43%	94.12%	
386	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
387	394	0	0	394	42	21	2	329	34	24	10	295	81.72%	89.67%	92.48%	
388	311	0	0	311	53	8	3	247	36	30	6	211	71.77%	85.43%	87.55%	
389	168	0	0	168	16	6	1	145	13	12	1	132	82.50%	91.03%	91.67%	
390	142	0	0	142	23	8	0	111	5	4	1	106	79.70%	95.50%	96.36%	
391	12	0	0	12	1	2	1	8	2	2	0	6	66.67%	75.00%	75.00%	
392	0	0	320	320	10	38	0	272	14	13	1	258	91.81%	94.85%	95.20%	
393	613	0	0	613	44	38	3	528	44	39	5	484	85.36%	91.67%	92.54%	
394	0	29	0	29	15	2	1	11	8	5	3	3	13.04%	27.27%	37.50%	
395	24	0	0	24	6	0	2	16	8	6	2	8	40.00%	50.00%	57.14%	
396	813	0	0	813	77	73	2	661	69	61	8	592	81.10%	89.56%	90.66%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
397	44	0	0	44	3	1	0	40	7	5	2	33	80.49%	82.50%	86.84%
398	248	0	0	248	21	8	2	217	31	26	5	186	79.83%	85.71%	87.74%
399	24	0	0	24	9	6	0	9	7	7	0	2	11.11%	22.22%	22.22%
400	0	74	0	74	15	12	0	47	13	9	4	34	58.62%	72.34%	79.07%
401	0	35	0	35	3	6	0	26	7	6	1	19	67.86%	73.08%	76.00%
402	10	0	0	10	3	2	0	5	1	0	1	4	57.14%	80.00%	100.00%
403	98	0	0	98	6	5	0	87	20	18	2	67	73.63%	77.01%	78.82%
404	163	0	0	163	44	5	6	108	49	40	9	59	41.26%	54.63%	59.60%
405	282	0	0	282	24	21	2	235	45	36	9	190	76.00%	80.85%	84.07%
406	0	0	256	256	48	12	1	195	58	45	13	137	59.57%	70.26%	75.27%
407	285	0	0	285	67	14	12	192	46	31	15	146	59.84%	76.04%	82.49%
408	23	0	0	23	2	2	0	19	10	3	7	9	64.29%	47.37%	75.00%
409	0	0	11	11	6	0	1	4	0	0	0	4	40.00%	100.00%	100.00%
410	8	0	0	8	0	2	1	5	3	2	1	2	50.00%	40.00%	50.00%
411	303	0	0	303	27	21	1	254	14	13	1	240	85.71%	94.49%	94.86%
412	20	0	0	20	0	1	0	19	1	1	0	18	94.74%	94.74%	94.74%
413	13	0	0	13	2	0	0	11	3	1	2	8	72.73%	72.73%	88.89%
414	6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
415	165	0	0	165	35	39	5	86	29	16	13	57	52.78%	66.28%	78.08%
416	180	0	0	180	31	13	0	136	35	23	12	101	65.16%	74.26%	81.45%
417	0	0	126	126	33	13	1	79	18	14	4	61	56.48%	77.22%	81.33%
418	1,779	0	0	1,779	264	147	11	1,357	106	90	16	1,251	77.94%	92.19%	93.29%
419	116	0	0	116	23	6	1	86	16	11	5	70	67.31%	81.40%	86.42%
420	0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
421	17	0	0	17	2	6	0	9	3	3	0	6	54.55%	66.67%	66.67%
422	76	0	0	76	11	6	0	59	12	10	2	47	69.12%	79.66%	82.46%
423	74	0	0	74	15	5	1	53	11	9	2	42	63.64%	79.25%	82.35%
424	17	0	0	17	2	1	0	14	2	1	1	12	80.00%	85.71%	92.31%
425	4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%
426	0	182	0	182	46	28	0	108	33	32	1	75	49.02%	69.44%	70.09%
427	57	0	0	57	5	5	0	47	8	6	2	39	78.00%	82.98%	86.67%
428	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
429	26	0	0	26	4	3	0	19	4	2	2	15	71.43%	78.95%	88.24%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
430	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
431	0	22	0	22	5	2	0	15	6	3	3	9	52.94%	60.00%	75.00%
432	7	0	0	7	0	0	0	7	5	2	3	2	50.00%	28.57%	50.00%
433	30	0	0	30	3	7	0	20	9	7	2	11	52.38%	55.00%	61.11%
434	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
435	49	0	0	49	2	6	0	41	12	12	0	29	67.44%	70.73%	70.73%
436	0	20	0	20	11	3	0	6	0	0	0	6	35.29%	100.00%	100.00%
437	203	0	0	203	26	18	1	158	18	13	5	140	78.21%	88.61%	91.50%
438	0	0	61	61	7	10	0	44	9	3	6	35	77.78%	79.55%	92.11%
439	266	0	0	266	25	9	0	232	15	13	2	217	85.10%	93.53%	94.35%
440	5,174	0	0	5,174	368	415	19	4,372	670	467	203	3,702	81.60%	84.68%	88.80%
441	2,262	0	0	2,262	244	154	15	1,849	126	92	34	1,723	83.68%	93.19%	94.93%
442	0	0	582	582	70	78	3	431	118	97	21	313	65.21%	72.62%	76.34%
443	992	0	0	992	138	68	12	774	135	105	30	639	72.45%	82.56%	85.89%
444	75	0	0	75	16	5	0	54	6	2	4	48	72.73%	88.89%	96.00%
445	2,150	0	0	2,150	199	113	6	1,832	410	372	38	1,422	71.35%	77.62%	79.26%
446	0	0	18	18	0	8	1	9	7	6	1	2	25.00%	22.22%	25.00%
447	599	0	0	599	13	23	59	504	341	261	80	163	37.30%	32.34%	38.44%
448	0	0	37	37	7	13	4	13	6	2	4	7	43.75%	53.85%	77.78%
449	740	0	0	740	34	56	5	645	62	33	29	583	89.69%	90.39%	94.64%
450	2,282	0	0	2,282	156	172	6	1,948	185	142	43	1,763	85.54%	90.50%	92.55%
451	868	0	0	868	133	15	5	715	185	183	2	530	62.65%	74.13%	74.33%
452	36	0	0	36	2	1	0	33	5	4	1	28	82.35%	84.85%	87.50%
453	56	0	0	56	4	3	1	48	3	3	0	45	86.54%	93.75%	93.75%
454	2,709	0	0	2,709	311	295	39	2,064	435	291	144	1,629	73.02%	78.92%	84.84%
455	1,071	0	0	1,071	128	133	19	791	182	118	64	609	71.23%	76.99%	83.77%
456	366	0	0	366	16	27	4	319	18	16	2	301	90.39%	94.36%	94.95%
457	0	0	20	20	7	2	1	10	1	0	1	9	56.25%	90.00%	100.00%
458	48	0	0	48	8	6	0	34	2	2	0	32	76.19%	94.12%	94.12%
459	9	0	0	9	1	2	0	6	0	0	0	6	85.71%	100.00%	100.00%
460	0	286	0	286	1	32	5	248	118	79	39	130	61.90%	52.42%	62.20%
461	594	0	0	594	156	69	2	367	82	71	11	285	55.66%	77.66%	80.06%
462	1,398	0	0	1,398	294	103	0	1,001	130	112	18	871	68.21%	87.01%	88.61%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
463	67	0	0	67	14	9	0	44	1	1	0	43	74.14%	97.73%	97.73%
464	1,390	0	0	1,390	146	117	6	1,121	129	76	53	992	81.71%	88.49%	92.88%
465	0	0	907	907	160	90	8	649	219	179	40	430	55.92%	66.26%	70.61%
466	0	0	748	748	105	77	4	562	196	168	28	366	57.28%	65.12%	68.54%
467	9	0	0	9	3	0	1	5	0	0	0	5	62.50%	100.00%	100.00%
468	8	0	0	8	1	3	0	4	1	1	0	3	60.00%	75.00%	75.00%
469	8	0	0	8	5	0	0	3	0	0	0	3	37.50%	100.00%	100.00%
470	978	0	0	978	85	57	7	829	47	41	6	782	86.12%	94.33%	95.02%
471	0	220	0	220	99	33	1	87	42	32	10	45	25.57%	51.72%	58.44%
472	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
473	8	0	0	8	2	1	0	5	1	1	0	4	57.14%	80.00%	80.00%
474	6	0	0	6	0	0	0	6	3	1	2	3	75.00%	50.00%	75.00%
475	0	0	2,196	2,196	405	264	32	1,495	408	312	96	1,087	60.25%	72.71%	77.70%
476	33	0	0	33	6	1	0	26	3	2	1	23	74.19%	88.46%	92.00%
477	108	0	0	108	9	17	0	82	11	10	1	71	78.89%	86.59%	87.65%
478	0	0	11	11	0	7	0	4	2	0	2	2	100.00%	50.00%	100.00%
479	0	0	1,170	1,170	173	132	7	858	260	191	69	598	62.16%	69.70%	75.79%
480	125	0	0	125	19	11	0	95	29	25	4	66	60.00%	69.47%	72.53%
481	93	0	0	93	16	6	3	68	14	9	5	54	68.35%	79.41%	85.71%
482	180	0	0	180	23	8	0	149	19	17	2	130	76.47%	87.25%	88.44%
483	0	0	2,308	2,308	284	244	15	1,765	436	320	116	1,329	68.75%	75.30%	80.59%
484	0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
485	3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
486	252	0	0	252	227	9	0	16	0	0	0	16	6.58%	100.00%	100.00%
487	0	98	0	98	9	12	0	77	22	18	4	55	67.07%	71.43%	75.34%
488	50	0	0	50	14	6	2	28	6	6	0	22	52.38%	78.57%	78.57%
489	50	0	0	50	1	4	3	42	15	4	11	27	84.38%	64.29%	87.10%
490	0	30	0	30	1	9	0	20	18	13	5	2	12.50%	10.00%	13.33%
491	0	0	5	5	1	0	0	4	3	3	0	1	20.00%	25.00%	25.00%
492	2,286	0	0	2,286	224	66	18	1,978	172	148	24	1,806	82.92%	91.30%	92.43%
493	415	0	0	415	68	31	4	312	36	32	4	276	73.40%	88.46%	89.61%
494	329	0	0	329	36	21	1	271	31	28	3	240	78.95%	88.56%	89.55%
495	2,619	0	0	2,619	192	255	46	2,126	305	198	107	1,821	82.36%	85.65%	90.19%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info	LSR PROCESSING								FLOWTHROUGH						
	LESOG														
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
496	29	0	0	29	3	3	1	22	5	4	1	17	70.83%	77.27%	80.95%
497	0	0	34	34	5	9	0	20	3	1	2	17	73.91%	85.00%	94.44%
498	1,522	0	0	1,522	145	176	7	1,194	110	78	32	1,084	82.94%	90.79%	93.29%
499	98	0	0	98	20	10	0	68	27	24	3	41	48.24%	60.29%	63.08%
500	0	0	3	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
501	832	0	0	832	98	32	3	699	54	54	0	645	80.93%	92.27%	92.27%
502	5	0	0	5	0	0	0	5	2	1	1	3	75.00%	60.00%	75.00%
503	0	26	0	26	3	4	0	19	5	5	0	14	63.64%	73.68%	73.68%
504	0	21	0	21	12	0	0	9	5	1	4	4	23.53%	44.44%	80.00%
505	4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
506	5	0	0	5	0	2	0	3	2	0	2	1	100.00%	33.33%	100.00%
507	0	1,320	0	1,320	109	199	0	1,012	340	147	193	672	72.41%	66.40%	82.05%
508	2,164	0	0	2,164	323	152	7	1,682	136	84	52	1,546	79.16%	91.91%	94.85%
509	0	112	0	112	14	24	0	74	14	6	8	60	75.00%	81.08%	90.91%
510	94	0	0	94	45	4	1	44	8	6	2	36	41.38%	81.82%	85.71%
LENS Subtotal	299,191	0	0	299,191	27,993	28,996	1,770	240,432	34,630	26,915	7,715	205,802	78.94%	85.60%	88.43%
EDI Subtotal	0	83,752	0	83,752	5,005	12,622	211	65,914	16,698	9,235	7,463	49,216	77.56%	74.67%	84.20%
TAG Subtotal	0	0	51,897	51,897	4,541	8,043	398	38,915	8,172	5,584	2,588	30,743	75.23%	79.00%	84.63%
TOTAL INTERFACES	299,191	83,752	51,897	434,840	37,539	49,661	2,379	345,261	59,500	41,734	17,766	285,761	78.28%	82.77%	87.26%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
1	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
2	29	0	0	29	0	4	5	20	11	7	4	9	56.25%	45.00%	56.25%	
3	26	0	0	26	2	6	0	18	8	7	1	10	52.63%	55.56%	58.82%	
4	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
5	0	0	3	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
6	82	0	0	82	2	45	0	35	2	0	2	33	94.29%	94.29%	100.00%	
7	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
8	78	0	0	78	18	10	1	49	16	7	9	33	56.90%	67.35%	82.50%	
9	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
10	90	0	0	90	14	17	0	59	3	3	0	56	76.71%	94.92%	94.92%	
11	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
12	6	0	0	6	1	2	0	3	0	0	0	3	75.00%	100.00%	100.00%	
13	29	0	0	29	4	0	0	25	10	7	3	15	57.69%	60.00%	68.18%	
14	1,805	0	0	1,805	216	38	12	1,539	202	180	22	1,337	77.15%	86.87%	88.13%	
15	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
16	4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
17	7	0	0	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%	
18	74	0	0	74	5	8	1	60	0	0	0	60	92.31%	100.00%	100.00%	
19	115	0	0	115	11	3	1	100	19	19	0	81	72.97%	81.00%	81.00%	
20	534	0	0	534	21	25	2	486	80	72	8	406	81.36%	83.54%	84.94%	
21	0	29	0	29	4	2	0	23	5	3	2	18	72.00%	78.26%	85.71%	
22	87	0	0	87	4	7	0	76	6	6	0	70	87.50%	92.11%	92.11%	
23	55	0	0	55	18	12	0	25	5	3	2	20	48.78%	80.00%	86.96%	
24	737	0	0	737	67	89	0	581	37	30	7	544	84.87%	93.63%	94.77%	
25	700	0	0	700	62	42	0	596	58	36	22	538	84.59%	90.27%	93.73%	
26	515	0	0	515	40	10	2	463	24	21	3	439	87.80%	94.82%	95.43%	
27	2,244	0	0	2,244	190	165	9	1,880	162	126	36	1,718	84.46%	91.38%	93.17%	
28	49	0	0	49	5	5	0	39	1	1	0	38	86.36%	97.44%	97.44%	
29	174	0	0	174	15	26	1	132	18	15	3	114	79.17%	86.36%	88.37%	
30	26	0	0	26	1	5	0	20	2	2	0	18	85.71%	90.00%	90.00%	
31	109	0	0	109	11	8	1	89	7	7	0	82	82.00%	92.13%	92.13%	
32	331	0	0	331	13	24	0	294	15	15	0	279	90.88%	94.90%	94.90%	
33	85	0	0	85	5	10	0	70	4	4	0	66	88.00%	94.29%	94.29%	
34	151	0	0	151	18	27	0	106	12	11	1	94	76.42%	88.68%	89.52%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
35	510	0	0	510	122	26	1	361	45	27	18	316	67.96%	87.53%	92.13%	
36	90	0	0	90	21	0	0	69	10	9	1	59	66.29%	85.51%	86.76%	
37	446	0	0	446	33	23	5	385	22	20	2	363	87.26%	94.29%	94.78%	
38	114	0	0	114	11	9	2	92	19	15	4	73	73.74%	79.35%	82.95%	
39	32,469	0	0	32,469	2,452	1,859	51	28,107	2,082	1,820	262	26,025	85.90%	92.59%	93.46%	
40	101	0	0	101	15	16	1	69	10	9	1	59	71.08%	85.51%	86.76%	
41	6,029	0	0	6,029	433	530	9	5,057	485	416	69	4,572	84.34%	90.41%	91.66%	
42	562	0	0	562	34	13	2	513	30	27	3	483	88.79%	94.15%	94.71%	
43	22	0	0	22	3	3	0	16	1	1	0	15	78.95%	93.75%	93.75%	
44	68	0	0	68	6	2	0	60	5	5	0	55	83.33%	91.67%	91.67%	
45	71	0	0	71	14	12	0	45	3	3	0	42	71.19%	93.33%	93.33%	
46	552	0	0	552	52	90	2	408	76	56	20	332	75.45%	81.37%	85.57%	
47	528	0	0	528	35	165	0	328	42	34	8	286	80.56%	87.20%	89.38%	
48	0	1,774	0	1,774	50	119	1	1,604	518	484	34	1,086	67.04%	67.71%	69.17%	
49	5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%	
50	0	0	86	86	6	8	1	71	4	3	1	67	88.16%	94.37%	95.71%	
51	0	0	4	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%	
52	15	0	0	15	0	0	0	15	1	1	0	14	93.33%	93.33%	93.33%	
53	370	0	0	370	22	12	0	336	17	17	0	319	89.11%	94.94%	94.94%	
54	810	0	0	810	112	60	7	631	139	128	11	492	67.21%	77.97%	79.35%	
55	72	0	0	72	5	12	0	55	9	5	4	46	82.14%	83.64%	90.20%	
56	0	0	78	78	0	14	1	63	1	0	1	62	100.00%	98.41%	100.00%	
57	9	0	0	9	1	1	0	7	0	0	0	7	87.50%	100.00%	100.00%	
58	0	0	358	358	21	21	1	315	39	29	10	276	84.66%	87.62%	90.49%	
59	815	0	0	815	81	49	0	685	79	66	13	606	80.48%	88.47%	90.18%	
60	5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100.00%	100.00%	
61	17	0	0	17	3	1	0	13	1	1	0	12	75.00%	92.31%	92.31%	
62	0	0	265	265	9	24	0	232	2	2	0	230	95.44%	99.14%	99.14%	
63	9	0	0	9	5	1	0	3	1	1	0	2	25.00%	66.67%	66.67%	
64	1,675	0	0	1,675	112	79	11	1,473	314	257	57	1,159	75.85%	78.68%	81.85%	
65	0	1,669	0	1,669	153	145	0	1,371	155	136	19	1,216	80.80%	88.69%	89.94%	
66	4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
67	0	0	1,499	1,499	259	127	7	1,106	220	188	32	886	66.47%	80.11%	82.50%	
68	6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
69	1,309	0	0	1,309	84	99	9	1,117	183	144	39	934	80.38%	83.62%	86.64%
70	82	0	0	82	9	1	0	72	11	10	1	61	76.25%	84.72%	85.92%
71	9	0	0	9	0	2	0	7	2	1	1	5	83.33%	71.43%	83.33%
72	147	0	0	147	15	9	2	121	16	11	5	105	80.15%	86.78%	90.52%
73	58	0	0	58	3	5	0	50	8	7	1	42	80.77%	84.00%	85.71%
74	0	0	772	772	10	70	0	692	6	4	2	686	98.00%	99.13%	99.42%
75	138	0	0	138	4	15	0	119	10	3	7	109	93.97%	91.60%	97.32%
76	1,057	0	0	1,057	144	62	4	847	54	42	12	793	81.00%	93.62%	94.97%
77	13	0	0	13	1	0	0	12	2	2	0	10	76.92%	83.33%	83.33%
78	133	0	0	133	15	17	0	101	32	25	7	69	63.30%	68.32%	73.40%
79	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
80	5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%
81	29	0	0	29	5	1	0	23	4	3	1	19	70.37%	82.61%	86.36%
82	127	0	0	127	13	12	2	100	15	12	3	85	77.27%	85.00%	87.63%
83	1,158	0	0	1,158	92	83	10	973	132	96	36	841	81.73%	86.43%	89.75%
84	0	0	8,660	8,660	173	843	17	7,627	734	611	123	6,893	89.79%	90.38%	91.86%
85	5	0	0	5	0	2	0	3	1	1	0	2	66.67%	66.67%	66.67%
86	0	54	0	54	3	7	0	44	16	11	5	28	66.67%	63.64%	71.79%
87	111	0	0	111	16	12	0	83	16	12	4	67	70.53%	80.72%	84.81%
88	448	0	0	448	13	11	0	424	55	42	13	369	87.03%	87.03%	89.78%
89	0	42	0	42	0	8	0	34	7	7	0	27	79.41%	79.41%	79.41%
90	80	0	0	80	2	3	1	74	7	5	2	67	90.54%	90.54%	93.06%
91	8,675	0	0	8,675	345	638	23	7,669	365	276	89	7,304	92.16%	95.24%	96.36%
92	0	51	0	51	1	8	1	41	18	10	8	23	67.65%	56.10%	69.70%
93	3,203	0	0	3,203	235	191	5	2,772	269	234	35	2,503	84.22%	90.30%	91.45%
94	22	0	0	22	0	9	0	13	1	1	0	12	92.31%	92.31%	92.31%
95	105	0	0	105	8	21	2	74	23	17	6	51	67.11%	68.92%	75.00%
96	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
97	41	0	0	41	9	2	0	30	6	4	2	24	64.86%	80.00%	85.71%
98	713	0	0	713	17	35	0	661	54	49	5	607	90.19%	91.83%	92.53%
99	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
100	11	0	0	11	0	0	0	11	0	0	0	11	100.00%	100.00%	100.00%
101	80	0	0	80	1	9	0	70	0	0	0	70	98.59%	100.00%	100.00%
102	0	12,323	0	12,323	220	4,111	5	7,987	4,836	589	4,247	3,151	79.57%	39.45%	84.25%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
103	249	0	0	249	20	49	0	180	31	29	2	149	75.25%	82.78%	83.71%	
104	278	0	0	278	35	14	4	225	46	37	9	179	71.31%	79.56%	82.87%	
105	547	0	0	547	35	31	2	479	74	62	12	405	80.68%	84.55%	86.72%	
106	0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%	
107	10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%	
108	0	0	518	518	154	39	1	324	27	18	9	297	63.33%	91.67%	94.29%	
109	2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%	
110	1,244	0	0	1,244	82	369	0	793	30	20	10	763	88.21%	96.22%	97.45%	
111	0	4,349	0	4,349	99	454	2	3,794	1,340	1,221	119	2,454	65.02%	64.68%	66.78%	
112	0	3,064	0	3,064	43	425	0	2,596	752	686	66	1,844	71.67%	71.03%	72.89%	
113	805	0	0	805	62	295	0	448	14	8	6	434	86.11%	96.88%	98.19%	
114	0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
115	36	0	0	36	4	0	0	32	3	3	0	29	80.56%	90.63%	90.63%	
116	5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%	
117	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
118	24	0	0	24	0	8	0	16	2	0	2	14	100.00%	87.50%	100.00%	
119	0	530	0	530	34	22	0	474	9	3	6	465	92.63%	98.10%	99.36%	
120	23	0	0	23	1	6	0	16	3	1	2	13	86.67%	81.25%	92.86%	
121	0	4,342	0	4,342	70	956	1	3,315	1,567	901	666	1,748	64.29%	52.73%	65.99%	
122	0	0	3	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%	
123	0	1,440	0	1,440	19	441	0	980	64	30	34	916	94.92%	93.47%	96.83%	
124	3,369	0	0	3,369	211	378	4	2,776	120	99	21	2,656	89.55%	95.68%	96.41%	
125	22	0	0	22	0	1	0	21	5	4	1	16	80.00%	76.19%	80.00%	
126	704	0	0	704	80	35	0	589	45	37	8	544	82.30%	92.36%	93.63%	
127	363	0	0	363	21	5	3	334	16	13	3	318	90.34%	95.21%	96.07%	
128	4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
129	10	0	0	10	0	1	0	9	2	2	0	7	77.78%	77.78%	77.78%	
130	0	0	4	4	1	1	0	2	2	1	1	0	0.00%	0.00%	0.00%	
131	94	0	0	94	8	17	2	67	9	6	3	58	80.56%	86.57%	90.63%	
132	0	0	179	179	16	25	2	136	39	29	10	97	68.31%	71.32%	76.98%	
133	334	0	0	334	25	49	3	257	45	34	11	212	78.23%	82.49%	86.18%	
134	514	0	0	514	36	52	0	426	19	16	3	407	88.67%	95.54%	96.22%	
135	64,373	0	0	64,373	5,501	11,710	480	46,682	10,907	8,066	2,841	35,775	72.50%	76.64%	81.60%	
136	577	0	0	577	28	450	7	92	7	2	5	85	73.91%	92.39%	97.70%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
137	494	0	0	494	49	28	1	416	34	27	7	382	83.41%	91.83%	93.40%	
138	0	0	238	238	1	38	0	199	4	4	0	195	97.50%	97.99%	97.99%	
139	17	0	0	17	3	0	0	14	0	0	0	14	82.35%	100.00%	100.00%	
140	9	0	0	9	1	3	0	5	2	1	1	3	60.00%	60.00%	75.00%	
141	1,254	0	0	1,254	108	67	5	1,074	36	30	6	1,038	88.27%	96.65%	97.19%	
142	328	0	0	328	6	6	0	316	21	20	1	295	91.90%	93.35%	93.65%	
143	37	0	0	37	0	11	0	26	5	4	1	21	84.00%	80.77%	84.00%	
144	477	0	0	477	41	35	1	400	44	41	3	356	81.28%	89.00%	89.67%	
145	370	0	0	370	49	10	0	311	20	19	1	291	81.06%	93.57%	93.87%	
146	858	0	0	858	53	19	1	785	56	48	8	729	87.83%	92.87%	93.82%	
147	1,294	0	0	1,294	91	19	1	1,183	24	22	2	1,159	91.12%	97.97%	98.14%	
148	0	0	3,273	3,273	18	491	31	2,733	1,018	502	516	1,715	76.73%	62.75%	77.36%	
149	0	0	3,441	3,441	112	45	17	3,267	655	580	75	2,612	79.06%	79.95%	81.83%	
150	12,163	0	0	12,163	728	531	8	10,896	551	500	51	10,345	89.39%	94.94%	95.39%	
151	633	0	0	633	33	48	2	550	31	24	7	519	90.10%	94.36%	95.58%	
152	341	0	0	341	32	59	1	249	45	28	17	204	77.27%	81.93%	87.93%	
153	13	0	0	13	0	2	0	11	8	6	2	3	33.33%	27.27%	33.33%	
154	12	0	0	12	0	8	0	4	2	1	1	2	66.67%	50.00%	66.67%	
155	4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%	
156	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
157	0	42	0	42	1	7	0	34	2	1	1	32	94.12%	94.12%	96.97%	
158	11	0	0	11	1	1	0	9	1	1	0	8	80.00%	88.89%	88.89%	
159	409	0	0	409	39	15	5	350	47	37	10	303	79.95%	86.57%	89.12%	
160	93	0	0	93	18	5	2	68	7	6	1	61	71.76%	89.71%	91.04%	
161	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
162	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
163	49	0	0	49	6	15	6	22	10	1	9	12	63.16%	54.55%	92.31%	
164	451	0	0	451	82	25	1	343	66	57	9	277	66.59%	80.76%	82.93%	
165	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
166	14	0	0	14	2	4	0	8	4	0	4	4	66.67%	50.00%	100.00%	
167	36	0	0	36	4	10	0	22	0	0	0	22	84.62%	100.00%	100.00%	
168	75	0	0	75	3	7	0	65	6	3	3	59	90.77%	90.77%	95.16%	
169	355	0	0	355	28	18	1	308	45	42	3	263	78.98%	85.39%	86.23%	
170	4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
171	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
172	18	0	0	18	2	3	0	13	2	2	0	11	73.33%	84.62%	84.62%	
173	26	0	0	26	10	1	2	13	5	1	4	8	42.11%	61.54%	88.89%	
174	16	0	0	16	0	12	0	4	0	0	0	4	100.00%	100.00%	100.00%	
175	1,556	0	0	1,556	107	30	4	1,415	62	51	11	1,353	89.54%	95.62%	96.37%	
176	2,061	0	0	2,061	192	86	2	1,781	191	119	72	1,590	83.64%	89.28%	93.04%	
177	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
178	2,488	0	0	2,488	324	130	8	2,026	235	178	57	1,791	78.11%	88.40%	90.96%	
179	5	0	0	5	0	2	0	3	1	1	0	2	66.67%	66.67%	66.67%	
180	0	0	31	31	5	23	0	3	2	1	1	1	14.29%	33.33%	50.00%	
181	0	0	7	7	0	1	0	6	0	0	0	6	100.00%	100.00%	100.00%	
182	267	0	0	267	41	15	1	210	18	18	0	192	76.49%	91.43%	91.43%	
183	47	0	0	47	16	3	0	28	0	0	0	28	63.64%	100.00%	100.00%	
184	63	0	0	63	13	2	0	48	1	0	1	47	78.33%	97.92%	100.00%	
185	20	0	0	20	2	3	0	15	0	0	0	15	88.24%	100.00%	100.00%	
186	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
187	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
188	0	0	113	113	3	14	0	96	3	2	1	93	94.90%	96.88%	97.89%	
189	1,663	0	0	1,663	139	137	0	1,387	85	71	14	1,302	86.11%	93.87%	94.83%	
190	392	0	0	392	37	30	3	322	46	45	1	276	77.09%	85.71%	85.98%	
191	8,391	0	0	8,391	390	572	14	7,415	818	638	180	6,597	86.52%	88.97%	91.18%	
192	115	0	0	115	23	6	0	86	2	2	0	84	77.06%	97.67%	97.67%	
193	7	0	0	7	3	0	0	4	2	2	0	2	28.57%	50.00%	50.00%	
194	23	0	0	23	5	0	1	17	0	0	0	17	77.27%	100.00%	100.00%	
195	661	0	0	661	87	70	1	503	40	35	5	463	79.15%	92.05%	92.97%	
196	1,597	0	0	1,597	106	94	1	1,396	84	75	9	1,312	87.88%	93.98%	94.59%	
197	0	0	3	3	0	0	0	3	3	0	3	0	0.00%	0.00%	0.00%	
198	65	0	0	65	3	8	1	53	11	7	4	42	80.77%	79.25%	85.71%	
199	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
200	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%	
201	2,517	0	0	2,517	279	186	7	2,045	181	145	36	1,864	81.47%	91.15%	92.78%	
202	33	0	0	33	4	0	0	29	8	8	0	21	63.64%	72.41%	72.41%	
203	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
204	6	0	0	6	0	0	0	6	2	2	0	4	66.67%	66.67%	66.67%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
205	10	0	0	10	1	3	0	6	0	0	0	6	85.71%	100.00%	100.00%	
206	504	0	0	504	43	19	1	441	32	24	8	409	85.92%	92.74%	94.46%	
207	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
208	10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%	
209	0	8	0	8	0	2	0	6	3	2	1	3	60.00%	50.00%	60.00%	
210	965	0	0	965	79	85	4	797	62	38	24	735	86.27%	92.22%	95.08%	
211	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
212	383	0	0	383	49	20	0	314	23	13	10	291	82.44%	92.68%	95.72%	
213	170	0	0	170	7	13	0	150	4	4	0	146	92.99%	97.33%	97.33%	
214	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
215	4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%	
216	5	0	0	5	0	3	0	2	2	1	1	0	0.00%	0.00%	0.00%	
217	3,115	0	0	3,115	329	203	14	2,569	173	132	41	2,396	83.86%	93.27%	94.78%	
218	1,617	0	0	1,617	110	67	6	1,434	91	67	24	1,343	88.36%	93.65%	95.25%	
219	1,072	0	0	1,072	132	44	9	887	128	114	14	759	75.52%	85.57%	86.94%	
220	2,283	0	0	2,283	247	70	5	1,961	124	110	14	1,837	83.73%	93.68%	94.35%	
221	219	0	0	219	20	11	4	184	21	13	8	163	83.16%	88.59%	92.61%	
222	94	0	0	94	17	1	0	76	2	2	0	74	79.57%	97.37%	97.37%	
223	0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
224	24	0	0	24	1	0	2	21	2	1	1	19	90.48%	90.48%	95.00%	
225	221	0	0	221	26	19	1	175	104	79	25	71	40.34%	40.57%	47.33%	
226	129	0	0	129	10	8	1	110	9	7	2	101	85.59%	91.82%	93.52%	
227	304	0	0	304	28	26	3	247	52	36	16	195	75.29%	78.95%	84.42%	
228	22	0	0	22	0	1	1	20	6	5	1	14	73.68%	70.00%	73.68%	
229	150	0	0	150	12	7	1	130	53	44	9	77	57.89%	59.23%	63.64%	
230	0	2	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
231	771	0	0	771	130	34	1	606	40	32	8	566	77.75%	93.40%	94.65%	
232	192	0	0	192	18	6	1	167	14	12	2	153	83.61%	91.62%	92.73%	
233	56	0	0	56	5	17	4	30	4	1	3	26	81.25%	86.67%	96.30%	
234	0	0	528	528	7	46	0	475	5	3	2	470	97.92%	98.95%	99.37%	
235	565	0	0	565	63	23	0	479	45	39	6	434	80.97%	90.61%	91.75%	
236	6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%	
237	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
238	394	0	0	394	42	21	2	329	34	24	10	295	81.72%	89.67%	92.48%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
239	311	0	0	311	53	8	3	247	36	30	6	211	71.77%	85.43%	87.55%
240	168	0	0	168	16	6	1	145	13	12	1	132	82.50%	91.03%	91.67%
241	142	0	0	142	23	8	0	111	5	4	1	106	79.70%	95.50%	96.36%
242	12	0	0	12	1	2	1	8	2	2	0	6	66.67%	75.00%	75.00%
243	0	0	320	320	10	38	0	272	14	13	1	258	91.81%	94.85%	95.20%
244	613	0	0	613	44	38	3	528	44	39	5	484	85.36%	91.67%	92.54%
245	4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
246	813	0	0	813	77	73	2	661	69	61	8	592	81.10%	89.56%	90.66%
247	38	0	0	38	0	1	0	37	7	5	2	30	85.71%	81.08%	85.71%
248	247	0	0	247	21	8	2	216	31	26	5	185	79.74%	85.65%	87.68%
249	0	2	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
250	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
251	98	0	0	98	6	5	0	87	20	18	2	67	73.63%	77.01%	78.82%
252	100	0	0	100	36	5	0	59	19	19	0	40	42.11%	67.80%	67.80%
253	8	0	0	8	0	2	1	5	3	2	1	2	50.00%	40.00%	50.00%
254	295	0	0	295	25	20	1	249	13	13	0	236	86.13%	94.78%	94.78%
255	19	0	0	19	0	1	0	18	1	1	0	17	94.44%	94.44%	94.44%
256	147	0	0	147	29	35	5	78	26	15	11	52	54.17%	66.67%	77.61%
257	1,779	0	0	1,779	264	147	11	1,357	106	90	16	1,251	77.94%	92.19%	93.29%
258	105	0	0	105	16	6	1	82	14	10	4	68	72.34%	82.93%	87.18%
259	52	0	0	52	5	5	0	42	7	5	2	35	77.78%	83.33%	87.50%
260	3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
261	4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
262	266	0	0	266	25	9	0	232	15	13	2	217	85.10%	93.53%	94.35%
263	5,174	0	0	5,174	368	415	19	4,372	670	467	203	3,702	81.60%	84.68%	88.80%
264	2,262	0	0	2,262	244	154	15	1,849	126	92	34	1,723	83.68%	93.19%	94.93%
265	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
266	73	0	0	73	15	5	0	53	6	2	4	47	73.44%	88.68%	95.92%
267	2,147	0	0	2,147	196	113	6	1,832	410	372	38	1,422	71.46%	77.62%	79.26%
268	4	0	0	4	0	1	0	3	1	0	1	2	100.00%	66.67%	100.00%
269	0	0	27	27	7	12	1	7	1	1	0	6	42.86%	85.71%	85.71%
270	709	0	0	709	32	56	4	617	57	29	28	560	90.18%	90.76%	95.08%
271	2,282	0	0	2,282	156	172	6	1,948	185	142	43	1,763	85.54%	90.50%	92.55%
272	867	0	0	867	133	15	5	714	185	183	2	529	62.60%	74.09%	74.30%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
273	36	0	0	36	2	1	0	33	5	4	1	28	82.35%	84.85%	87.50%	
274	56	0	0	56	4	3	1	48	3	3	0	45	86.54%	93.75%	93.75%	
275	6	0	0	6	0	2	1	3	1	0	1	2	100.00%	66.67%	100.00%	
276	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
277	366	0	0	366	16	27	4	319	18	16	2	301	90.39%	94.36%	94.95%	
278	9	0	0	9	1	2	0	6	0	0	0	6	85.71%	100.00%	100.00%	
279	1,398	0	0	1,398	294	103	0	1,001	130	112	18	871	68.21%	87.01%	88.61%	
280	1,390	0	0	1,390	146	117	6	1,121	129	76	53	992	81.71%	88.49%	92.88%	
281	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
282	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
283	6	0	0	6	0	0	1	5	0	0	0	5	100.00%	100.00%	100.00%	
284	0	1	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
285	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
286	33	0	0	33	6	1	0	26	3	2	1	23	74.19%	88.46%	92.00%	
287	16	0	0	16	2	0	0	14	1	1	0	13	81.25%	92.86%	92.86%	
288	93	0	0	93	16	6	3	68	14	9	5	54	68.35%	79.41%	85.71%	
289	178	0	0	178	23	8	0	147	19	17	2	128	76.19%	87.07%	88.28%	
290	7	0	0	7	0	4	0	3	2	1	1	1	50.00%	33.33%	50.00%	
291	2,285	0	0	2,285	224	66	18	1,977	172	148	24	1,805	82.91%	91.30%	92.42%	
292	412	0	0	412	68	30	4	310	36	32	4	274	73.26%	88.39%	89.54%	
293	328	0	0	328	35	21	1	271	31	28	3	240	79.21%	88.56%	89.55%	
294	26	0	0	26	3	5	0	18	2	0	2	16	84.21%	88.89%	100.00%	
295	415	0	0	415	45	76	2	292	33	23	10	259	79.20%	88.70%	91.84%	
296	98	0	0	98	20	10	0	68	27	24	3	41	48.24%	60.29%	63.08%	
297	832	0	0	832	98	32	3	699	54	54	0	645	80.93%	92.27%	92.27%	
298	5	0	0	5	0	2	0	3	2	0	2	1	100.00%	33.33%	100.00%	
299	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
300	0	17	0	17	3	1	0	13	4	1	3	9	69.23%	69.23%	90.00%	
301	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
LENS Subtotal	226,767	0	0	226,767	18,829	23,155	959	183,824	23,388	18,260	5,128	160,436	81.22%	87.28%	89.78%	
EDI Subtotal	0	29,744	0	29,744	703	6,709	10	22,322	9,297	4,086	5,211	13,025	73.12%	58.35%	76.12%	
TAG Subtotal	0	0	20,415	20,415	813	1,884	79	17,639	2,782	1,992	790	14,857	84.12%	84.23%	88.18%	
TOTAL INTERFACES	226,767	29,744	20,415	276,926	20,345	31,748	1,048	223,785	35,467	24,338	11,129	188,318	80.82%	84.15%	88.56%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
1	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
2	16	0	0	16	5	4	0	7	4	4	0	3	25.00%	42.86%	42.86%	
3	0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
4	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%	
5	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
6	5	0	0	5	0	2	0	3	2	0	2	1	100.00%	33.33%	100.00%	
7	22	0	0	22	10	1	0	11	4	3	1	7	35.00%	63.64%	70.00%	
8	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
9	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
10	3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66.67%	100.00%	
11	0	0	34	34	9	6	0	19	12	1	11	7	41.18%	36.84%	87.50%	
12	16	0	0	16	5	1	0	10	1	1	0	9	60.00%	90.00%	90.00%	
13	403	0	0	403	344	14	1	44	13	6	7	31	8.14%	70.45%	83.78%	
14	11	0	0	11	1	0	0	10	3	2	1	7	70.00%	70.00%	77.78%	
15	0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
16	34	0	0	34	2	6	0	26	2	2	0	24	85.71%	92.31%	92.31%	
17	0	117	0	117	11	26	2	78	44	27	17	34	47.22%	43.59%	55.74%	
18	305	0	0	305	45	34	1	225	26	21	5	199	75.09%	88.44%	90.45%	
19	21	0	0	21	3	2	0	16	10	3	7	6	50.00%	37.50%	66.67%	
20	41	0	0	41	11	4	3	23	14	9	5	9	31.03%	39.13%	50.00%	
21	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
22	15	0	0	15	4	1	1	9	2	1	1	7	58.33%	77.78%	87.50%	
23	56	0	0	56	7	1	0	48	8	8	0	40	72.73%	83.33%	83.33%	
24	73	0	0	73	9	4	0	60	8	7	1	52	76.47%	86.67%	88.14%	
25	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
26	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
27	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
28	143	0	0	143	36	21	1	85	15	11	4	70	59.83%	82.35%	86.42%	
29	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
30	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
31	47	0	0	47	2	11	1	33	12	10	2	21	63.64%	63.64%	67.74%	
32	5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%	
33	32	0	0	32	2	3	1	26	5	5	0	21	75.00%	80.77%	80.77%	
34	31	0	0	31	4	4	0	23	4	3	1	19	73.08%	82.61%	86.36%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
35	118	0	0	118	25	24	1	68	12	9	3	56	62.22%	82.35%	86.15%	
36	63	0	0	63	3	7	3	50	10	9	1	40	76.92%	80.00%	81.63%	
37	3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%	
38	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
39	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
40	809	0	0	809	221	101	6	481	85	60	25	396	58.49%	82.33%	86.84%	
41	17	0	0	17	1	2	0	14	2	1	1	12	85.71%	85.71%	92.31%	
42	0	0	101	101	38	11	0	52	22	10	12	30	38.46%	57.69%	75.00%	
43	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
44	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
45	10	0	0	10	2	3	0	5	0	0	0	5	71.43%	100.00%	100.00%	
46	3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%	
47	0	0	13	13	6	0	0	7	2	2	0	5	38.46%	71.43%	71.43%	
48	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
49	38	0	0	38	12	4	0	22	7	5	2	15	46.88%	68.18%	75.00%	
50	37	0	0	37	10	10	3	14	7	6	1	7	30.43%	50.00%	53.85%	
51	10	0	0	10	0	1	0	9	0	0	0	9	100.00%	100.00%	100.00%	
52	0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
53	6	0	0	6	0	1	0	5	1	1	0	4	80.00%	80.00%	80.00%	
54	4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%	
55	150	0	0	150	60	17	1	72	13	11	2	59	45.38%	81.94%	84.29%	
56	20	0	0	20	1	7	2	10	1	1	0	9	81.82%	90.00%	90.00%	
57	0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
58	357	0	0	357	44	44	2	267	77	60	17	190	64.63%	71.16%	76.00%	
59	24	0	0	24	5	7	1	11	0	0	0	11	68.75%	100.00%	100.00%	
60	0	45	0	45	14	9	0	22	7	4	3	15	45.45%	68.18%	78.95%	
61	92	0	0	92	16	12	0	64	20	16	4	44	57.89%	68.75%	73.33%	
62	55	0	0	55	3	8	2	42	16	13	3	26	61.90%	61.90%	66.67%	
63	0	0	5	5	0	3	0	2	0	0	0	2	100.00%	100.00%	100.00%	
64	22	0	0	22	4	0	0	18	9	5	4	9	50.00%	50.00%	64.29%	
65	58	0	0	58	11	0	0	47	39	29	10	8	16.67%	17.02%	21.62%	
66	0	228	0	228	20	35	3	170	68	55	13	102	57.63%	60.00%	64.97%	
67	117	0	0	117	12	10	3	92	15	13	2	77	75.49%	83.70%	85.56%	
68	917	0	0	917	190	176	13	538	246	174	72	292	44.51%	54.28%	62.66%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
69	0	0	3	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
70	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
71	23	0	0	23	9	1	0	13	5	4	1	8	38.10%	61.54%	66.67%	
72	0	0	8	8	0	5	0	3	1	0	1	2	100.00%	66.67%	100.00%	
73	0	0	344	344	169	19	2	154	35	20	15	119	38.64%	77.27%	85.61%	
74	11	0	0	11	3	0	0	8	3	3	0	5	45.45%	62.50%	62.50%	
75	8	0	0	8	0	1	0	7	4	3	1	3	50.00%	42.86%	50.00%	
76	486	0	0	486	64	95	2	325	79	57	22	246	67.03%	75.69%	81.19%	
77	103	0	0	103	17	7	0	79	11	9	2	68	72.34%	86.08%	88.31%	
78	59	0	0	59	5	8	0	46	17	14	3	29	60.42%	63.04%	67.44%	
79	13	0	0	13	4	7	0	2	0	0	0	2	33.33%	100.00%	100.00%	
80	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
81	53	0	0	53	7	4	0	42	14	9	5	28	63.64%	66.67%	75.68%	
82	0	0	138	138	55	16	2	65	22	14	8	43	38.39%	66.15%	75.44%	
83	37	0	0	37	9	3	0	25	6	1	5	19	65.52%	76.00%	95.00%	
84	0	10	0	10	4	1	0	5	2	0	2	3	42.86%	60.00%	100.00%	
85	25	0	0	25	7	0	1	17	13	9	4	4	20.00%	23.53%	30.77%	
86	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
87	5	0	0	5	0	0	0	5	1	0	1	4	100.00%	80.00%	100.00%	
88	0	0	5	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%	
89	0	40	0	40	30	0	0	10	0	0	0	10	25.00%	100.00%	100.00%	
90	5	0	0	5	1	3	0	1	1	1	0	0	0.00%	0.00%	0.00%	
91	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
92	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
93	3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
94	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
95	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
96	118	0	0	118	22	27	1	68	18	12	6	50	59.52%	73.53%	80.65%	
97	21	0	0	21	3	4	0	14	3	2	1	11	68.75%	78.57%	84.62%	
98	0	0	21	21	11	6	0	4	0	0	0	4	26.67%	100.00%	100.00%	
99	3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%	
100	7	0	0	7	4	0	0	3	0	0	0	3	42.86%	100.00%	100.00%	
101	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
102	2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
103	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
104	7	0	0	7	1	0	0	6	4	2	2	2	40.00%	33.33%	50.00%	
105	0	12	0	12	1	2	0	9	5	3	2	4	50.00%	44.44%	57.14%	
106	179	0	0	179	42	28	3	106	32	25	7	74	52.48%	69.81%	74.75%	
107	0	0	88	88	47	7	0	34	16	13	3	18	23.08%	52.94%	58.06%	
108	3,494	0	0	3,494	478	608	79	2,329	847	601	246	1,482	57.87%	63.63%	71.15%	
109	45	0	0	45	1	35	0	9	0	0	0	9	90.00%	100.00%	100.00%	
110	6	0	0	6	1	3	0	2	0	0	0	2	66.67%	100.00%	100.00%	
111	75	0	0	75	12	5	1	57	13	10	3	44	66.67%	77.19%	81.48%	
112	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%	
113	250	0	0	250	18	48	6	178	116	86	30	62	37.35%	34.83%	41.89%	
114	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
115	5	0	0	5	1	0	1	3	1	1	0	2	50.00%	66.67%	66.67%	
116	13	0	0	13	1	0	0	12	2	1	1	10	83.33%	83.33%	90.91%	
117	17	0	0	17	4	0	0	13	1	1	0	12	70.59%	92.31%	92.31%	
118	6	0	0	6	2	0	0	4	3	2	1	1	20.00%	25.00%	33.33%	
119	6	0	0	6	2	0	0	4	3	3	0	1	16.67%	25.00%	25.00%	
120	0	0	27	27	0	3	0	24	15	8	7	9	52.94%	37.50%	52.94%	
121	7	0	0	7	3	0	1	3	1	0	1	2	40.00%	66.67%	100.00%	
122	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
123	27	0	0	27	0	2	0	25	1	1	0	24	96.00%	96.00%	96.00%	
124	16	0	0	16	0	6	0	10	6	4	2	4	50.00%	40.00%	50.00%	
125	6	0	0	6	0	1	0	5	3	1	2	2	66.67%	40.00%	66.67%	
126	5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%	
127	25	0	0	25	10	0	3	12	4	1	3	8	42.11%	66.67%	88.89%	
128	0	42	0	42	21	3	0	18	14	11	3	4	11.11%	22.22%	26.67%	
129	11	0	0	11	2	5	0	4	0	0	0	4	66.67%	100.00%	100.00%	
130	2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
131	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
132	17	0	0	17	6	0	0	11	4	3	1	7	43.75%	63.64%	70.00%	
133	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
134	4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
135	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
136	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
137	4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
138	4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
139	9	0	0	9	1	1	0	7	4	3	1	3	42.86%	42.86%	50.00%
140	17	0	0	17	3	3	0	11	3	3	0	8	57.14%	72.73%	72.73%
141	0	0	4	4	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
142	13	0	0	13	2	0	0	11	0	0	0	11	84.62%	100.00%	100.00%
143	78	0	0	78	18	8	3	49	8	4	4	41	65.08%	83.67%	91.11%
144	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
145	19	0	0	19	3	2	2	12	4	3	1	8	57.14%	66.67%	72.73%
146	7	0	0	7	2	1	0	4	1	1	0	3	50.00%	75.00%	75.00%
147	7	0	0	7	0	2	0	5	1	1	0	4	80.00%	80.00%	80.00%
148	0	0	4	4	0	1	0	3	2	0	2	1	100.00%	33.33%	100.00%
149	38	0	0	38	1	9	0	28	6	5	1	22	78.57%	78.57%	81.48%
150	24	0	0	24	0	0	1	23	1	0	1	22	100.00%	95.65%	100.00%
151	14	0	0	14	2	0	0	12	5	4	1	7	53.85%	58.33%	63.64%
152	28	0	0	28	2	6	0	20	4	3	1	16	76.19%	80.00%	84.21%
153	0	0	33	33	10	7	0	16	4	0	4	12	54.55%	75.00%	100.00%
154	8	0	0	8	0	6	0	2	2	1	1	0	0.00%	0.00%	0.00%
155	5	0	0	5	1	1	0	3	0	0	0	3	75.00%	100.00%	100.00%
156	0	0	3	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
157	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
158	0	0	20	20	4	7	0	9	5	1	4	4	44.44%	44.44%	80.00%
159	28	0	0	28	2	3	0	23	6	6	0	17	68.00%	73.91%	73.91%
160	23	0	0	23	1	0	0	22	18	13	5	4	22.22%	18.18%	23.53%
161	13	0	0	13	6	0	0	7	4	2	2	3	27.27%	42.86%	60.00%
162	9	0	0	9	1	0	0	8	1	1	0	7	77.78%	87.50%	87.50%
163	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
164	3	0	0	3	0	0	1	2	1	1	0	1	50.00%	50.00%	50.00%
165	20	0	0	20	17	1	0	2	0	0	0	2	10.53%	100.00%	100.00%
166	2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
167	30	0	0	30	27	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
168	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
169	8	0	0	8	4	1	0	3	1	1	0	2	28.57%	66.67%	66.67%
170	16	0	0	16	2	1	0	13	2	1	1	11	78.57%	84.62%	91.67%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING								FLOWTHROUGH			
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
171	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
172	6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%	
173	6	0	0	6	1	2	0	3	1	0	1	2	66.67%	66.67%	100.00%	
174	10	0	0	10	5	0	0	5	1	0	1	4	44.44%	80.00%	100.00%	
175	13	0	0	13	6	0	0	7	1	1	0	6	46.15%	85.71%	85.71%	
176	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
177	20	0	0	20	5	0	2	13	8	6	2	5	31.25%	38.46%	45.45%	
178	6	0	0	6	3	0	0	3	0	0	0	3	50.00%	100.00%	100.00%	
179	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
180	63	0	0	63	8	0	6	49	30	21	9	19	39.58%	38.78%	47.50%	
181	8	0	0	8	0	1	0	7	5	3	2	2	40.00%	28.57%	40.00%	
182	40	0	0	40	1	1	1	37	12	4	8	25	83.33%	67.57%	86.21%	
183	8	0	0	8	2	1	0	5	1	0	1	4	66.67%	80.00%	100.00%	
184	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
185	18	0	0	18	6	4	0	8	3	1	2	5	41.67%	62.50%	83.33%	
186	15	0	0	15	1	2	0	12	3	1	2	9	81.82%	75.00%	90.00%	
187	11	0	0	11	7	0	0	4	2	1	1	2	20.00%	50.00%	66.67%	
188	4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%	
189	5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%	
190	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
191	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
192	7	0	0	7	0	0	0	7	5	2	3	2	50.00%	28.57%	50.00%	
193	4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%	
194	1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
195	5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%	
196	31	0	0	31	10	2	1	18	5	2	3	13	52.00%	72.22%	86.67%	
197	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
198	3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
199	0	0	10	10	0	1	3	6	5	1	4	1	50.00%	16.67%	50.00%	
200	27	0	0	27	2	0	0	25	3	3	0	22	81.48%	88.00%	88.00%	
201	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
202	45	0	0	45	4	12	1	28	8	3	5	20	74.07%	71.43%	86.96%	
203	15	0	0	15	3	6	0	6	2	1	1	4	50.00%	66.67%	80.00%	
204	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING									FLOWTHROUGH		
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
205	0	3	0	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%	
206	16	0	0	16	0	4	0	12	1	1	0	11	91.67%	91.67%	91.67%	
207	67	0	0	67	14	9	0	44	1	1	0	43	74.14%	97.73%	97.73%	
208	0	0	11	11	1	1	0	9	6	4	2	3	37.50%	33.33%	42.86%	
209	0	0	10	10	0	3	0	7	3	3	0	4	57.14%	57.14%	57.14%	
210	9	0	0	9	3	0	1	5	0	0	0	5	62.50%	100.00%	100.00%	
211	2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
212	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
213	0	105	0	105	5	20	1	79	40	30	10	39	52.70%	49.37%	56.52%	
214	0	0	39	39	5	0	0	34	9	5	4	25	71.43%	73.53%	83.33%	
215	11	0	0	11	0	7	0	4	0	0	0	4	100.00%	100.00%	100.00%	
216	0	0	26	26	4	0	0	22	12	8	4	10	45.45%	45.45%	55.56%	
217	107	0	0	107	16	11	0	80	28	24	4	52	56.52%	65.00%	68.42%	
218	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
219	0	0	42	42	6	2	0	34	12	7	5	22	62.86%	64.71%	75.86%	
220	7	0	0	7	2	2	0	3	0	0	0	3	60.00%	100.00%	100.00%	
221	0	8	0	8	1	2	0	5	3	0	3	2	66.67%	40.00%	100.00%	
222	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
223	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
224	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
225	8	0	0	8	0	1	1	6	0	0	0	6	100.00%	100.00%	100.00%	
LENS Subtotal	10,516	0	0	10,516	2,069	1,598	164	6,685	2,118	1,515	603	4,567	56.03%	68.32%	75.09%	
EDI Subtotal	0	613	0	613	108	99	6	400	185	130	55	215	47.46%	53.75%	62.32%	
TAG Subtotal	0	0	993	993	376	101	7	509	185	97	88	324	40.65%	63.65%	76.96%	
TOTAL INTERFACES	10,516	613	993	12,122	2,553	1,798	177	7,594	2,488	1,742	746	5,106	54.31%	67.24%	74.56%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING									FLOWTHROUGH		
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
1	0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
2	20	0	0	20	1	0	1	18	3	2	1	15	83.33%	83.33%	88.24%	
3	103	0	0	103	17	5	0	81	15	11	4	66	70.21%	81.48%	85.71%	
4	12	0	0	12	4	0	0	8	5	2	3	3	33.33%	37.50%	60.00%	
5	7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100.00%	100.00%	
6	9	0	0	9	1	0	1	7	2	1	1	5	71.43%	71.43%	83.33%	
7	3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
8	16	0	0	16	0	0	0	16	10	1	9	6	85.71%	37.50%	85.71%	
9	4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
10	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
11	248	0	0	248	7	25	0	216	45	37	8	171	79.53%	79.17%	82.21%	
12	247	0	0	247	13	24	0	210	41	24	17	169	82.04%	80.48%	87.56%	
13	16	0	0	16	0	1	2	13	1	1	0	12	92.31%	92.31%	92.31%	
14	0	0	31	31	14	1	0	16	1	0	1	15	51.72%	93.75%	100.00%	
15	4	0	0	4	0	1	1	2	0	0	0	2	100.00%	100.00%	100.00%	
16	28	0	0	28	2	1	0	25	7	5	2	18	72.00%	72.00%	78.26%	
17	0	0	500	500	64	20	5	411	17	15	2	394	83.30%	95.86%	96.33%	
18	0	0	3	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%	
19	13	0	0	13	0	0	0	13	3	2	1	10	83.33%	76.92%	83.33%	
20	0	0	52	52	16	9	0	27	11	4	7	16	44.44%	59.26%	80.00%	
21	4	0	0	4	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%	
22	0	0	29	29	12	4	0	13	10	7	3	3	13.64%	23.08%	30.00%	
23	11,481	0	0	11,481	280	245	48	10,908	437	393	44	10,471	93.96%	95.99%	96.38%	
24	0	0	3,026	3,026	332	276	33	2,385	393	189	204	1,992	79.27%	83.52%	91.33%	
25	98	0	0	98	12	8	1	77	10	9	1	67	76.14%	87.01%	88.16%	
26	0	330	0	330	35	32	1	262	65	56	9	197	68.40%	75.19%	77.87%	
27	8	0	0	8	1	3	0	4	2	2	0	2	40.00%	50.00%	50.00%	
28	120	0	0	120	1	10	0	109	27	23	4	82	77.36%	75.23%	78.10%	
29	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
30	10	0	0	10	0	1	0	9	3	2	1	6	75.00%	66.67%	75.00%	
31	27	0	0	27	4	4	0	19	12	7	5	7	38.89%	36.84%	50.00%	
32	26	0	0	26	2	2	0	22	3	1	2	19	86.36%	86.36%	95.00%	
33	0	132	0	132	13	16	3	100	32	22	10	68	66.02%	68.00%	75.56%	
34	0	0	8	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
35	807	0	0	807	110	132	8	557	147	114	33	410	64.67%	73.61%	78.24%
36	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
37	904	0	0	904	102	82	17	703	168	140	28	535	68.85%	76.10%	79.26%
38	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
39	1,146	0	0	1,146	254	108	18	766	222	162	60	544	56.67%	71.02%	77.05%
40	0	1,128	0	1,128	334	174	8	612	226	192	34	386	42.32%	63.07%	66.78%
41	0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
42	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
43	7	0	0	7	0	2	1	4	0	0	0	4	100.00%	100.00%	100.00%
44	0	0	5	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
45	67	0	0	67	12	12	1	42	12	3	9	30	66.67%	71.43%	90.91%
46	0	177	0	177	1	33	3	140	26	21	5	114	83.82%	81.43%	84.44%
47	0	0	6	6	0	1	0	5	2	2	0	3	60.00%	60.00%	60.00%
48	0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
49	0	0	15	15	0	5	0	10	4	4	0	6	60.00%	60.00%	60.00%
50	0	0	28	28	0	3	0	25	3	3	0	22	88.00%	88.00%	88.00%
51	0	0	120	120	0	25	0	95	16	16	0	79	83.16%	83.16%	83.16%
52	24	0	0	24	20	1	0	3	0	0	0	3	13.04%	100.00%	100.00%
53	4	0	0	4	0	1	1	2	1	1	0	1	50.00%	50.00%	50.00%
54	0	485	0	485	42	69	8	366	93	78	15	273	69.47%	74.59%	77.78%
55	1,026	0	0	1,026	81	91	25	829	228	166	62	601	70.87%	72.50%	78.36%
56	9	0	0	9	1	5	1	2	0	0	0	2	66.67%	100.00%	100.00%
57	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
58	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
59	28	0	0	28	0	2	4	22	16	12	4	6	33.33%	27.27%	33.33%
60	0	97	0	97	79	7	2	9	4	2	2	5	5.81%	55.56%	71.43%
61	480	0	0	480	111	16	6	347	113	80	33	234	55.06%	67.44%	74.52%
62	410	0	0	410	58	18	6	328	121	93	28	207	57.82%	63.11%	69.00%
63	0	326	0	326	275	21	2	28	16	9	7	12	4.05%	42.86%	57.14%
64	3,820	0	0	3,820	442	304	46	3,028	534	441	93	2,494	73.85%	82.36%	84.97%
65	88	0	0	88	2	14	3	69	26	21	5	43	65.15%	62.32%	67.19%
66	2,229	0	0	2,229	523	207	18	1,481	412	349	63	1,069	55.07%	72.18%	75.39%
67	0	0	4	4	0	0	1	3	1	1	0	2	66.67%	66.67%	66.67%
68	19	0	0	19	0	3	0	16	2	1	1	14	93.33%	87.50%	93.33%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
69	0	193	0	193	153	16	1	23	10	8	2	13	7.47%	56.52%	61.90%
70	0	491	0	491	15	173	2	301	128	88	40	173	62.68%	57.48%	66.28%
71	975	0	0	975	54	33	5	883	318	215	103	565	67.75%	63.99%	72.44%
72	13	0	0	13	5	2	1	5	0	0	0	5	50.00%	100.00%	100.00%
73	21	0	0	21	1	10	0	10	1	0	1	9	90.00%	90.00%	100.00%
74	0	469	0	469	129	49	2	289	78	52	26	211	53.83%	73.01%	80.23%
75	855	0	0	855	191	84	9	571	119	85	34	452	62.09%	79.16%	84.17%
76	8	0	0	8	3	1	1	3	0	0	0	3	50.00%	100.00%	100.00%
77	203	0	0	203	1	96	8	98	8	8	0	90	90.91%	91.84%	91.84%
78	82	0	0	82	25	7	1	49	13	6	7	36	53.73%	73.47%	85.71%
79	0	2,060	0	2,060	283	210	18	1,549	533	384	149	1,016	60.37%	65.59%	72.57%
80	15	0	0	15	2	7	2	4	1	1	0	3	50.00%	75.00%	75.00%
81	35	0	0	35	10	17	1	7	1	0	1	6	37.50%	85.71%	100.00%
82	0	0	291	291	11	34	2	244	137	75	62	107	55.44%	43.85%	58.79%
83	5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
84	0	0	67	67	1	15	0	51	9	5	4	42	87.50%	82.35%	89.36%
85	0	0	111	111	15	16	1	79	28	14	14	51	63.75%	64.56%	78.46%
86	0	0	191	191	2	43	5	141	57	24	33	84	76.36%	59.57%	77.78%
87	0	0	209	209	44	39	8	118	77	58	19	41	28.67%	34.75%	41.41%
88	9	0	0	9	1	5	0	3	0	0	0	3	75.00%	100.00%	100.00%
89	20	0	0	20	2	1	0	17	8	3	5	9	64.29%	52.94%	75.00%
90	5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
91	11	0	0	11	1	1	2	7	2	0	2	5	83.33%	71.43%	100.00%
92	6	0	0	6	4	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
93	0	0	73	73	8	47	0	18	3	3	0	15	57.69%	83.33%	83.33%
94	0	0	107	107	18	7	8	74	23	17	6	51	59.30%	68.92%	75.00%
95	1	0	0	1	0	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
96	7	0	0	7	0	0	0	7	2	0	2	5	100.00%	71.43%	100.00%
97	0	257	0	257	8	25	0	224	53	20	33	171	85.93%	76.34%	89.53%
98	58	0	0	58	25	1	3	29	6	4	2	23	44.23%	79.31%	85.19%
99	0	713	0	713	32	60	15	606	150	120	30	456	75.00%	75.25%	79.17%
100	0	107	0	107	0	28	1	78	61	39	22	17	30.36%	21.79%	30.36%
101	70	0	0	70	2	18	0	50	11	4	7	39	86.67%	78.00%	90.70%
102	0	43,182	0	43,182	2,376	4,404	110	36,292	4,930	3,472	1,458	31,362	84.28%	86.42%	90.03%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING									FLOWTHROUGH		
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
103	3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%	
104	6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%	
105	3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
106	0	0	53	53	21	10	0	22	20	10	10	2	6.06%	9.09%	16.67%	
107	22	0	0	22	0	1	1	20	6	3	3	14	82.35%	70.00%	82.35%	
108	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
109	0	462	0	462	51	71	7	333	105	55	50	228	68.26%	68.47%	80.57%	
110	3	0	0	3	2	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
111	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
112	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
113	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
114	0	0	498	498	85	15	15	383	87	50	37	296	68.68%	77.28%	85.55%	
115	50	0	0	50	19	16	2	13	0	0	0	13	40.63%	100.00%	100.00%	
116	48	0	0	48	9	14	2	23	8	4	4	15	53.57%	65.22%	78.95%	
117	11	0	0	11	4	5	0	2	0	0	0	2	33.33%	100.00%	100.00%	
118	459	0	0	459	65	47	14	333	169	133	36	164	45.30%	49.25%	55.22%	
119	279	0	0	279	8	41	4	226	78	62	16	148	67.89%	65.49%	70.48%	
120	2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%	
121	2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
122	7	0	0	7	2	4	0	1	0	0	0	1	33.33%	100.00%	100.00%	
123	0	92	0	92	0	6	6	80	51	28	23	29	50.88%	36.25%	50.88%	
124	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
125	394	0	0	394	20	34	4	336	71	51	20	265	78.87%	78.87%	83.86%	
126	134	0	0	134	27	9	1	97	25	20	5	72	60.50%	74.23%	78.26%	
127	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
128	118	0	0	118	17	6	1	94	12	10	2	82	75.23%	87.23%	89.13%	
129	1,078	0	0	1,078	73	76	29	900	250	198	52	650	70.58%	72.22%	76.65%	
130	1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
131	34	0	0	34	2	3	0	29	6	4	2	23	79.31%	79.31%	85.19%	
132	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
133	0	51	0	51	4	13	0	34	6	4	2	28	77.78%	82.35%	87.50%	
134	21	0	0	21	7	0	0	14	7	1	6	7	46.67%	50.00%	87.50%	
135	67	0	0	67	6	10	0	51	13	10	3	38	70.37%	74.51%	79.17%	
136	4,116	0	0	4,116	151	112	14	3,839	155	128	27	3,684	92.96%	95.96%	96.64%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
137	6	0	0	6	1	0	1	4	0	0	0	4	80.00%	100.00%	100.00%
138	0	30	0	30	4	4	0	22	12	6	6	10	50.00%	45.45%	62.50%
139	8	0	0	8	1	1	3	3	0	0	0	3	75.00%	100.00%	100.00%
140	3,823	0	0	3,823	164	334	12	3,313	2,256	2,088	168	1,057	31.94%	31.90%	33.61%
141	6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
142	18	0	0	18	0	0	0	18	2	2	0	16	88.89%	88.89%	88.89%
143	5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
144	129	0	0	129	14	3	3	109	16	13	3	93	77.50%	85.32%	87.74%
145	4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100.00%
146	21	0	0	21	1	3	0	17	8	5	3	9	60.00%	52.94%	64.29%
147	11	0	0	11	0	1	0	10	1	1	0	9	90.00%	90.00%	90.00%
148	6	0	0	6	0	0	3	3	3	2	1	0	0.00%	0.00%	0.00%
149	0	0	73	73	7	15	0	51	12	9	3	39	70.91%	76.47%	81.25%
150	361	0	0	361	36	25	3	297	103	85	18	194	61.59%	65.32%	69.53%
151	2,211	0	0	2,211	141	63	8	1,999	83	67	16	1,916	90.21%	95.85%	96.62%
152	0	0	13,062	13,062	956	4,322	73	7,711	2,081	1,250	831	5,630	71.85%	73.01%	81.83%
153	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
154	0	0	75	75	2	11	2	60	26	14	12	34	68.00%	56.67%	70.83%
155	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
156	361	0	0	361	46	39	9	267	53	47	6	214	69.71%	80.15%	81.99%
157	31	0	0	31	0	17	1	13	6	1	5	7	87.50%	53.85%	87.50%
158	0	0	14	14	4	2	0	8	6	2	4	2	25.00%	25.00%	50.00%
159	1,091	0	0	1,091	110	126	11	844	194	142	52	650	72.06%	77.01%	82.07%
160	0	0	81	81	1	9	2	69	16	9	7	53	84.13%	76.81%	85.48%
161	0	0	253	253	59	26	1	167	36	31	5	131	59.28%	78.44%	80.86%
162	819	0	0	819	82	60	12	665	118	87	31	547	76.40%	82.26%	86.28%
163	112	0	0	112	24	13	3	72	16	14	2	56	59.57%	77.78%	80.00%
164	1,392	0	0	1,392	1,205	59	1	127	13	6	7	114	8.60%	89.76%	95.00%
165	377	0	0	377	289	7	0	81	7	3	4	74	20.22%	91.36%	96.10%
166	0	7	0	7	0	5	0	2	1	1	0	1	50.00%	50.00%	50.00%
167	4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
168	11	0	0	11	8	0	0	3	0	0	0	3	27.27%	100.00%	100.00%
169	0	0	2,244	2,244	339	53	80	1,772	398	349	49	1,374	66.63%	77.54%	79.74%
170	0	71	0	71	8	7	0	56	13	12	1	43	68.25%	76.79%	78.18%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING									FLOWTHROUGH		
					LESOG											
	Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through	
171	33	0	0	33	13	3	1	16	4	4	0	12	41.38%	75.00%	75.00%	
172	16	0	0	16	3	4	3	6	0	0	0	6	66.67%	100.00%	100.00%	
173	27	0	0	27	11	5	0	11	1	0	1	10	47.62%	90.91%	100.00%	
174	7	0	0	7	0	0	0	7	2	0	2	5	100.00%	71.43%	100.00%	
175	0	194	0	194	20	46	0	128	41	26	15	87	65.41%	67.97%	76.99%	
176	70	0	0	70	22	6	0	42	7	3	4	35	58.33%	83.33%	92.11%	
177	0	0	917	917	49	96	2	770	30	22	8	740	91.25%	96.10%	97.11%	
178	3,482	0	0	3,482	175	179	43	3,085	331	104	227	2,754	90.80%	89.27%	96.36%	
179	0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
180	64	0	0	64	6	27	0	31	3	2	1	28	77.78%	90.32%	93.33%	
181	0	29	0	29	15	2	1	11	8	5	3	3	13.04%	27.27%	37.50%	
182	23	0	0	23	8	6	0	9	7	7	0	2	11.76%	22.22%	22.22%	
183	0	72	0	72	14	12	0	46	13	9	4	33	58.93%	71.74%	78.57%	
184	0	35	0	35	3	6	0	26	7	6	1	19	67.86%	73.08%	76.00%	
185	10	0	0	10	3	2	0	5	1	0	1	4	57.14%	80.00%	100.00%	
186	274	0	0	274	24	20	2	228	40	33	7	188	76.73%	82.46%	85.07%	
187	0	0	256	256	48	12	1	195	58	45	13	137	59.57%	70.26%	75.27%	
188	245	0	0	245	66	13	11	155	34	27	7	121	56.54%	78.06%	81.76%	
189	23	0	0	23	2	2	0	19	10	3	7	9	64.29%	47.37%	75.00%	
190	0	0	11	11	6	0	1	4	0	0	0	4	40.00%	100.00%	100.00%	
191	13	0	0	13	2	0	0	11	3	1	2	8	72.73%	72.73%	88.89%	
192	6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%	
193	165	0	0	165	30	11	0	124	32	22	10	92	63.89%	74.19%	80.70%	
194	0	0	126	126	33	13	1	79	18	14	4	61	56.48%	77.22%	81.33%	
195	0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
196	13	0	0	13	2	2	0	9	3	3	0	6	54.55%	66.67%	66.67%	
197	76	0	0	76	11	6	0	59	12	10	2	47	69.12%	79.66%	82.46%	
198	74	0	0	74	15	5	1	53	11	9	2	42	63.64%	79.25%	82.35%	
199	17	0	0	17	2	1	0	14	2	1	1	12	80.00%	85.71%	92.31%	
200	4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75.00%	
201	0	182	0	182	46	28	0	108	33	32	1	75	49.02%	69.44%	70.09%	
202	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
203	25	0	0	25	4	2	0	19	4	2	2	15	71.43%	78.95%	88.24%	
204	0	22	0	22	5	2	0	15	6	3	3	9	52.94%	60.00%	75.00%	

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
205	23	0	0	23	2	3	0	18	9	7	2	9	50.00%	50.00%	56.25%
206	49	0	0	49	2	6	0	41	12	12	0	29	67.44%	70.73%	70.73%
207	0	20	0	20	11	3	0	6	0	0	0	6	35.29%	100.00%	100.00%
208	194	0	0	194	26	12	1	155	18	13	5	137	77.84%	88.39%	91.33%
209	0	0	61	61	7	10	0	44	9	3	6	35	77.78%	79.55%	92.11%
210	0	0	582	582	70	78	3	431	118	97	21	313	65.21%	72.62%	76.34%
211	958	0	0	958	128	64	11	755	130	103	27	625	73.01%	82.78%	85.85%
212	0	0	18	18	0	8	1	9	7	6	1	2	25.00%	22.22%	25.00%
213	595	0	0	595	13	22	59	501	340	261	79	161	37.01%	32.14%	38.15%
214	4	0	0	4	0	0	1	3	2	1	1	1	50.00%	33.33%	50.00%
215	2,658	0	0	2,658	307	281	37	2,033	426	288	138	1,607	72.98%	79.05%	84.80%
216	1,055	0	0	1,055	125	127	19	784	179	117	62	605	71.43%	77.17%	83.80%
217	0	0	20	20	7	2	1	10	1	0	1	9	56.25%	90.00%	100.00%
218	46	0	0	46	7	6	0	33	2	2	0	31	77.50%	93.94%	93.94%
219	0	283	0	283	0	32	5	246	117	79	38	129	62.02%	52.44%	62.02%
220	578	0	0	578	156	65	2	355	81	70	11	274	54.80%	77.18%	79.65%
221	0	0	896	896	159	89	8	640	213	175	38	427	56.11%	66.72%	70.93%
222	0	0	737	737	105	73	4	555	193	165	28	362	57.28%	65.23%	68.69%
223	7	0	0	7	0	3	0	4	1	1	0	3	75.00%	75.00%	75.00%
224	6	0	0	6	3	0	0	3	0	0	0	3	50.00%	100.00%	100.00%
225	971	0	0	971	85	57	6	823	46	40	6	777	86.14%	94.41%	95.10%
226	0	114	0	114	94	13	0	7	1	1	0	6	5.94%	85.71%	85.71%
227	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
228	8	0	0	8	2	1	0	5	1	1	0	4	57.14%	80.00%	80.00%
229	6	0	0	6	0	0	0	6	3	1	2	3	75.00%	50.00%	75.00%
230	0	0	2,156	2,156	400	264	32	1,460	399	307	92	1,061	60.01%	72.67%	77.56%
231	97	0	0	97	9	10	0	78	11	10	1	67	77.91%	85.90%	87.01%
232	0	0	11	11	0	7	0	4	2	0	2	2	100.00%	50.00%	100.00%
233	0	0	1,144	1,144	169	132	7	836	248	183	65	588	62.55%	70.33%	76.26%
234	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
235	0	0	2,266	2,266	278	242	15	1,731	424	313	111	1,307	68.86%	75.51%	80.68%
236	0	0	4	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
237	3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
238	252	0	0	252	227	9	0	16	0	0	0	16	6.58%	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
239	0	98	0	98	9	12	0	77	22	18	4	55	67.07%	71.43%	75.34%
240	43	0	0	43	12	4	2	25	6	6	0	19	51.35%	76.00%	76.00%
241	43	0	0	43	1	0	3	39	13	3	10	26	86.67%	66.67%	89.66%
242	0	22	0	22	0	7	0	15	15	13	2	0	0.00%	0.00%	0.00%
243	0	0	5	5	1	0	0	4	3	3	0	1	20.00%	25.00%	25.00%
244	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
245	2,585	0	0	2,585	189	249	45	2,102	303	198	105	1,799	82.30%	85.59%	90.09%
246	29	0	0	29	3	3	1	22	5	4	1	17	70.83%	77.27%	80.95%
247	0	0	34	34	5	9	0	20	3	1	2	17	73.91%	85.00%	94.44%
248	1,107	0	0	1,107	100	100	5	902	77	55	22	825	84.18%	91.46%	93.75%
249	0	0	3	3	0	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
250	5	0	0	5	0	0	0	5	2	1	1	3	75.00%	60.00%	75.00%
251	0	26	0	26	3	4	0	19	5	5	0	14	63.64%	73.68%	73.68%
252	0	21	0	21	12	0	0	9	5	1	4	4	23.53%	44.44%	80.00%
253	4	0	0	4	2	0	0	2	1	0	1	1	33.33%	50.00%	100.00%
254	0	1,303	0	1,303	106	198	0	999	336	146	190	663	72.46%	66.37%	81.95%
255	2,163	0	0	2,163	323	152	7	1,681	135	84	51	1,546	79.16%	91.97%	94.85%
256	0	111	0	111	13	24	0	74	14	6	8	60	75.95%	81.08%	90.91%
257	94	0	0	94	45	4	1	44	8	6	2	36	41.38%	81.82%	85.71%
LENS Subtotal	61908	0	0	61908	7095	4243	647	49923	9124	7140	1984	40799	74.13%	81.72%	85.11%
EDI Subtotal	0	53,395	0	53,395	4,194	5,814	195	43,192	7,216	5,019	2,197	35,976	79.61%	83.29%	87.76%
TAG Subtotal	0	0	30,489	30,489	3,352	6,058	312	20,767	5,205	3,495	1,710	15,562	69.45%	74.94%	81.66%
TOTAL INTERFACES	61,908	53,395	30,489	145,792	14,641	16,115	1,154	113,882	21,545	15,654	5,891	92,337	75.30%	81.08%	85.50%

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
1	2
2	4
3	1
4	7
5	3
6	1
7	205
8	23
9	1
10	10
11	1
12	3
13	8
14	66
15	28
16	25
17	14
18	1
19	154
20	27
21	5
22	32
23	123
24	7
25	11
26	2

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
27	34
28	56
29	1
30	3
31	3
32	5
33	1
34	3
35	2
36	3
37	552
38	2
39	1,523
40	4
41	1
42	3
43	1
44	12
45	4
46	36
47	79
48	232
49	2
50	5
51	2
52	11

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
53	6
54	46
55	1
56	4
57	14
58	8
59	29
60	5
61	1
62	58
63	67
64	8
65	1
66	39
67	1
68	12
69	37
70	3
71	2
72	4
73	136
74	8
75	360
76	2
77	288
78	2

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
79	2
80	82
81	35
82	18
83	18
84	1
85	13
86	6
87	12
88	13
89	43
90	1
91	708
92	8
93	1
94	14
95	25
96	9
97	685
98	1
99	352
100	15
101	1
102	115
103	1
104	48

REPORT: PERCENT FLOWTHROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2002 - 01/31/2002

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
105	1,222
106	3
107	160
108	23
109	2
110	89
111	8
112	1
113	8
114	2
115	1
116	6
117	4
118	41
119	20
120	8
121	1,007
122	23
123	11
124	9
125	15
126	2
127	2
128	6
129	9
130	3

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
131	9
132	19
133	3
134	18
135	531
136	1
137	60
138	10
139	3
140	4
141	1
142	15
143	2
144	47
145	2
146	12
147	3
148	3
149	47
150	5
151	2
152	47
153	1
154	13
155	1
156	8

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
157	8
158	17
159	31
160	211
161	4
162	1
163	2
164	11
165	6
166	6
167	55
168	2
169	1
170	3
171	10
172	1
173	3
174	4
175	33
176	3
177	17
178	13
179	5
180	1
181	40
182	2

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
183	5
184	9
185	3
186	14
187	7
188	9
189	23
190	4
191	16
192	83
193	19
194	1
195	2
196	5
197	4
198	16
199	7
200	1
201	13
202	6
203	63
204	15
205	1
206	1
207	2
208	11

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
209	10
210	1
211	12
212	1
213	2
214	1
215	8
216	4
217	2
218	1
219	1
220	4
221	10
222	96
223	1
224	5
225	6
226	1
227	1
228	1
229	2
230	1
231	62
232	20
233	34
234	8

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
235	39
236	10
237	20
238	16
239	23
240	45
241	34
242	3
243	2
244	58
245	2
246	10
247	1
248	40
249	26
250	18
251	21
252	23
253	103
254	3
255	32
256	1
257	6
258	99
259	1
260	12

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
261	1
262	21
263	19
264	10
265	1
266	88
267	5
268	28
269	3
270	3
271	196
272	12
TOTAL	12,425

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2002- 01/31/2002

Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	19,101	14.00%	14.00%	IF CHNGING CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT--	18,449	96.59%	19.88%	652	3.41%	1.495%
7020	2,934	2.15%	16.15%	NUM= TELNO= TN NOT FOUND IN CRIS	2,931	99.90%	3.16%	3	0.10%	0.007%
7055	2,172	1.59%	17.74%	NUM= TELNO= ACCOUNT IS FINAL	2,169	99.86%	2.34%	3	0.14%	0.007%
7095	39	0.03%	17.77%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	16	41.03%	0.02%	23	58.97%	0.053%
7109	162	0.12%	17.89%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	108	66.67%	0.12%	54	33.33%	0.124%
7110	176	0.13%	18.02%	COFFI NOT AVAILABLE	80	45.45%	0.09%	96	54.55%	0.220%
7115	8	0.01%	18.02%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	3	37.50%	0.00%	5	62.50%	0.011%
7150	3	0.00%	18.03%	UNE - ERROR GENERATING ECCKT	3	100.00%	0.00%	0	0.00%	0.000%
7235	671	0.49%	18.52%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	509	75.86%	0.55%	162	24.14%	0.371%
7245	678	0.50%	19.02%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	489	72.12%	0.53%	189	27.88%	0.433%
7250	240	0.18%	19.19%	LSR HOUSENUMBER INCORRECT	238	99.17%	0.26%	2	0.83%	0.005%
7267	17	0.01%	19.20%	UNE - LOCBAN MISSING FOR LINP ORDER	17	100.00%	0.02%	0	0.00%	0.000%
7270	1	0.00%	19.21%	UNE - MISCELLANEOUS ACCOUNT NUMBER MISSING ON LINP LSR	1	100.00%	0.00%	0	0.00%	0.000%
7295	39	0.03%	19.23%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	22	56.41%	0.02%	17	43.59%	0.039%
7300	6	0.00%	19.24%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	3	50.00%	0.00%	3	50.00%	0.007%
7315	519	0.38%	19.62%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	496	95.57%	0.53%	23	4.43%	0.053%
7375	38	0.03%	19.65%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	30	78.95%	0.03%	8	21.05%	0.018%
7380	124	0.09%	19.74%	UNE - ACTL INVALID	124	100.00%	0.13%	0	0.00%	0.000%
7400	9,160	6.71%	26.45%	CLEC DOES NOT OWN THIS ACCOUNT.	9,160	100.00%	9.87%	0	0.00%	0.000%
7445	48	0.04%	26.49%	UNE - CALL FORWARD TN REQUIRED	48	100.00%	0.05%	0	0.00%	0.000%
7465	2,851	2.09%	28.58%	CANNOT CANCEL ORDER	1,313	46.05%	1.41%	1,538	53.95%	3.527%
7495	53	0.04%	28.61%	UNE - DIR LOCATOR PROBLEM	6	11.32%	0.01%	47	88.68%	0.108%
7500	94	0.07%	28.68%	DUE DATE COULD NOT BE DETERMINED	3	3.19%	0.00%	91	96.81%	0.209%
7555	193	0.14%	28.83%	FID MISSING IN FEATURE DETAIL	171	88.60%	0.18%	22	11.40%	0.050%
7570	3	0.00%	28.83%	SEQ1X NOT ALLOWED WITH ZNB	3	100.00%	0.00%	0	0.00%	0.000%
7630	83	0.06%	28.89%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	39	46.99%	0.04%	44	53.01%	0.101%
7640	5	0.00%	28.89%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	2	40.00%	0.00%	3	60.00%	0.007%
7645	2,560	1.88%	30.77%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1,311	51.21%	1.41%	1,249	48.79%	2.864%
7660	11	0.01%	30.78%	USOC FUJ1X NOT FOR RESALE	11	100.00%	0.01%	0	0.00%	0.000%
7690	32	0.02%	30.80%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	31	96.88%	0.03%	1	3.13%	0.002%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2002- 01/31/2002Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7710	457	0.33%	31.13%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	290	63.46%	0.31%	167	36.54%	0.383%
7715	8	0.01%	31.14%	SOCS TIMEOUT/NOT AVAILABLE	5	62.50%	0.01%	3	37.50%	0.007%
7718	2,654	1.95%	33.09%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	888	33.46%	0.96%	1,766	66.54%	4.049%
7725	118	0.09%	33.17%	WAITING PERIOD EQUALS 5 MINUTES	40	33.90%	0.04%	78	66.10%	0.179%
7735	33	0.02%	33.20%	INVALID/MISSING LISTING NAME OR TYPE	33	100.00%	0.04%	0	0.00%	0.000%
7740	16	0.01%	33.21%	LOCAL CALLING PLUS INDICATOR NOT FOUND	12	75.00%	0.01%	4	25.00%	0.009%
7755	14	0.01%	33.22%	UNE - NPANXX NOT FOUND IN CLLI TABLE	11	78.57%	0.01%	3	21.43%	0.007%
7805	461	0.34%	33.56%	SITE COULD NOT BE DETERMINED	172	37.31%	0.19%	289	62.69%	0.663%
7815	61	0.04%	33.60%	FID=RCU INVALID OR MISSING DATA	44	72.13%	0.05%	17	27.87%	0.039%
7860	167	0.12%	33.72%	RSAG - NO EXACT MATCH ON STREET NAME	167	100.00%	0.18%	0	0.00%	0.000%
7890	18	0.01%	33.74%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	18	100.00%	0.02%	0	0.00%	0.000%
7900	18	0.01%	33.75%	RSAG - NO MATCH ON STREET NAME	18	100.00%	0.02%	0	0.00%	0.000%
7905	4,198	3.08%	36.83%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,196	99.95%	4.52%	2	0.05%	0.005%
7910	2,843	2.08%	38.91%	RSAG - NO MATCH ON EXACT STREET NAME	2,734	96.17%	2.95%	109	3.83%	0.250%
7930	1	0.00%	38.91%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	1	100.00%	0.00%	0	0.00%	0.000%
7935	28	0.02%	38.93%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	28	100.00%	0.03%	0	0.00%	0.000%
7945	14	0.01%	38.94%	RSAG SYSTEM ERROR	11	78.57%	0.01%	3	21.43%	0.007%
8150	106	0.08%	39.02%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	28	26.42%	0.03%	78	73.58%	0.179%
8167	39	0.03%	39.05%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREX1	39	100.00%	0.04%	0	0.00%	0.000%
8170	452	0.33%	39.38%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	452	100.00%	0.49%	0	0.00%	0.000%
8173	39	0.03%	39.41%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPR1=	39	100.00%	0.04%	0	0.00%	0.000%
8180	216	0.16%	39.57%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	216	100.00%	0.23%	0	0.00%	0.000%
8183	15	0.01%	39.58%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :0000001 USOC QUAN MIS	15	100.00%	0.02%	0	0.00%	0.000%
8185	60	0.04%	39.62%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	60	100.00%	0.06%	0	0.00%	0.000%
8187	2,120	1.55%	41.18%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	2,119	99.95%	2.28%	1	0.05%	0.002%
8189	546	0.40%	41.58%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	544	99.63%	0.59%	2	0.37%	0.005%
8190	1,271	0.93%	42.51%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1,186	93.31%	1.28%	85	6.69%	0.195%
8193	4	0.00%	42.51%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	4	100.00%	0.00%	0	0.00%	0.000%
8195	760	0.56%	43.07%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	760	100.00%	0.82%	0	0.00%	0.000%
8197	650	0.48%	43.54%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	650	100.00%	0.70%	0	0.00%	0.000%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2002- 01/31/2002

Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
8199	104	0.08%	43.62%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	104	100.00%	0.11%	0	0.00%	0.000%
8204	174	0.13%	43.75%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	174	100.00%	0.19%	0	0.00%	0.000%
8207	75	0.05%	43.80%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	75	100.00%	0.08%	0	0.00%	0.000%
8209	756	0.55%	44.36%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	756	100.00%	0.81%	0	0.00%	0.000%
8240	166	0.12%	44.48%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	166	100.00%	0.18%	0	0.00%	0.000%
8250	65	0.05%	44.53%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	65	100.00%	0.07%	0	0.00%	0.000%
8270	3	0.00%	44.53%	SUPPLEMENTAL ADDRESS NOT VALID	3	100.00%	0.00%	0	0.00%	0.000%
8415	11	0.01%	44.54%	LSF LP ALREADY EXISTS ON ACCOUNT	11	100.00%	0.01%	0	0.00%	0.000%
8430	2	0.00%	44.54%	LSF DOES NOT EXIST ON ACCOUNT	2	100.00%	0.00%	0	0.00%	0.000%
8700	6	0.00%	44.54%	RSAG-INVALID SEARCH AREA	2	33.33%	0.00%	4	66.67%	0.009%
8820	14,231	10.43%	54.97%	SOCs ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	3,856	27.10%	4.15%	10,375	72.90%	23.789%
8825	22,004	16.13%	71.10%	ORDER ERR:	4,696	21.34%	5.06%	17,308	78.66%	39.686%
8830	533	0.39%	71.49%	CLEC ALREADY OWNS THIS ACCOUNT	533	100.00%	0.57%	0	0.00%	0.000%
8850	69	0.05%	71.54%	CFA NOT FOUND,PLEASE VERIFY CFA	68	98.55%	0.07%	1	1.45%	0.002%
8855	1	0.00%	71.54%	NO ACTL IN LSR	1	100.00%	0.00%	0	0.00%	0.000%
8925	675	0.49%	72.04%	CFN HAS INVALID FORMAT ON COFFI SCREEN	217	32.15%	0.23%	458	67.85%	1.050%
8940	1,519	1.11%	73.15%	CALL FORWARDING NUMBER MISSING OR INVALID	1,518	99.93%	1.64%	1	0.07%	0.002%
8945	38	0.03%	73.18%	LINECLSSVC AND TOS DO NOT MATCH	38	100.00%	0.04%	0	0.00%	0.000%
8970	1,005	0.74%	73.92%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	1,005	100.00%	1.08%	0	0.00%	0.000%
8995	5	0.00%	73.92%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	5	100.00%	0.01%	0	0.00%	0.000%
9000	8	0.01%	73.92%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	8	100.00%	0.01%	0	0.00%	0.000%
9040	4	0.00%	73.93%	DDD/DDD-CC REQUIRED	0	0.00%	0.00%	4	100.00%	0.009%
9110	2	0.00%	73.93%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES	2	100.00%	0.00%	0	0.00%	0.000%
9115	2	0.00%	73.93%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	2	100.00%	0.00%	0	0.00%	0.000%
9155	116	0.09%	74.02%	UNE - PORTED OUT NUMBER	116	100.00%	0.12%	0	0.00%	0.000%
9160	10	0.01%	74.02%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	10	100.00%	0.01%	0	0.00%	0.000%
9245	342	0.25%	74.27%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	342	100.00%	0.37%	0	0.00%	0.000%
9433	1	0.00%	74.27%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	1	100.00%	0.00%	0	0.00%	0.000%
9438	10	0.01%	74.28%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	9	90.00%	0.01%	1	10.00%	0.002%
9439	165	0.12%	74.40%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	164	99.39%	0.18%	1	0.61%	0.002%

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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Attachment 2H

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))						CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused			
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
9442	695	0.51%	74.91%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	689	99.14%	0.74%	6	0.86%	0.014%	
9466	47	0.03%	74.95%	UNABLE TO DETERMINE BLOCK CHOICE	46	97.87%	0.05%	1	2.13%	0.002%	
9471	34	0.02%	74.97%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	33	97.06%	0.04%	1	2.94%	0.002%	
9475	312	0.23%	75.20%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	312	100.00%	0.34%	0	0.00%	0.000%	
9476	71	0.05%	75.25%	IS NOT FOUND ON CSR TO DISCONNECT	71	100.00%	0.08%	0	0.00%	0.000%	
9477	93	0.07%	75.32%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	91	97.85%	0.10%	2	2.15%	0.005%	
9479	97	0.07%	75.39%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	96	98.97%	0.10%	1	1.03%	0.002%	
9481	2,585	1.89%	77.29%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2,570	99.42%	2.77%	15	0.58%	0.034%	
9484	39	0.03%	77.31%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	39	100.00%	0.04%	0	0.00%	0.000%	
9487	1	0.00%	77.32%	INVALID ACT TYPE FOR FULL MIGRATION	1	100.00%	0.00%	0	0.00%	0.000%	
9488	324	0.24%	77.55%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	324	100.00%	0.35%	0	0.00%	0.000%	
9495	78	0.06%	77.61%	EATN= MUST EXIST FOR ACT P AND Q	77	98.72%	0.08%	1	1.28%	0.002%	
9496	2,432	1.78%	79.39%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2,432	100.00%	2.62%	0	0.00%	0.000%	
9498	19	0.01%	79.41%	EAN= ON LNUM= AND LEAN= ARE POPULATED	19	100.00%	0.02%	0	0.00%	0.000%	
9515	1,610	1.18%	80.59%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,603	99.57%	1.73%	7	0.43%	0.016%	
9516	24	0.02%	80.60%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	22	91.67%	0.02%	2	8.33%	0.005%	
9517	29	0.02%	80.63%	UNDC INVALID IF PIC ALREADY EXISTS	29	100.00%	0.03%	0	0.00%	0.000%	
9523	7	0.01%	80.63%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	7	100.00%	0.01%	0	0.00%	0.000%	
9526	6	0.00%	80.64%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	6	100.00%	0.01%	0	0.00%	0.000%	
9529	2,296	1.68%	82.32%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	2,291	99.78%	2.47%	5	0.22%	0.011%	
9530	2	0.00%	82.32%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	2	100.00%	0.00%	0	0.00%	0.000%	
9543	62	0.05%	82.36%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	62	100.00%	0.07%	0	0.00%	0.000%	
9545	5	0.00%	82.37%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	4	80.00%	0.00%	1	20.00%	0.002%	
9602	5,285	3.87%	86.24%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	5,271	99.74%	5.68%	14	0.26%	0.032%	
9604	37	0.03%	86.27%	TN ON SUP DOES NOT MATCH ORIGINAL TN	21	56.76%	0.02%	16	43.24%	0.037%	
9605	172	0.13%	86.40%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	172	100.00%	0.19%	0	0.00%	0.000%	
9606	16	0.01%	86.41%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	14	87.50%	0.02%	2	12.50%	0.005%	
9613	37	0.03%	86.43%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	37	100.00%	0.04%	0	0.00%	0.000%	
9616	34	0.02%	86.46%	YPH INVALID	34	100.00%	0.04%	0	0.00%	0.000%	
9623	9	0.01%	86.47%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100.00%	0.01%	0	0.00%	0.000%	

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9626	256	0.19%	86.65%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	256	100.00%	0.28%	0	0.00%	0.000%
9627	1,430	1.05%	87.70%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,428	99.86%	1.54%	2	0.14%	0.005%
9628	435	0.32%	88.02%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	435	100.00%	0.47%	0	0.00%	0.000%
9629	44	0.03%	88.05%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	44	100.00%	0.05%	0	0.00%	0.000%
9639	87	0.06%	88.12%	CATEGORY L USOC MUST APPEAR FOR SAME TN	87	100.00%	0.09%	0	0.00%	0.000%
9641	1,992	1.46%	89.58%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,991	99.95%	2.14%	1	0.05%	0.002%
9647	361	0.26%	89.84%	BAN DOES NOT EXIST FOR COMPANY CODE	361	100.00%	0.39%	0	0.00%	0.000%
9654	410	0.30%	90.14%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS	410	100.00%	0.44%	0	0.00%	0.000%
9656	4	0.00%	90.14%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	4	100.00%	0.00%	0	0.00%	0.000%
9657	5	0.00%	90.15%	ECCKT/UNE1 MISMATCH	5	100.00%	0.01%	0	0.00%	0.000%
9661	17	0.01%	90.16%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	10	58.82%	0.01%	7	41.18%	0.016%
9670	16	0.01%	90.17%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	16	100.00%	0.02%	0	0.00%	0.000%
9671	95	0.07%	90.24%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	95	100.00%	0.10%	0	0.00%	0.000%
9673	25	0.02%	90.26%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	25	100.00%	0.03%	0	0.00%	0.000%
9674	28	0.02%	90.28%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	28	100.00%	0.03%	0	0.00%	0.000%
9675	27	0.02%	90.30%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	27	100.00%	0.03%	0	0.00%	0.000%
9680	94	0.07%	90.37%	INVALID REQ TYP OR TOS FOR LIFELINE	94	100.00%	0.10%	0	0.00%	0.000%
9681	37	0.03%	90.40%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	37	100.00%	0.04%	0	0.00%	0.000%
9682	21	0.02%	90.41%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	21	100.00%	0.02%	0	0.00%	0.000%
9685	9,772	7.16%	97.57%	DUE DATE COULD NOT BE CALCULATED	1,247	12.76%	1.34%	8,525	87.24%	19.547%
9686	8	0.01%	97.58%	RESID NOT VALID IN LFACS	8	100.00%	0.01%	0	0.00%	0.000%
9687	1	0.00%	97.58%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON THE ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%
9700	17	0.01%	97.59%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	17	100.00%	0.02%	0	0.00%	0.000%
9715	40	0.03%	97.62%	TOS IS INVALID FOR REQUESTED SERVICE	40	100.00%	0.04%	0	0.00%	0.000%
9735	1	0.00%	97.62%	EATN ACCOUNT DOES NOT EXIST	1	100.00%	0.00%	0	0.00%	0.000%
9772	1	0.00%	97.62%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	1	100.00%	0.00%	0	0.00%	0.000%
9800	11	0.01%	97.63%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	63.64%	0.01%	4	36.36%	0.009%
9860	1,428	1.05%	98.68%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1,427	99.93%	1.54%	1	0.07%	0.002%
9861	1,080	0.79%	99.47%	ADSL NOT ALLOWED WITH THIS SERVICE	1,079	99.91%	1.16%	1	0.09%	0.002%
9863	16	0.01%	99.48%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISPFOR CHANGES TO ADSL SERVICES	16	100.00%	0.02%	0	0.00%	0.000%

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES										
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
Error Type (by error code)	Count	%	S %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9866	52	0.04%	99.52%	MULTILINE USOC DOES NOT APPLY	51	98.08%	0.05%	1	1.92%	0.002%
9867	63	0.05%	99.57%	MULTILINE USOC DOES NOT APPLY	62	98.41%	0.07%	1	1.59%	0.002%
9869	27	0.02%	99.59%	SINGLE LINE USOC DOES NOT APPLY	27	100.00%	0.03%	0	0.00%	0.000%
9871	262	0.19%	99.78%	ADDRESS/TN INVALID, DUE DATE COULD NOT BE CALCULATED	262	100.00%	0.28%	0	0.00%	0.000%
9881	4	0.00%	99.78%	CANNOT DETERMINE ADDRESS; TN WORKING AT MORE THAN ONE ADDRESS	4	100.00%	0.00%	0	0.00%	0.000%
9897	298	0.22%	100.00%	TN FOR NON WORKING ADDRESS; DUE DATE COULD NOT BE CALCULATED	298	100.00%	0.32%	0	0.00%	0.000%
	136,433	100.00%			92,821		100.00%	43,612		100.000%

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1007	13	0.14%	0.14%	DUPLICATE CC, PON, VER
1012	1	0.01%	0.15%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	5753	62.83%	62.98%	PON DUPLICATE ON INITIAL LSR
1025	10	0.11%	63.09%	VER MUST BE GREATER THAN PREVIOUS VERSION
1030	547	5.97%	69.06%	VER MUST BE GREATER THAN PREVIOUS VERSION
1040	1	0.01%	69.07%	VER MUST BE SPACES OR ZEROES FOR 850
1050	7	0.08%	69.15%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	2	0.02%	69.17%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	3	0.03%	69.20%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
1065	12	0.13%	69.33%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	1	0.01%	69.35%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	2	0.02%	69.37%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	3	0.03%	69.40%	DDD/DDD-CC MUST BE A VALID DATE
1085	1	0.01%	69.41%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	2	0.02%	69.43%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1110	56	0.61%	70.04%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	22	0.24%	70.29%	DDD MUST BE GREATER THAN OR EQUAL TO D/SENT
1131	46	0.50%	70.79%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1140	3	0.03%	70.82%	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	5	0.05%	70.87%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1155	6	0.07%	70.94%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1157	2	0.02%	70.96%	DFDT PROHIBITED FOR THIS REQTP/LNA COMBINATION
1166	2	0.02%	70.98%	CHC IS PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
1180	3	0.03%	71.02%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1185	1	0.01%	71.03%	REQTP VALID ENTRIES MUST BE AB, BB, CB, EB, FB, JB, MB OR NB (STOP EDIT)
1195	1	0.01%	71.04%	ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)
1200	2	0.02%	71.06%	SUP REQUIRED WHEN VER IS GREATER THAN 00

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
1215	16	0.17%	71.24%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1285	3	0.03%	71.27%	ACTL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1290	4	0.04%	71.31%	ACTL MUST BE 11 ALPHANUMERICS
1335	3	0.03%	71.34%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1340	2	0.02%	71.37%	LSO MUST BE 6 NUMERICS
1345	1	0.01%	71.38%	TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1390	48	0.52%	71.90%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1392	2	0.02%	71.92%	TOS SECOND CHARACTER OF J IS PROHIBITED ON REQTP OF A,B,C,F OR J (STOP EDIT)
1395	2	0.02%	71.94%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB, BB OR CB
1430	2	0.02%	71.97%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1453	2	0.02%	71.99%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	14	0.15%	72.14%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1470	1	0.01%	72.15%	BI2 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1510	4	0.04%	72.20%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1515	5	0.05%	72.25%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
1520	4	0.04%	72.29%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1525	1	0.01%	72.31%	FAX NO-INIT MUST BE 10 NUMERICS
1530	7	0.08%	72.38%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1535	4	0.04%	72.43%	TEL NO IMPCON REQUIRED WHEN IMPCON IS POPULATED
1605	9	0.10%	72.52%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	62	0.68%	73.20%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	112	1.22%	74.42%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	10	0.11%	74.53%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	65	0.71%	75.24%	LSR/PON AGED OFF
1650	715	7.81%	83.05%	LSR/PON COMPLETED
1664	1	0.01%	83.06%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2040	4	0.04%	83.11%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
2050	3	0.03%	83.14%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2055	8	0.09%	83.23%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2060	14	0.15%	83.38%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	2	0.02%	83.40%	LOCBAN REQUIRED
2070	3	0.03%	83.43%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2080	16	0.17%	83.61%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	34	0.37%	83.98%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2095	7	0.08%	84.06%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2109	7	0.08%	84.13%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2110	22	0.24%	84.37%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2115	4	0.04%	84.42%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	258	2.82%	87.23%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2130	6	0.07%	87.30%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2355	2	0.02%	87.32%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3005	2	0.02%	87.34%	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERICS
3010	2	0.02%	87.36%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3015	14	0.15%	87.52%	REFNUM=0001-TELNO= LNA REQUIRED
3020	14	0.15%	87.67%	LOCNUM=000 - LNUM=00001 FIRST CHARACTER OF CABLE ID MUST BE P OR V
3035	1	0.01%	87.68%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3047	33	0.36%	88.04%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	22	0.24%	88.28%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3110	6	0.07%	88.35%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	16	0.17%	88.52%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION
3120	1	0.01%	88.53%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTP/ACT/LNA COMBINATION
3125	10	0.11%	88.64%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	1	0.01%	88.65%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	32	0.35%	89.00%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
3140	5	0.05%	89.06%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	11	0.12%	89.18%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	1	0.01%	89.19%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	1	0.01%	89.20%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	4	0.04%	89.24%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	18	0.20%	89.44%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3200	11	0.12%	89.56%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	2	0.02%	89.58%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	2	0.02%	89.60%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3380	12	0.13%	89.73%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3385	1	0.01%	89.75%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3410	11	0.12%	89.87%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	26	0.28%	90.15%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	2	0.02%	90.17%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3430	1	0.01%	90.18%	FOR REQ TYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	1	0.01%	90.19%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3439	5	0.05%	90.25%	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQ TYP IS A WITH SECNCI POPULATED
3460	6	0.07%	90.31%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQ TYP/LNA TYPE COMBINATION (STOP EDIT)
3470	1	0.01%	90.32%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQ TYP E-IS
3730	21	0.23%	90.55%	LNUM=00004 TELNO= FPI INVALID ON REQ TYP/LNA COMBINATION
3745	12	0.13%	90.68%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3750	22	0.24%	90.92%	LNUM=00001 TELNO= PIC INVALID ON REQ TYP/LNA COMBINATION
3755	2	0.02%	90.95%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3765	12	0.13%	91.08%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	22	0.24%	91.32%	LNUM=00001 TELNO= LPIC INVALID ON REQ TYP/LNA COMBINATION
3935	1	0.01%	91.33%	LNUM=00001 TELNO= BA PROHIBITED ON REQ TYP/LNA COMBINATIONS
3970	1	0.01%	91.34%	LNUM=00001 TELNO= BLOCK PROHIBITED ON REQ TYP/LNA COMBINATION

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
4000	13	0.14%	91.48%	DL DATA ELEMENTS REQUIRED
4020	4	0.04%	91.53%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4022	3	0.03%	91.56%	DLNUM=001 LTN=DLNUM MUST BE 4 NUMERICS
4030	1	0.01%	91.57%	DLNUM=0001 LTN= LACT REQUIRED
4035	3	0.03%	91.60%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	1	0.01%	91.61%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE
4045	201	2.20%	93.81%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	14	0.15%	93.96%	INVALID YPH ENTRY
4055	7	0.08%	94.04%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	1	0.01%	94.05%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	9	0.10%	94.15%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N
4065	199	2.17%	96.32%	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4075	1	0.01%	96.33%	MAIN LISTING REQUIRED
4090	2	0.02%	96.35%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	1	0.01%	96.36%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4110	15	0.16%	96.53%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	10	0.11%	96.64%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	4	0.04%	96.68%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4170	1	0.01%	96.69%	DLNUM=0003 LTN= DOI MUST BE 1
4180	4	0.04%	96.73%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4195	1	0.01%	96.75%	DLNUM=0003 LTN PROHIBITED WITH RTY FCR OR LCR
4200	1	0.01%	96.76%	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	6	0.07%	96.82%	DLNUM=0001 LTN REQUIRED
4280	1	0.01%	96.83%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4290	1	0.01%	96.84%	DLNUM=0002 LTN= TITLE2 DATA INVALID
4360	2	0.02%	96.87%	DLNUM=0001 LTN= LASS PROHIBITED WITH LACT Z
4385	10	0.11%	96.97%	DLNUM=0001 LTN= INVALID LAST ENTRY

ORDERING

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
4475	4	0.04%	97.02%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	34	0.37%	97.39%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4480	1	0.01%	97.40%	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z
4485	2	0.02%	97.42%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	7	0.08%	97.50%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4495	2	0.02%	97.52%	DLNUM=0001 LTN= SIC ENTRY MUST BE 4 OR 5 NUMERICS
4505	11	0.12%	97.64%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	1	0.01%	97.65%	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT
4550	1	0.01%	97.66%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4830	1	0.01%	97.67%	ONLY ONE DACT PER LSR
4835	3	0.03%	97.71%	DACT ENTRY MUST BE N
4837	32	0.35%	98.06%	DACT REQUIRED
4870	1	0.01%	98.07%	DDASN IS REQUIRED
4895	1	0.01%	98.08%	DDALOC REQUIRED
4900	1	0.01%	98.09%	DDAST REQUIRED
4905	1	0.01%	98.10%	DDAZC REQUIRED
5005	9	0.10%	98.20%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	10	0.11%	98.31%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	8	0.09%	98.39%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5035	4	0.04%	98.44%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERICS
5070	3	0.03%	98.47%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5110	1	0.01%	98.48%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	2	0.02%	98.50%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	1	0.01%	98.51%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5135	2	0.02%	98.54%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5175	3	0.03%	98.57%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
6045	45	0.49%	99.06%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	S %	Error Description
6050	11	0.12%	99.18%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	1	0.01%	99.19%	LQTY IS REQUIRED FOR REQTYPE/ACT COMBINATION
7080	1	0.01%	99.20%	EATN AND AN ARE REQUIRED FOR REQTYPE
8005	4	0.04%	99.25%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYPE/ACT TYPE COMBINATION
8115	1	0.01%	99.26%	LNUM=00001 TC OPT PROHIBITED WITH THIS REQTYPE/ACT TYPE COMBINATION
8120	4	0.04%	99.30%	LNUM=00002 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8130	1	0.01%	99.31%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE
8140	10	0.11%	99.42%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYPE E, F OR M FOR LNA C, G, N OR V
8165	1	0.01%	99.43%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8180	7	0.08%	99.51%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8210	4	0.04%	99.55%	LNUM=00002 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8215	4	0.04%	99.60%	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	10	0.11%	99.71%	INVALID ACTIVITY TYPE
8270	9	0.10%	99.80%	SUPPLEMENTAL ADDRESS NOT VALID
9892	12	0.13%	99.93%	NCON VALID VALUE MUST BE B OR BLANK
9893	3	0.03%	99.97%	NCON PROHIBITED ON ACT V WHEN EUMI IS BLANK
9894	3	0.03%	100.00%	NCON DATA NOT ALLOWED WHEN SUPPLEMENTAL ADDRESS IS BLANK
	9,157	100.00%		

ORDERING

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

ORDERING

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ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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[illegible]

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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[illegible]

ORDERING

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AGGREGATE
ERROR DETA
Error Type (by error code)
1000
1000
1000
1000
1000
1000
1000
1000

ORDERING

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

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
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ORDER TYPES
ILS - 1000
Error Description
CORRECT SYSTEM ERROS
ERR PLACED IN E-STAT SUP 1 ON VER 1
UPDATE TO CHANGE DUE DATE TO 6-27
ERR PLACED IN E-STAT ORDER COMPLETED
CLEARED ERR FOR ORDER # , PON#,
CORRECT SYSTEM ERRORS
CORRECT SYSTEM ERRORS
CLEARED ERROR FOR SYSTEM GENERATED ORDER #
CLEARED ERROR
CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHCH SHOULD NOT BE ON LY-- RQST
CORRECT ERRORS
CORRECTED SYSTEM GENERATED ORDERS, ORDER#
CORRECTED SYSTEM GENERATED ORDER #
SENT S STATUS REFERAL FORM 06-20-00.
ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
DD 2000-07-05
ORDER CANCELLED
CLAIMED IN ERROR
ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
DD 06-14-00
DD 07-06-00
ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
DD 2000-07-05
CORRECT SYSTEM ERRORS
CLEAR UP SYSTEM ERRORS
ERR TO DROP OFF, ORD
ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP

ORDERING

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ORDER TYPES
ILS - 1000
Error Description
CORRECT SYSTEM ERRORS
CORRECT SYSTEM PROBLEMS
CLEARED UP SYSTEM ERRORS
CLEARED ERRORS FROM ORDER TO FLOW THRU
CLEAR SYSTEM ERRORS OCOSL AND DFDT
CORRECT ON ODR NUMBER
ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

	PERCENT ACHIEVED FLOW- THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	50.70%	92.81%

ORDERING

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
 REPORT PERIOD: 01/01/2002 - 01/31/2002

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AGGREGATE ORDER TYPES													
Company Info				LSR PROCESSING							FLOWTHROUGH		
				Mechanized Interface Used	Manual	Rejects	Validated	Errors					
Name	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flow-through
1	0	24	24	7	5	12	2	1	1	10	55.56%	83.33%	90.91%
2	61	0	61	26	10	25	0	0	0	25	49.02%	100.00%	100.00%
3	139	0	139	68	19	52	7	6	1	45	37.82%	86.54%	88.24%
4	678	0	678	315	79	284	121	65	56	163	30.02%	57.39%	71.49%
5	0	2	2	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
6	0	703	703	125	61	517	142	135	7	375	59.06%	72.53%	73.53%
7	597	0	597	278	109	210	57	27	30	153	33.41%	72.86%	85.00%
8	1	0	1	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
9	0	506	506	278	76	152	53	21	32	99	24.87%	65.13%	82.50%
10	5,150	0	5,150	982	335	3,833	131	29	102	3,702	78.55%	96.58%	99.22%
11	85	0	85	78	5	2	1	0	1	1	1.27%	50.00%	100.00%
12	174	0	174	92	28	54	18	13	5	36	25.53%	66.67%	73.47%
13	0	27	27	23	1	3	3	0	3	0	0.00%	0.00%	0.00%
14	110	0	110	46	28	36	9	2	7	27	36.00%	75.00%	93.10%
15	2,804	0	2,804	764	133	1,907	70	20	50	1,837	70.09%	96.33%	98.92%
16	0	32	32	19	3	10	4	3	1	6	21.43%	60.00%	66.67%
17	1,373	0	1,373	278	87	1,008	76	48	28	932	74.09%	92.46%	95.10%
18	51	0	51	38	8	5	0	0	0	5	11.63%	100.00%	100.00%
19	0	1,009	1,009	456	143	410	107	45	62	303	37.69%	73.90%	87.07%
20	197	0	197	102	36	59	21	8	13	38	25.68%	64.41%	82.61%
21	0	2,292	2,292	2,152	140	0	0	0	0	0	0.00%	0.00%	0.00%
22	0	127	127	58	19	50	15	8	7	35	34.65%	70.00%	81.40%
23	1,938	0	1,938	892	126	920	253	110	143	667	39.96%	72.50%	85.84%
24	0	1,644	1,644	750	216	678	189	78	111	489	37.13%	72.12%	86.24%
25	55	0	55	14	5	36	4	1	3	32	68.09%	88.89%	96.97%
26	0	8	8	5	0	3	2	1	1	1	14.29%	33.33%	50.00%
27	0	4	4	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
28	458	0	458	216	35	207	23	11	12	184	44.77%	88.89%	94.36%
29	338	0	338	182	11	145	95	80	15	50	16.03%	34.48%	38.46%
30	40	0	40	13	4	23	10	4	6	13	43.33%	56.52%	76.47%
31	0	12	12	8	1	3	1	0	1	2	20.00%	66.67%	100.00%
EDI Subtotal	14,249		14,249	4,384	1,058	8,807	896	424	472	7,911	62.20%	89.83%	94.91%
TAG Subtotal		6,390	6,390	3,882	665	1,843	518	292	226	1,325	24.10%	71.89%	81.94%
TOTAL INTERFACES	14,249	6,390	20,639	8,266	1,723	10,650	1,414	716	698	9,236	50.70%	86.72%	92.81%

ORDERING

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 01/01/2002 - 01/31/2002

Exhibit AJV-3
Attachment 2H

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
1	6
2	5
3	31
4	156
5	11
6	168
7	0
8	56
9	112
10	24
11	21
12	2
13	39
14	110
15	2
16	48
17	20
18	182
19	42
20	397
21	14
22	415
23	67
24	7
25	4
26	1
27	1
28	46
29	20
30	24
Total	2,031

Trunk Group Performance - Aggregate

Tennessee		Average blocking percentage by hour																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626
Jun-01	BellSouth	0.0062	0.0008	0.0006	0.0002	0.0001	0.0060	0.7409	0.0491	0.0766	0.0290	0.0375	0.0733	0.0895	0.4859	0.0602	0.0386	0.0687	0.3005	0.1453	0.0072	0.0093	0.0101	0.5068	0.0395
	CLEC	0.0881	0.4622	0.0000	0.0057	0.0001	0.0010	0.0400	0.1337	0.0874	0.0679	0.0835	0.0706	0.0491	0.0568	0.0630	0.0393	0.0491	0.0368	0.0127	0.0213	0.0495	0.0811	0.0430	0.0173
	Difference	-0.0819	-0.4614	0.0006	-0.0054	0.0000	0.0049	0.7009	-0.0846	-0.0108	-0.0389	-0.0460	0.0027	0.0404	0.4291	-0.0028	-0.0007	0.0196	0.2637	0.1326	-0.0141	-0.0402	-0.0710	0.4637	0.0223
Jul-01	BellSouth	0.0110	0.0007	0.0000	0.0024	0.3008	0.4381	1.4967	0.1027	0.0651	0.0538	0.0305	0.0097	0.1283	0.2420	0.0214	0.0161	0.1469	0.6746	0.7498	0.0070	0.0121	0.0472	0.5523	0.0287
	CLEC	0.0024	0.0028	0.0032	0.0001	0.0000	0.0005	0.0414	0.0817	0.0396	0.0134	0.0195	0.0387	0.0384	0.0160	0.0084	0.0154	0.0172	0.0201	0.0142	0.0094	0.0133	0.0588	0.0726	0.0149
	Difference	0.0086	-0.0021	-0.0032	0.0023	0.3008	0.4375	1.4553	0.0210	0.0255	0.0404	0.0110	-0.0290	0.0899	0.2260	0.0130	0.0007	0.1297	0.6544	0.7356	-0.0024	-0.0012	-0.0116	0.4796	0.0138
Aug-01	BellSouth	0.0045	0.0043	0.0018	0.0000	0.0015	0.2182	0.4095	0.1027	0.0551	0.0240	0.0175	0.0117	0.1061	0.2894	0.0173	0.0187	0.0087	0.0818	0.0357	0.0075	0.0032	0.0703	0.0180	0.0242
	CLEC	0.0049	0.0049	0.0006	0.0000	0.0001	0.0001	0.0223	0.1041	0.0221	0.0090	0.0049	0.0109	0.0194	0.0147	0.0195	0.0290	0.0508	0.0322	0.0027	0.0079	0.0324	0.0949	0.0649	0.0071
	Difference	-0.0004	-0.0006	0.0011	0.0000	0.0014	0.2181	0.3872	-0.0014	0.0330	0.0150	0.0126	0.0009	0.0867	0.2747	-0.0022	-0.0103	-0.0421	0.0496	0.0330	-0.0004	-0.0292	-0.0246	-0.0469	0.0170
Sep-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0027	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0000	0.0000	0.0013	0.0022	0.0000	0.0000
	CLEC	0.0180	0.0033	0.0000	0.0000	0.0002	0.0002	0.0000	0.0001	0.0224	0.0373	0.0307	0.0121	0.0045	0.0102	0.0003	0.0049	0.0201	0.0042	0.0045	0.0066	0.0659	0.0277	0.0016	0.0006
	Difference	-0.0180	-0.0033	0.0000	0.0000	-0.0002	-0.0002	0.0000	-0.0001	-0.0224	-0.0346	-0.0307	-0.0121	-0.0045	-0.0102	-0.0003	-0.0049	-0.0200	-0.0042	-0.0045	-0.0066	-0.0645	-0.0255	-0.0016	-0.0006
Oct-01	BellSouth	0.0009	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0029	0.0029	0.0000	0.0000
	CLEC	0.0091	0.0010	0.0001	0.0003	0.0006	0.0042	0.0000	0.0057	0.0140	0.0089	0.0008	0.1017	0.0038	0.0092	0.0023	0.0015	0.0131	0.0041	0.0003	0.0051	0.0259	0.0123	0.0005	0.0001
	Difference	-0.0082	-0.0010	-0.0001	-0.0003	-0.0006	-0.0042	0.0000	-0.0057	-0.0140	-0.0089	-0.0008	-0.1017	-0.0038	-0.0092	-0.0023	-0.0015	-0.0131	-0.0041	-0.0003	-0.0051	-0.0230	-0.0094	-0.0005	-0.0001
Nov-01	BellSouth	0.0009	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0000	0.0000	0.0045	0.0108	0.0000	0.0003	0.0000	0.0005	0.0019	0.0026	0.0019	0.0000	0.0000
	CLEC	0.0041	0.0025	0.0034	0.0004	0.0000	0.0003	0.0000	0.0013	0.0000	0.0022	0.0009	0.0026	0.0032	0.0072	0.0047	0.0127	0.0201	0.0158	0.0021	0.0061	0.0047	0.0021	0.0035	0.0181
	Difference	-0.0033	-0.0025	-0.0034	-0.0004	0.0000	-0.0003	0.0000	-0.0013	0.0000	-0.0022	-0.0009	-0.0026	-0.0032	-0.0027	0.0061	-0.0127	-0.0198	-0.0158	-0.0016	-0.0041	-0.0022	-0.0002	-0.0035	-0.0181
Dec-01	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0013	0.0001	0.0021	0.0000	0.0000	0.0001	0.0014	0.0004	0.0000	0.0000	0.0000	0.0001	0.0016	0.0000	0.0000
	CLEC	0.0000	0.0011	0.0125	0.0002	0.0000	0.0031	0.0007	0.0007	0.0000	0.0019	0.0051	0.0034	0.0061	0.0017	0.0021	0.0094	0.0191	0.0104	0.0102	0.0083	0.0267	0.0192	0.0047	0.0067
	Difference	0.0000	-0.0011	-0.0125	-0.0002	0.0000	-0.0031	-0.0007	-0.0007	0.0000	-0.0006	-0.0050	-0.0013	-0.0061	-0.0017	-0.0021	-0.0081	-0.0187	-0.0104	-0.0102	-0.0083	-0.0266	-0.0176	-0.0047	-0.0067
Jan-02	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0004	0.0013	0.0002	0.0020	0.0241	0.0386	0.0122	0.0002	0.0000
	CLEC	0.0240	0.0017	0.0297	0.0054	0.0010	0.0005	0.0011	0.0008	0.0001	0.0161	0.0029	0.0162	0.0013	0.0029	0.0116	0.0120	0.0115	0.0103	0.0667	0.1860	0.3608	0.3471	0.0671	0.0168
	Difference	-0.0240	-0.0017	-0.0297	-0.0054	-0.0010	-0.0005	-0.0011	-0.0008	-0.0001	-0.0161	-0.0029	-0.0162	-0.0013	-0.0029	-0.0116	-0.0115	-0.0102	-0.0100	-0.0647	-0.1619	-0.3222	-0.3349	-0.0669	-0.0168

BellSouth Monthly State Summary

Georgia, January 2002

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/GA(%)	Diagnostic		10.73%	26,226				Diagnostic
A.1.1.2	O-7	Business/GA(%)	Diagnostic		21.84%	664				Diagnostic
A.1.1.3	O-7	Design (Specials)/GA(%)	Diagnostic		0.00%	1				Diagnostic
A.1.1.4	O-7	PBX/GA(%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/GA(%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/GA(%)	Diagnostic		50.00%	2				Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/GA(%)	Diagnostic		24.56%	5,734				Diagnostic
A.1.2.2	O-7	Business/GA(%)	Diagnostic		50.11%	435				Diagnostic
A.1.2.3	O-7	Design (Specials)/GA(%)	Diagnostic		100.00%	1				Diagnostic
A.1.2.4	O-7	PBX/GA(%)	Diagnostic		100.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/GA(%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/GA(%)	Diagnostic		25.00%	4				Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/GA(%)	Diagnostic		39.89%	183				Diagnostic
A.1.3.2	O-7	Business/GA(%)	Diagnostic		55.38%	372				Diagnostic
A.1.3.3	O-7	Design (Specials)/GA(%)	Diagnostic		23.86%	264				Diagnostic
A.1.3.4	O-7	PBX/GA(%)	Diagnostic		48.84%	43				Diagnostic
A.1.3.5	O-7	Centrex/GA(%)	Diagnostic		53.33%	15				Diagnostic
A.1.3.6	O-7	ISDN/GA(%)	Diagnostic		41.18%	34				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/GA(%)	>= 97% w in 1 hr		96.84%	2,817				NO
A.1.4.2	O-8	Business/GA(%)	>= 97% w in 1 hr		92.41%	145				NO
A.1.4.3	O-8	Design (Specials)/GA(%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/GA(%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/GA(%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/GA(%)	>= 97% w in 1 hr		0.00%	1				NO
Reject Interval - Partially Mechanized - 10 hours										
A.1.7.1	O-8	Residence/GA(%)	>= 85% w in 10 hrs		92.30%	1,415				YES
A.1.7.2	O-8	Business/GA(%)	>= 85% w in 10 hrs		94.17%	223				YES
A.1.7.3	O-8	Design (Specials)/GA(%)	>= 85% w in 10 hrs		100.00%	1				YES
A.1.7.4	O-8	PBX/GA(%)	>= 85% w in 10 hrs		100.00%	1				YES
A.1.7.5	O-8	Centrex/GA(%)	>= 85% w in 10 hrs							
A.1.7.6	O-8	ISDN/GA(%)	>= 85% w in 10 hrs		0.00%	1				NO
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/GA(%)	>= 85% w in 24 hrs		98.65%	74				YES
A.1.8.2	O-8	Business/GA(%)	>= 85% w in 24 hrs		99.52%	208				YES
A.1.8.3	O-8	Design (Specials)/GA(%)	>= 85% w in 24 hrs		98.41%	63				YES
A.1.8.4	O-8	PBX/GA(%)	>= 85% w in 24 hrs		100.00%	21				YES
A.1.8.5	O-8	Centrex/GA(%)	>= 85% w in 24 hrs		100.00%	8				YES
A.1.8.6	O-8	ISDN/GA(%)	>= 85% w in 24 hrs		100.00%	14				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/GA(%)	>= 95% w in 3 hrs		99.92%	23,465				YES
A.1.9.2	O-9	Business/GA(%)	>= 95% w in 3 hrs		100.00%	524				YES
A.1.9.3	O-9	Design (Specials)/GA(%)	>= 95% w in 3 hrs		100.00%	1				YES
A.1.9.4	O-9	PBX/GA(%)	>= 95% w in 3 hrs							
A.1.9.5	O-9	Centrex/GA(%)	>= 95% w in 3 hrs							
A.1.9.6	O-9	ISDN/GA(%)	>= 95% w in 3 hrs		100.00%	1				YES
FOC Timeliness - Partially Mechanized - 10 hours										
A.1.12.1	O-9	Residence/GA(%)	>= 85% w in 10 hrs		89.82%	4,686				YES
A.1.12.2	O-9	Business/GA(%)	>= 85% w in 10 hrs		95.82%	239				YES

BellSouth Monthly State Summary
Georgia, January 2002

A.1.12.3	O-9	Design (Specials)/GA(%)
A.1.12.4	O-9	PBX/GA(%)
A.1.12.5	O-9	Centrex/GA(%)
A.1.12.6	O-9	ISDN/GA(%)

FOC Timeliness - Non-Mechanized

A.1.13.1	O-9	Residence/GA(%)
A.1.13.2	O-9	Business/GA(%)
A.1.13.3	O-9	Design (Specials)/GA(%)
A.1.13.4	O-9	PBX/GA(%)
A.1.13.5	O-9	Centrex/GA(%)
A.1.13.6	O-9	ISDN/GA(%)

FOC & Reject Response Completeness - Mechanized

A.1.14.1.1	O-11	Residence/EDI/GA(%)
A.1.14.1.2	O-11	Residence/TAG/GA(%)
A.1.14.2.1	O-11	Business/EDI/GA(%)
A.1.14.2.2	O-11	Business/TAG/GA(%)
A.1.14.3.1	O-11	Design (Specials)/EDI/GA(%)
A.1.14.3.2	O-11	Design (Specials)/TAG/GA(%)
A.1.14.4.1	O-11	PBX/EDI/GA(%)
A.1.14.4.2	O-11	PBX/TAG/GA(%)
A.1.14.5.1	O-11	Centrex/EDI/GA(%)
A.1.14.5.2	O-11	Centrex/TAG/GA(%)
A.1.14.6.1	O-11	ISDN/EDI/GA(%)
A.1.14.6.2	O-11	ISDN/TAG/GA(%)

FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1.1	O-11	Residence/EDI/GA(%)
A.1.15.1.2	O-11	Residence/TAG/GA(%)
A.1.15.2.1	O-11	Business/EDI/GA(%)
A.1.15.2.2	O-11	Business/TAG/GA(%)
A.1.15.3.1	O-11	Design (Specials)/EDI/GA(%)
A.1.15.3.2	O-11	Design (Specials)/TAG/GA(%)
A.1.15.4.1	O-11	PBX/EDI/GA(%)
A.1.15.4.2	O-11	PBX/TAG/GA(%)
A.1.15.5.1	O-11	Centrex/EDI/GA(%)
A.1.15.5.2	O-11	Centrex/TAG/GA(%)
A.1.15.6.1	O-11	ISDN/EDI/GA(%)
A.1.15.6.2	O-11	ISDN/TAG/GA(%)

FOC & Reject Response Completeness - Non-Mechanized

A.1.16.1	O-11	Residence/GA(%)
A.1.16.2	O-11	Business/GA(%)
A.1.16.3	O-11	Design (Specials)/GA(%)
A.1.16.4	O-11	PBX/GA(%)
A.1.16.5	O-11	Centrex/GA(%)
A.1.16.6	O-11	ISDN/GA(%)

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1.1	O-11	Residence/EDI/GA(%)
A.1.17.1.2	O-11	Residence/TAG/GA(%)
A.1.17.2.1	O-11	Business/EDI/GA(%)
A.1.17.2.2	O-11	Business/TAG/GA(%)
A.1.17.3.1	O-11	Design (Specials)/EDI/GA(%)
A.1.17.3.2	O-11	Design (Specials)/TAG/GA(%)
A.1.17.4.1	O-11	PBX/EDI/GA(%)
A.1.17.4.2	O-11	PBX/TAG/GA(%)
A.1.17.5.1	O-11	Centrex/EDI/GA(%)
A.1.17.5.2	O-11	Centrex/TAG/GA(%)
A.1.17.6.1	O-11	ISDN/EDI/GA(%)
A.1.17.6.2	O-11	ISDN/TAG/GA(%)

**Benchmark /
Analog**

>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs
>= 85% w in 10 hrs

>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs
>= 85% w in 36 hrs

>= 95%
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>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		0.00%	4				NO

		100.00%	105				YES
		99.30%	143				YES
		100.00%	179				YES
		100.00%	17				YES
		100.00%	2				YES
		94.12%	17				YES

		99.97%	3,259				YES
		99.99%	22,967				YES
		97.50%	40				YES
		100.00%	624				YES
		100.00%	1				YES
		100.00%	2				YES

		100.00%	990				YES
		99.87%	4,744				YES
		100.00%	22				YES
		100.00%	413				YES
		100.00%	1				YES
		100.00%	1				YES
		100.00%	4				YES

		94.54%	183				NO
		92.74%	372				NO
		92.42%	264				NO
		88.37%	43				NO
		66.67%	15				NO
		88.24%	34				NO

		83.36%	3,258				NO
		98.70%	22,964				YES
		82.05%	39				NO
		96.79%	624				YES
		100.00%	1				YES
		100.00%	2				YES

BellSouth Monthly State Summary **Georgia, January 2002**

Georgia, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
A.1.18.1.1	O-11	Residence/EDI/GA(%)	>= 95%			96.36%	990				YES
A.1.18.1.2	O-11	Residence/TAG/GA(%)	>= 95%			90.48%	4,738				NO
A.1.18.2.1	O-11	Business/EDI/GA(%)	>= 95%			81.82%	22				NO
A.1.18.2.2	O-11	Business/TAG/GA(%)	>= 95%			90.80%	413				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/GA(%)	>= 95%								
A.1.18.3.2	O-11	Design (Specials)/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.18.4.1	O-11	PBX/EDI/GA(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/GA(%)	>= 95%			100.00%	1				YES
A.1.18.5.1	O-11	Centrex/EDI/GA(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/GA(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/GA(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/GA(%)	>= 95%			100.00%	4				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/GA(%)	>= 95%			90.75%	173				NO
A.1.19.2	O-11	Business/GA(%)	>= 95%			95.36%	345				YES
A.1.19.3	O-11	Design (Specials)/GA(%)	>= 95%			92.21%	244				NO
A.1.19.4	O-11	PBX/GA(%)	>= 95%			86.84%	38				NO
A.1.19.5	O-11	Centrex/GA(%)	>= 95%			100.00%	10				YES
A.1.19.6	O-11	ISDN/GA(%)	>= 95%			90.00%	30				NO
Resale - Provisioning											
Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/GA(days)	Res	5.35	26,365	4.72	1,016	4.269	0.13648	4.6380	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/GA(days)	Res	0.80	448,151	0.53	18,041	1.165	0.00885	31.1684	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/GA(days)	Res	6.83	42	5.00	1	7.043	7.12648	0.2573	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/GA(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/GA(days)	Bus	2.39	26,892	3.09	84	6.152	0.67226	-1.0456	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/GA(days)	Bus	1.24	21,739	0.64	589	2.401	0.10026	5.9609	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/GA(days)	Bus	11.71	126			14.864			
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/GA(days)	Bus	2.79	8			2.557			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/GA(days)	Design	31.20	1,793			27.829			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)	Design	19.83	29	28.00	1	24.421	24.83800	-0.3290	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/GA(days)	Design	33.91	81			19.538			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/GA(days)	PBX	19.67	43	10.00	3	25.618	15.29786	0.6319	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/GA(days)	PBX	16.80	139	2.22	9	37.669	12.95657	1.1250	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/GA(days)	PBX	80.00	1	25.00	1	0.000	0.00000		YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/GA(days)	PBX	4.10	24	1.00	1	10.377	10.59138	0.2923	YES
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/GA(days)	Centrex	5.48	904	4.33	3	9.324	5.39217	0.2128	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/GA(days)	Centrex	1.96	1,099	3.22	26	3.148	0.62459	-2.0167	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/GA(days)	Centrex	9.30	34			7.445			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/GA(days)	Centrex	1.99	80	1.22	3	5.039	2.96345	0.2584	YES
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/GA(days)	ISDN	19.37	680			20.494			
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/GA(days)	ISDN	5.56	962	3.41	9	10.966	3.67235	0.5874	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/GA(days)	ISDN	49.40	10			44.682			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/GA(days)	ISDN	11.72	231	1.00	1	16.027	16.06180	0.6675	YES
Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/GA(days)	Res	6.87	97	2.00	1	7.888	7.92861	0.6137	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/GA(days)	Res	1.00	2	0.00	0	0.000			YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/GA(days)	Res	10.57	7	0.00	0	15.076			YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/GA(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/GA(days)	Bus	17.27	22	0.00	0	33.373			YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/GA(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/GA(days)	Bus	0.00	0	0.00	0				YES

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A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/GA(days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/GA(days)
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/GA(days)
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/GA(days)
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/GA(days)
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/GA(days)
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/GA(days)
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/GA(days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/GA(days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/GA(days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/GA(days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/GA(days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/GA(days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/GA(days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/GA(days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/GA(days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/GA(days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/GA(days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/GA(days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/GA(days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/GA(days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/GA(days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/GA(days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/GA(days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/GA(days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/GA(days)

% Jeopardies - Mechanized

A.2.4.1	P-2	Residence/GA(%)
A.2.4.2	P-2	Business/GA(%)
A.2.4.3	P-2	Design (Specials)/GA(%)
A.2.4.4	P-2	PBX/GA(%)
A.2.4.5	P-2	Centrex/GA(%)
A.2.4.6	P-2	ISDN/GA(%)

% Jeopardies - Non-Mechanized

A.2.5.1	P-2	Residence/GA(%)
A.2.5.2	P-2	Business/GA(%)
A.2.5.3	P-2	Design (Specials)/GA(%)
A.2.5.4	P-2	PBX/GA(%)
A.2.5.5	P-2	Centrex/GA(%)
A.2.5.6	P-2	ISDN/GA(%)

Average Jeopardy Notice Interval - Mechanized

A.2.7.1	P-2	Residence/GA(hours)
A.2.7.2	P-2	Business/GA(hours)
A.2.7.3	P-2	Design (Specials)/GA(hours)
A.2.7.4	P-2	PBX/GA(hours)
A.2.7.5	P-2	Centrex/GA(hours)
A.2.7.6	P-2	ISDN/GA(hours)

Average Jeopardy Notice Interval - Non-Mechanized

A.2.8.1	P-2	Residence/GA(hours)
A.2.8.2	P-2	Business/GA(hours)
A.2.8.3	P-2	Design (Specials)/GA(hours)
A.2.8.4	P-2	PBX/GA(hours)
A.2.8.5	P-2	Centrex/GA(hours)
A.2.8.6	P-2	ISDN/GA(hours)

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/GA(%)
A.2.9.2	P-2	Business/GA(%)
A.2.9.3	P-2	Design (Specials)/GA(%)

Benchmark / Analog

Bus
Bus
Design
Design
Design
Design
Design
Design
PBX
PBX
PBX
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN
ISDN
ISDN

Res
Bus
Design
PBX
Centrex
ISDN

Diagnostic
Diagnostic
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Diagnostic
Diagnostic
Diagnostic

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
36.00	1	0.00	0	0.000			YES
18.14	7	0.00	0	14.949			YES
0.00	0						
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
94.67	3	0.00	0	78.520			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
1.00	1	0.00	0	0.000			YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

0.37%	494,344	0.31%	18,320		0.00045	1.3265	YES
0.78%	49,856	0.34%	591		0.00364	1.2097	YES
3.97%	2,673						
6.75%	252	0.00%	4		0.12640	0.5337	YES
1.65%	2,177	0.00%	6		0.05213	0.3172	YES
3.82%	2,463	0.00%	5		0.08577	0.4450	YES

		0.00%	82				Diagnostic
		2.48%	121				Diagnostic
		0.00%	4				Diagnostic
		5.26%	19				Diagnostic
		0.00%	35				Diagnostic
		0.00%	10				Diagnostic

		146.14	56				YES
		132.00	2				YES

							Diagnostic
		120.00	3				Diagnostic
							Diagnostic
		144.00	1				Diagnostic
							Diagnostic
							Diagnostic

		100.00%	56				YES
		100.00%	2				YES

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A.2.9.4	P-2	PBX/GA(%)
A.2.9.5	P-2	Centrex/GA(%)
A.2.9.6	P-2	ISDN/GA(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

A.2.10.1	P-2	Residence/GA(%)
A.2.10.2	P-2	Business/GA(%)
A.2.10.3	P-2	Design (Specials)/GA(%)
A.2.10.4	P-2	PBX/GA(%)
A.2.10.5	P-2	Centrex/GA(%)
A.2.10.6	P-2	ISDN/GA(%)

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/GA(%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/GA(%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/GA(%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/GA(%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/GA(%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/GA(%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/GA(%)
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/GA(%)
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/GA(%)
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/GA(%)
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/GA(%)
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/GA(%)
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/GA(%)
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/GA(%)
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/GA(%)
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/GA(%)
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/GA(%)
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/GA(%)
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/GA(%)
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/GA(%)
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/GA(%)
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/GA(%)

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/GA(%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/GA(%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/GA(%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/GA(%)
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/GA(%)
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/GA(%)
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/GA(%)
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/GA(%)
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/GA(%)
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/GA(%)
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/GA(%)
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/GA(%)
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/GA(%)
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/GA(%)
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/GA(%)
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/GA(%)
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/GA(%)
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/GA(%)
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/GA(%)
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/GA(%)
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/GA(%)
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/GA(%)

Benchmark / Analog

95% >= 48 hrs
95% >= 48 hrs
95% >= 48 hrs

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus
Design
Design
Design
Design
PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Equity

							Diagnostic
		100.00%	3				Diagnostic
							Diagnostic
		100.00%	1				Diagnostic
							Diagnostic
							Diagnostic

6.34%	31,052	4.25%	1,106		0.00746	2.8082	YES
0.03%	461,524	0.07%	21,161		0.00013	-2.7084	NO
8.51%	47	0.00%	1		0.28199	0.3018	YES
1.57%	27,420	1.91%	157		0.00996	-0.3405	YES
0.04%	21,887	0.13%	752		0.00075	-1.2217	YES
7.80%	141	0.00%	1		0.26914	0.2899	YES
0.00%	10						
3.72%	1,882	0.00%	2		0.13388	0.2778	YES
20.69%	29	50.00%	2		0.29615	-0.9897	YES
2.13%	94						
11.36%	44	25.00%	4		0.16574	-0.8228	YES
5.04%	139	0.00%	17		0.05619	0.8963	YES
0.00%	1	0.00%	2		0.00000		YES
0.00%	25	0.00%	1		0.00000		YES
4.36%	918	0.00%	4		0.10229	0.4260	YES
0.09%	1,113	0.00%	33		0.00529	0.1698	YES
10.53%	38						
0.00%	82	0.00%	4		0.00000		YES
4.12%	704	100.00%	1		0.19888	-4.8211	NO
1.43%	1,117	0.00%	11		0.03600	0.3979	YES
6.67%	15						
0.00%	231	0.00%	3		0.00000		YES

9.20%	30,700	8.80%	943		0.00955	0.4122	YES
3.47%	388,045	3.87%	18,324		0.00138	-2.9095	NO
4.55%	44	0.00%	1		0.21065	0.2158	YES
1.54%	31,289	6.79%	162		0.00971	-5.4026	NO
4.43%	17,770	6.55%	550		0.00891	-2.3763	NO
10.75%	93	0.00%	2		0.22139	0.4857	YES
0.00%	8						
4.54%	1,852	0.00%	4		0.10415	0.4355	YES
5.88%	17	0.00%	2		0.17589	0.3344	YES
1.16%	86						
0.00%	28	25.00%	4		0.00000		NO
2.58%	155	5.26%	19		0.03854	-0.6960	YES
0.00%	1						
2.86%	35	0.00%	3		0.10022	0.2851	YES
1.92%	782	0.00%	5		0.06154	0.3117	YES
2.00%	699	0.00%	3		0.08106	0.2471	YES
5.88%	34						
1.40%	214	0.00%	2		0.08352	0.1678	YES
4.43%	609	0.00%	1		0.20601	0.2152	YES
1.29%	700	0.00%	10		0.03588	0.3583	YES
0.00%	12						

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/GA(hours)
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/GA(hours)
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/GA(hours)
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/GA(hours)
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/GA(hours)
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/GA(hours)
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/GA(hours)
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/GA(hours)
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/GA(hours)
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/GA(hours)
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/GA(hours)
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/GA(hours)
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/GA(hours)
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/GA(hours)
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/GA(hours)
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/GA(hours)
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/GA(hours)
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/GA(hours)
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/GA(hours)

A.2.17.1.1.1	P-10	Residence<10 circuits/Dispatch/GA(days)
A.2.17.1.1.2	P-10	Residence<10 circuits/Non-Dispatch/GA(days)
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)
A.2.17.2.1.1	P-10	Business<10 circuits/Dispatch/GA(days)
A.2.17.2.1.2	P-10	Business<10 circuits/Non-Dispatch/GA(days)
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)

Diagnostic		9.08	98				Diagnostic
Diagnostic		12.88	503				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		15.60	43				Diagnostic
Diagnostic		7.73	310				Diagnostic
Diagnostic		13.73	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic		208.33	2				Diagnostic
Diagnostic		266.63	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		36.92	4				Diagnostic
Diagnostic		15.03	14				Diagnostic
Diagnostic		31.20	2				Diagnostic
Diagnostic		0.75	1				Diagnostic
Diagnostic		26.33	4				Diagnostic
Diagnostic		15.55	33				Diagnostic
Diagnostic							Diagnostic
Diagnostic		10.63	4				Diagnostic
Diagnostic		0.02	1				Diagnostic
Diagnostic		14.38	11				Diagnostic
Diagnostic							Diagnostic
Diagnostic		14.00	3				Diagnostic

Diagnostic		5.07	752			Diagnostic
Diagnostic		0.55	14,142			Diagnostic
Diagnostic		5.00	1			Diagnostic
Diagnostic						Diagnostic
Diagnostic		2.34	31			Diagnostic
Diagnostic		0.83	178			Diagnostic
Diagnostic						Diagnostic

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A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)
A.2.17.3.1.1	P-10	Design (Specials)<10 circuits/Dispatch/GA(days)
A.2.17.3.1.2	P-10	Design (Specials)<10 circuits/Non-Dispatch/GA(days)
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)
A.2.17.4.1.1	P-10	PBX<10 circuits/Dispatch/GA(days)
A.2.17.4.1.2	P-10	PBX<10 circuits/Non-Dispatch/GA(days)
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)

Total Service Order Cycle Time - Partially Mechanized

A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/GA(days)
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/GA(days)
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/GA(days)
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/GA(days)
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/GA(days)
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/GA(days)
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/GA(days)
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/GA(days)

Total Service Order Cycle Time - Non-Mechanized

A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/GA(days)
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/GA(days)
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/GA(days)
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/GA(days)
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/GA(days)
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/GA(days)
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/GA(days)
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/GA(days)
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/GA(days)
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/GA(days)
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/GA(days)
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/GA(days)
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/GA(days)
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/GA(days)
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/GA(days)
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/GA(days)

[illegible]

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1 Design (Specials)/Non-Dispatch/GA(%)	Design	0.10%	2,004	0.00%	53		0.00439	0.2271	YES
A.3.1.4.1	M&R-1 PBX/Dispatch/GA(%)	PBX	10.49%	162	12.50%	8		0.11100	-0.1807	YES
A.3.1.4.2	M&R-1 PBX/Non-Dispatch/GA(%)	PBX	3.59%	167	60.00%	5		0.08447	-6.6779	NO
A.3.1.5.1	M&R-1 Centrex/Dispatch/GA(%)	Centrex	8.62%	1,915	0.00%	19		0.06469	1.3319	YES
A.3.1.5.2	M&R-1 Centrex/Non-Dispatch/GA(%)	Centrex	4.25%	871	0.00%	15		0.05252	0.8088	YES
A.3.1.6.1	M&R-1 ISDN/Dispatch/GA(%)	ISDN	12.16%	329	0.00%	7		0.12483	0.9740	YES
A.3.1.6.2	M&R-1 ISDN/Non-Dispatch/GA(%)	ISDN	0.00%	632	0.00%	2		0.00000		YES
Customer Trouble Report Rate										
A.3.2.1.1	M&R-2 Residence/Dispatch/GA(%)	Res	2.13%	2,656,371	2.13%	69,084		0.00056	-0.0023	YES
A.3.2.1.2	M&R-2 Residence/Non-Dispatch/GA(%)	Res	1.36%	2,656,371	0.85%	69,084		0.00045	11.3909	YES
A.3.2.2.1	M&R-2 Business/Dispatch/GA(%)	Bus	1.29%	703,928	1.50%	15,696		0.00092	-2.3035	NO
A.3.2.2.2	M&R-2 Business/Non-Dispatch/GA(%)	Bus	0.79%	703,928	0.68%	15,696		0.00072	1.5580	YES
A.3.2.3.1	M&R-2 Design (Specials)/Dispatch/GA(%)	Design	0.60%	141,191	1.88%	4,902		0.00113	-11.2825	NO
A.3.2.3.2	M&R-2 Design (Specials)/Non-Dispatch/GA(%)	Design	1.42%	141,191	1.08%	4,902		0.00173	1.9537	YES
A.3.2.4.1	M&R-2 PBX/Dispatch/GA(%)	PBX	0.10%	164,240	0.18%	4,429		0.00048	-1.7145	NO
A.3.2.4.2	M&R-2 PBX/Non-Dispatch/GA(%)	PBX	0.10%	164,240	0.11%	4,429		0.00049	-0.2309	YES
A.3.2.5.1	M&R-2 Centrex/Dispatch/GA(%)	Centrex	0.55%	347,226	0.46%	4,138		0.00116	0.7953	YES
A.3.2.5.2	M&R-2 Centrex/Non-Dispatch/GA(%)	Centrex	0.25%	347,226	0.36%	4,138		0.00078	-1.4255	YES
A.3.2.6.1	M&R-2 ISDN/Dispatch/GA(%)	ISDN	0.12%	264,346	0.37%	1,909		0.00081	-2.9892	NO
A.3.2.6.2	M&R-2 ISDN/Non-Dispatch/GA(%)	ISDN	0.24%	264,346	0.10%	1,909		0.00112	1.1959	YES
Maintenance Average Duration										
A.3.3.1.1	M&R-3 Residence/Dispatch/GA(hours)	Res	24.61	56,520	12.59	1,470	54.521	1.44038	8.3449	YES
A.3.3.1.2	M&R-3 Residence/Non-Dispatch/GA(hours)	Res	6.26	36,085	2.93	585	12.470	0.51972	6.4111	YES
A.3.3.2.1	M&R-3 Business/Dispatch/GA(hours)	Bus	11.61	9,055	9.30	235	22.479	1.48526	1.5552	YES
A.3.3.2.2	M&R-3 Business/Non-Dispatch/GA(hours)	Bus	3.69	5,539	3.16	106	9.590	0.94029	0.5640	YES
A.3.3.3.1	M&R-3 Design (Specials)/Dispatch/GA(hours)	Design	23.20	852	4.97	92	367.059	40.28178	0.4526	YES
A.3.3.3.2	M&R-3 Design (Specials)/Non-Dispatch/GA(hours)	Design	1.62	2,004	1.65	53	2.477	0.34472	-0.1013	YES
A.3.3.4.1	M&R-3 PBX/Dispatch/GA(hours)	PBX	11.12	162	7.70	8	14.725	5.33305	0.6414	YES
A.3.3.4.2	M&R-3 PBX/Non-Dispatch/GA(hours)	PBX	5.68	167	28.00	5	7.872	3.57279	-6.2469	NO
A.3.3.5.1	M&R-3 Centrex/Dispatch/GA(hours)	Centrex	11.91	1,915	17.00	19	18.364	4.23395	-1.2028	YES
A.3.3.5.2	M&R-3 Centrex/Non-Dispatch/GA(hours)	Centrex	3.86	871	1.27	15	10.660	2.77609	0.9334	YES
A.3.3.6.1	M&R-3 ISDN/Dispatch/GA(hours)	ISDN	14.92	329	6.65	7	21.502	8.21302	1.0064	YES
A.3.3.6.2	M&R-3 ISDN/Non-Dispatch/GA(hours)	ISDN	2.03	632	1.67	2	3.864	2.73626	0.1346	YES
% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4 Residence/Dispatch/GA(%)	Res	19.18%	56,520	11.09%	1,470		0.01040	7.7755	YES
A.3.4.1.2	M&R-4 Residence/Non-Dispatch/GA(%)	Res	14.82%	36,085	12.31%	585		0.01481	1.6952	YES
A.3.4.2.1	M&R-4 Business/Dispatch/GA(%)	Bus	14.01%	9,055	14.47%	235		0.02294	-0.1978	YES
A.3.4.2.2	M&R-4 Business/Non-Dispatch/GA(%)	Bus	13.52%	5,539	20.75%	106		0.03353	-2.1570	NO
A.3.4.3.1	M&R-4 Design (Specials)/Dispatch/GA(%)	Design	22.30%	852	21.74%	92		0.04568	0.1229	YES
A.3.4.3.2	M&R-4 Design (Specials)/Non-Dispatch/GA(%)	Design	20.51%	2,004	20.75%	53		0.05619	-0.0437	YES
A.3.4.4.1	M&R-4 PBX/Dispatch/GA(%)	PBX	14.20%	162	12.50%	8		0.12641	0.1343	YES
A.3.4.4.2	M&R-4 PBX/Non-Dispatch/GA(%)	PBX	14.37%	167	20.00%	5		0.15921	-0.3535	YES
A.3.4.5.1	M&R-4 Centrex/Dispatch/GA(%)	Centrex	12.74%	1,915	21.05%	19		0.07687	-1.0811	YES
A.3.4.5.2	M&R-4 Centrex/Non-Dispatch/GA(%)	Centrex	14.12%	871	40.00%	15		0.09069	-2.8536	NO
A.3.4.6.1	M&R-4 ISDN/Dispatch/GA(%)	ISDN	22.80%	329	0.00%	7		0.16024	1.4226	YES
A.3.4.6.2	M&R-4 ISDN/Non-Dispatch/GA(%)	ISDN	18.83%	632	50.00%	2		0.27688	-1.1258	YES
Out of Service > 24 hours										
A.3.5.1.1	M&R-5 Residence/Dispatch/GA(%)	Res	23.63%	35,123	9.86%	1,166		0.01265	10.8860	YES
A.3.5.1.2	M&R-5 Residence/Non-Dispatch/GA(%)	Res	8.51%	10,158	2.94%	238		0.01829	3.0418	YES
A.3.5.2.1	M&R-5 Business/Dispatch/GA(%)	Bus	10.32%	5,457	4.49%	156		0.02470	2.3603	YES
A.3.5.2.2	M&R-5 Business/Non-Dispatch/GA(%)	Bus	2.91%	1,959	0.00%	52		0.02362	1.2321	YES
A.3.5.3.1	M&R-5 Design (Specials)/Dispatch/GA(%)	Design	3.17%	852	4.35%	92		0.01922	-0.6132	YES
A.3.5.3.2	M&R-5 Design (Specials)/Non-Dispatch/GA(%)	Design	0.10%	2,004	0.00%	53		0.00439	0.2271	YES
A.3.5.4.1	M&R-5 PBX/Dispatch/GA(%)	PBX	10.74%	121	20.00%	5		0.14132	-0.6550	YES
A.3.5.4.2	M&R-5 PBX/Non-Dispatch/GA(%)	PBX	13.49%	126	60.00%	5		0.15579	-2.9853	NO
A.3.5.5.1	M&R-5 Centrex/Dispatch/GA(%)	Centrex	9.80%	1,214	18.18%	11		0.09006	-0.9305	YES
A.3.5.5.2	M&R-5 Centrex/Non-Dispatch/GA(%)	Centrex	2.96%	405	0.00%	3		0.09826	0.3015	YES
A.3.5.6.1	M&R-5 ISDN/Dispatch/GA(%)	ISDN	14.34%	286	0.00%	7		0.13406	1.0693	YES

BellSouth Monthly State Summary
Georgia, January 2002

Georgia, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.5.6.2	M&R-5 ISDN/Non-Dispatch/GA(%)		ISDN	0.17%	581	0.00%	2		0.02936	0.0586	YES
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1 GA(%)		BST - State	98.15%	\$371,883,584	99.86%	\$5,342,476		0.00006	-291.8465	YES
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2 Region(business days)		BST - Region	4.87	1	3.96	1,863				YES

BellSouth Monthly State Summary
Georgia, January 2002

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Unbundled Network Elements - Ordering

% Rejected Service Requests - Mechanized

B.1.1.1	O-7	Switch Ports/GA(%)
B.1.1.2	O-7	Local Interoffice Transport/GA(%)
B.1.1.3	O-7	Loop + Port Combinations/GA(%)
B.1.1.4	O-7	Combo Other/GA(%)
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/GA(%)
B.1.1.7	O-7	Line Sharing/GA(%)
B.1.1.8	O-7	2W Analog Loop Design/GA(%)
B.1.1.9	O-7	2W Analog Loop Non-Design/GA(%)
B.1.1.10	O-7	2W Analog Loop w/INP Design/GA(%)
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)
B.1.1.12	O-13	2W Analog Loop w/LNP Design/GA(%)
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.1.14	O-7	Other Design/GA(%)
B.1.1.15	O-7	Other Non-Design/GA(%)
B.1.1.16	O-7	INP Standalone/GA(%)
B.1.1.17	O-13	LNP Standalone/GA(%)

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							Diagnostic
							Diagnostic
		14.04%	55,827				Diagnostic
							Diagnostic
		50.56%	269				Diagnostic
		0.00%	11				Diagnostic
		27.31%	238				Diagnostic
		28.76%	299				Diagnostic
		3.77%	212				Diagnostic
							Diagnostic
							Diagnostic
		8.57%	35				Diagnostic
		100.00%	13				Diagnostic
		35.54%	121				Diagnostic
		35.08%	4,501				Diagnostic
							Diagnostic
		7.01%	1,941				Diagnostic

% Rejected Service Requests - Partially Mechanized

B.1.2.1	O-7	Switch Ports/GA(%)
B.1.2.2	O-7	Local Interoffice Transport/GA(%)
B.1.2.3	O-7	Loop + Port Combinations/GA(%)
B.1.2.4	O-7	Combo Other/GA(%)
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/GA(%)
B.1.2.7	O-7	Line Sharing/GA(%)
B.1.2.8	O-7	2W Analog Loop Design/GA(%)
B.1.2.9	O-7	2W Analog Loop Non-Design/GA(%)
B.1.2.10	O-7	2W Analog Loop w/INP Design/GA(%)
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)
B.1.2.12	O-13	2W Analog Loop w/LNP Design/GA(%)
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.2.14	O-7	Other Design/GA(%)
B.1.2.15	O-7	Other Non-Design/GA(%)
B.1.2.16	O-7	INP Standalone/GA(%)
B.1.2.17	O-13	LNP Standalone/GA(%)

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							Diagnostic
							Diagnostic
		32.66%	12,547				Diagnostic
							Diagnostic
		0.00%	14				Diagnostic
		0.00%	5				Diagnostic
		24.32%	111				Diagnostic
		34.30%	242				Diagnostic
		30.53%	131				Diagnostic
							Diagnostic
							Diagnostic
		37.14%	175				Diagnostic
		19.47%	637				Diagnostic
		34.21%	76				Diagnostic
		35.48%	1,883				Diagnostic
							Diagnostic
		24.60%	1,248				Diagnostic

% Rejected Service Requests - Non-Mechanized

B.1.3.1	O-7	Switch Ports/GA(%)
B.1.3.2	O-7	Local Interoffice Transport/GA(%)
B.1.3.3	O-7	Loop + Port Combinations/GA(%)
B.1.3.4	O-7	Combo Other/GA(%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/GA(%)
B.1.3.7	O-7	Line Sharing/GA(%)
B.1.3.8	O-7	2W Analog Loop Design/GA(%)
B.1.3.9	O-7	2W Analog Loop Non-Design/GA(%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/GA(%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/GA(%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/GA(%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.3.14	O-7	Other Design/GA(%)
B.1.3.15	O-7	Other Non-Design/GA(%)
B.1.3.16	O-7	INP Standalone/GA(%)
B.1.3.17	O-13	LNP Standalone/GA(%)

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		85.71%	7				Diagnostic
		36.47%	957				Diagnostic
							Diagnostic
		25.21%	234				Diagnostic
		14.48%	442				Diagnostic
		25.45%	110				Diagnostic
		47.55%	143				Diagnostic
		18.10%	1,022				Diagnostic
		25.00%	4				Diagnostic
		28.57%	7				Diagnostic
		78.79%	33				Diagnostic
		40.98%	61				Diagnostic
		35.71%	588				Diagnostic
		33.11%	1,981				Diagnostic
		33.33%	75				Diagnostic
		25.20%	1,119				Diagnostic

Reject Interval - Mechanized

BellSouth Monthly State Summary
Georgia, January 2002

B.1.4.1	O-8	Switch Ports/GA(%)
B.1.4.2	O-8	Local Interoffice Transport/GA(%)
B.1.4.3	O-8	Loop + Port Combinations/GA(%)
B.1.4.4	O-8	Combo Other/GA(%)
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/GA(%)
B.1.4.7	O-8	Line Sharing/GA(%)
B.1.4.8	O-8	2W Analog Loop Design/GA(%)
B.1.4.9	O-8	2W Analog Loop Non-Design/GA(%)
B.1.4.10	O-8	2W Analog Loop w/INP Design/GA(%)
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)
B.1.4.12	O-14	2W Analog Loop w/LNP Design/GA(%)
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.4.14	O-8	Other Design/GA(%)
B.1.4.15	O-8	Other Non-Design/GA(%)
B.1.4.16	O-8	INP Standalone/GA(%)
B.1.4.17	O-14	LNP Standalone/GA(%)

Reject Interval - Partially Mechanized - 10 hours

B.1.7.1	O-8	Switch Ports/GA(%)
B.1.7.2	O-8	Local Interoffice Transport/GA(%)
B.1.7.3	O-8	Loop + Port Combinations/GA(%)
B.1.7.4	O-8	Combo Other/GA(%)
B.1.7.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.7.6	O-8	ISDN Loop (UDN, UDC)/GA(%)
B.1.7.7	O-8	Line Sharing/GA(%)
B.1.7.8	O-8	2W Analog Loop Design/GA(%)
B.1.7.9	O-8	2W Analog Loop Non-Design/GA(%)
B.1.7.10	O-8	2W Analog Loop w/INP Design/GA(%)
B.1.7.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)
B.1.7.12	O-14	2W Analog Loop w/LNP Design/GA(%)
B.1.7.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.7.14	O-8	Other Design/GA(%)
B.1.7.15	O-8	Other Non-Design/GA(%)
B.1.7.16	O-8	INP Standalone/GA(%)
B.1.7.17	O-14	LNP Standalone/GA(%)

Reject Interval - Non-Mechanized

B.1.8.1	O-8	Switch Ports/GA(%)
B.1.8.2	O-8	Local Interoffice Transport/GA(%)
B.1.8.3	O-8	Loop + Port Combinations/GA(%)
B.1.8.4	O-8	Combo Other/GA(%)
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/GA(%)
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/GA(%)
B.1.8.7	O-8	Line Sharing/GA(%)
B.1.8.8	O-8	2W Analog Loop Design/GA(%)
B.1.8.9	O-8	2W Analog Loop Non-Design/GA(%)
B.1.8.10	O-8	2W Analog Loop w/INP Design/GA(%)
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/GA(%)
B.1.8.12	O-14	2W Analog Loop w/LNP Design/GA(%)
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/GA(%)
B.1.8.14	O-8	Other Design/GA(%)
B.1.8.15	O-8	Other Non-Design/GA(%)
B.1.8.16	O-8	INP Standalone/GA(%)
B.1.8.17	O-14	LNP Standalone/GA(%)

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/GA(%)
B.1.9.2	O-9	Local Interoffice Transport/GA(%)
B.1.9.3	O-9	Loop + Port Combinations/GA(%)
B.1.9.4	O-9	Combo Other/GA(%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/GA(%)

**Benchmark /
Analog**

>= 97% w in 1 hr
>= 97% w in 1 hr
>= 97% w in 1 hr
>= 97% w in 1 hr
>= 97% w in 1 hr
>= 97% w in 1 hr
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>= 95% w in 3 hrs
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>= 95% w in 3 hrs
>= 95% w in 3 hrs
>= 95% w in 3 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		94.56%	7,848				NO
		97.79%	136				YES
		52.24%	67				NO
		82.56%	86				NO
		75.00%	8				NO
		100.00%	3				YES
		100.00%	13				YES
		88.37%	43				NO
		73.68%	1,645				NO
		97.79%	136				YES

		96.10%	4,152				YES
		67.74%	31				NO
		92.77%	83				YES
		92.50%	40				YES
		89.23%	65				YES
		92.86%	126				YES
		100.00%	26				YES
		97.34%	677				YES
		96.10%	308				YES

		83.33%	6				NO
		98.31%	354				YES
		98.36%	61				YES
		100.00%	64				YES
		96.43%	28				YES
		98.55%	69				YES
		99.47%	188				YES
		100.00%	1				YES
		100.00%	2				YES
		100.00%	26				YES
		100.00%	26				YES
		99.53%	211				YES
		99.54%	659				YES
		100.00%	25				YES
		99.65%	285				YES

		99.09%	48,197				YES
		98.51%	134				YES

BellSouth Monthly State Summary
Georgia, January 2002

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/GA(%)	>= 95%
B.1.16.2	O-11	Local Interoffice Transport/GA(%)	>= 95%
B.1.16.3	O-11	Loop + Port Combinations/GA(%)	>= 95%
B.1.16.4	O-11	Combo Other/GA(%)	>= 95%
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%
B.1.16.7	O-11	Line Sharing/GA(%)	>= 95%
B.1.16.8	O-11	2W Analog Loop Design/GA(%)	>= 95%
B.1.16.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%
B.1.16.10	O-11	2W Analog Loop w/INP Design/GA(%)	>= 95%
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/GA(%)	>= 95%
B.1.16.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%
B.1.16.14	O-11	Other Design/GA(%)	>= 95%
B.1.16.15	O-11	Other Non-Design/GA(%)	>= 95%
B.1.16.16	O-11	INP Standalone/GA(%)	>= 95%
B.1.16.17	O-11	LNP Standalone/GA(%)	>= 95%

		100.00%	7				YES
		93.52%	957				NO
		100.00%	234				YES
		90.95%	442				NO
		94.55%	110				NO
		91.61%	143				NO
		97.36%	1,022				YES
		100.00%	4				YES
		100.00%	7				YES
		100.00%	33				YES
		100.00%	61				YES
		94.22%	588				NO
		98.03%	1,981				YES
		98.67%	75				YES
		98.93%	1,119				YES

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%
B.1.17.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%
B.1.17.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%
B.1.17.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%
B.1.17.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%
B.1.17.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/GA(%)	>= 95%
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/GA(%)	>= 95%
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/GA(%)	>= 95%
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/GA(%)	>= 95%
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%
B.1.17.14.1	O-11	Other Design/EDI/GA(%)	>= 95%
B.1.17.14.2	O-11	Other Design/TAG/GA(%)	>= 95%
B.1.17.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%
B.1.17.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%
B.1.17.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%
B.1.17.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%
B.1.17.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%
B.1.17.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%

		87.06%	35,821				NO
		89.04%	19,997				NO
		99.41%	170				YES
		100.00%	99				YES
		100.00%	2				YES
		100.00%	8				YES
		63.36%	131				NO
		85.98%	107				NO
		73.86%	241				NO
		75.47%	53				NO
		0.00%	1				NO
		96.68%	211				YES
		100.00%	33				YES
		100.00%	2				YES
		100.00%	2				YES
		100.00%	11				YES
		75.95%	79				NO
		85.00%	40				NO
		61.98%	3,622				NO
		81.74%	876				NO
		100.00%	1,640				YES
		100.00%	300				YES

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

B.1.18.1.1	O-11	Switch Ports/EDI/GA(%)	>= 95%
B.1.18.1.2	O-11	Switch Ports/TAG/GA(%)	>= 95%
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/GA(%)	>= 95%
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/GA(%)	>= 95%
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/GA(%)	>= 95%

		94.39%	7,378				NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.18.3.2	O-11	Loop + Port Combinations/TAG/GA(%)	>= 95%		91.48%	5,167				NO
B.1.18.4.1	O-11	Combo Other/EDI/GA(%)	>= 95%							
B.1.18.4.2	O-11	Combo Other/TAG/GA(%)	>= 95%							
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/GA(%)	>= 95%		100.00%	4				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/GA(%)	>= 95%		100.00%	10				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/GA(%)	>= 95%		100.00%	2				YES
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/GA(%)	>= 95%		100.00%	3				YES
B.1.18.7.1	O-11	Line Sharing/EDI/GA(%)	>= 95%		89.13%	46				NO
B.1.18.7.2	O-11	Line Sharing/TAG/GA(%)	>= 95%		85.19%	54				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/GA(%)	>= 95%		95.93%	221				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/GA(%)	>= 95%		100.00%	21				YES
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/GA(%)	>= 95%		100.00%	1				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/GA(%)	>= 95%		92.25%	129				NO
B.1.18.10.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%							
B.1.18.10.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%							
B.1.18.11.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%							
B.1.18.11.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%							
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/GA(%)	>= 95%		95.15%	165				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/GA(%)	>= 95%		100.00%	9				YES
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/GA(%)	>= 95%		97.52%	404				YES
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/GA(%)	>= 95%		93.99%	233				NO
B.1.18.14.1	O-11	Other Design/EDI/GA(%)	>= 95%		100.00%	41				YES
B.1.18.14.2	O-11	Other Design/TAG/GA(%)	>= 95%		94.29%	35				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/GA(%)	>= 95%		97.13%	1,395				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/GA(%)	>= 95%		95.89%	487				YES
B.1.18.16.1	O-11	INP Standalone/EDI/GA(%)	>= 95%							
B.1.18.16.2	O-11	INP Standalone/TAG/GA(%)	>= 95%							
B.1.18.17.1	O-11	LNP Standalone/EDI/GA(%)	>= 95%		99.04%	1,047				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/GA(%)	>= 95%		99.50%	200				YES
FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/GA(%)	>= 95%							
B.1.19.2	O-11	Local Interoffice Transport/GA(%)	>= 95%		71.43%	7				NO
B.1.19.3	O-11	Loop + Port Combinations/GA(%)	>= 95%		92.07%	895				NO
B.1.19.4	O-11	Combo Other/GA(%)	>= 95%							
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95%		95.73%	234				YES
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/GA(%)	>= 95%		97.01%	402				YES
B.1.19.7	O-11	Line Sharing/GA(%)	>= 95%		92.31%	104				NO
B.1.19.8	O-11	2W Analog Loop Design/GA(%)	>= 95%		91.60%	131				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/GA(%)	>= 95%		96.28%	995				YES
B.1.19.10	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%		100.00%	4				YES
B.1.19.11	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%		100.00%	7				YES
B.1.19.12	O-11	2W Analog Loop w/LNP Design/GA(%)	>= 95%		84.85%	33				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/GA(%)	>= 95%		88.52%	61				NO
B.1.19.14	O-11	Other Design/GA(%)	>= 95%		92.42%	554				NO
B.1.19.15	O-11	Other Non-Design/GA(%)	>= 95%		96.04%	1,942				YES
B.1.19.16	O-11	INP Standalone/GA(%)	>= 95%		93.24%	74				NO
B.1.19.17	O-11	LNP Standalone/GA(%)	>= 95%		94.40%	1,107				NO
Unbundled Network Elements - Provisioning										
Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257			5.507		
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890			1.253		
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.49	168			13.492		
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.79	8			2.557		
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)	DS1/DS3	23.65	1,883	14.50	4	20.138	10.07991	0.9074
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)	DS1/DS3							
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)	DS1/DS3							
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)	DS1/DS3							
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)	R&B	3.95	54,535	4.51	711	5.713	0.21563	-2.6111
										NO

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B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	471,473	0.64	16,951	1.263	0.00987	18.6847	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(days)	R&B	0.33	265,333	0.33	11,736	0.000	0.00000		YES
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/GA(days)	R&B	1.46	206,140	1.34	5,215	1.711	0.02400	5.1389	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)	R&B	10.63	203	7.67	11	13.553	4.19554	0.7069	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.48	113	1.55	3	6.418	3.75452	0.2474	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(days)	R&B	0.33	56	0.33	2	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(days)	R&B	4.60	57	4.00	1	8.556	8.63097	0.0691	YES
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/GA(days)	R&B&D - Disp	4.95	56,677	12.47	152	9.245	0.75087	-10.0235	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/GA(days)	R&B&D - Disp	4.95	56,677			22.061			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/GA(days)	R&B&D - Disp	18.37	294			20.816			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/GA(days)	R&B&D - Disp	18.37	294			16.046			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/GA(days)	ISDN - BRI	13.72	427	10.32	130	11.398	1.14170	2.9780	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/GA(days)	ISDN - BRI	0.94	382			0.916			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/GA(days)	ISDN - BRI	2.00	1			0.000			
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.11	3			0.840			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/GA(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/GA(days)	ISDN - BRI	1.00	1			0.000			
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/GA(days)	ADSL to Retail	4.17	6,529	3.80	5	2.619	1.17148	0.3158	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/GA(days)	ADSL to Retail	3.69	3,385	3.38	8	2.163	0.76550	0.4050	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/GA(days)	ADSL to Retail	3.90	10			1.101			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/GA(days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/GA(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535	4.75	57	5.713	0.75705	-1.0612	YES
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203			13.553			
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257	3.52	77	5.507	0.62801	0.5328	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250			1.711			
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168	6.00	1	13.492	13.53171	0.3317	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7			8.556			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535			5.713			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203			13.553			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257			5.507			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250			1.711			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168			13.492			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7			8.556			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)	R&B - Disp	3.95	54,535	4.95	41	5.713	0.89249	-1.1207	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)	R&B - Disp	3.95	54,535			1.263			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)	R&B - Disp	10.63	203	8.00	1	13.553	13.58602	0.1937	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)	R&B - Disp	10.63	203			6.418			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	3.86	53,257	5.73	88	5.507	0.58751	-3.1810	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	1.46	205,250	5.32	72	1.711	0.20172	-19.1562	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)	R&B (POTS) excl SB Or	10.49	168	7.80	5	13.492	6.12276	0.4390	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(days)	R&B (POTS) excl SB Or	3.14	7	6.75	4	8.556	5.36291	-0.6726	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/GA(days)	Design	30.31	2,142	12.50	6	27.609	11.28706	1.5783	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/GA(days)	Design	11.91	646			22.061			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/GA(days)	Design	35.62	91			23.721			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/GA(days)	Design	11.77	230			16.046			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/GA(days)	R&B	3.95	54,535	4.00	3	5.713	3.29825	-0.0149	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)	R&B	0.82	471,473	0.33	2	1.263	0.89311	0.5537	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/GA(days)	R&B	10.63	203			13.553			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)	R&B	2.48	113			6.418			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257			5.507			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890	0.33	2	1.253	0.88590	0.5548	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/GA(days)	R&B (POTS)	10.49	168			13.492			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	2.79	8			2.557			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/GA(days)	R&B (POTS)	3.86	53,257	0.40	10	5.507	1.74157	1.9875	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)	R&B (POTS)	0.82	469,890	0.74	2,864	1.253	0.02348	3.4791	YES

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B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/GA(days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/GA(days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/GA(days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/GA(days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/GA(days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/GA(days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/GA(days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/GA(days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/GA(days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/GA(days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/GA(days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/GA(days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/GA(days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/GA(days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/GA(days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/GA(days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/GA(days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/GA(days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/GA(days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/GA(days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/GA(days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/GA(days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/GA(days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/GA(days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/GA(days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/GA(days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/GA(days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/GA(days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/GA(days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/GA(days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/GA(days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/GA(days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/GA(days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/GA(days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/GA(days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/GA(days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/GA(days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/GA(days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/GA(days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/GA(days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/GA(days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/GA(days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/GA(days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/GA(days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/GA(days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/GA(days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/GA(days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/GA(days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/GA(days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/GA(days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/GA(days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/GA(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B - Disp	10.82	123	0.00	0	23.138			YES
R&B - Disp	1.00	2	0.00	0	0.000			YES
R&B - Disp	10.57	7	0.00	0	15.076			YES
R&B - Disp	0.00	0						
R&B - Disp	0.00	0						
R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B - Disp	10.82	123	0.00	0	23.138			YES
R&B - Disp	1.00	2	0.00	0	0.000			YES
R&B - Disp	10.57	7	0.00	0	15.076			YES
R&B - Disp	0.00	0	0.00	0				YES
R&B - Disp	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	8.79	119	0.00	0	16.288			YES
R&B (POTS) excl SB Or	1.00	2	0.00	0	0.000			YES
R&B (POTS) excl SB Or	10.57	7	0.00	0	15.076			YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
Design	0.00	0	0.00	0				YES
Design	36.00	1	0.00	0	0.000			YES
Design	18.14	7	0.00	0	14.949			YES
Design	0.00	0						
Design	0.00	0						
Design	0.00	0						
R&B	10.82	123	0.00	0	23.138			YES
R&B	1.00	2	0.00	0	0.000			YES
R&B	10.57	7	0.00	0	15.076			YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B	0.00	0	0.00	0				YES
R&B (POTS)	8.79	119	0.00	0	16.288			YES
R&B (POTS)	1.00	2	0.00	0	0.000			YES
R&B (POTS)	10.57	7	0.00	0	15.076			YES
R&B (POTS)	0.00	0						
R&B (POTS)	0.00	0						
R&B (POTS)	8.79	119	0.00	0	16.288			YES
R&B (POTS)	1.00	2	0.00	0	0.000			YES
R&B (POTS)	10.57	7	0.00	0	15.076			YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
R&B (POTS)	0.00	0	0.00	0				YES
Digital Loop < DS1	15.59	37	0.00	0	16.975			YES
Digital Loop < DS1	0.00	0	0.00	0				YES
Digital Loop < DS1	15.00	2	0.00	0	19.799			YES
Digital Loop < DS1	0.00	0						

BellSouth Monthly State Summary Georgia, January 2002

B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/GA(days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/GA(days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/GA(days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/GA(days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/GA(days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/GA(days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/GA(days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/GA(days)

% Jeopardies - Mechanized

B.2.5.1	P-2	Switch Ports/GA(%)
B.2.5.2	P-2	Local Interoffice Transport/GA(%)
B.2.5.3	P-2	Loop + Port Combinations/GA(%)
B.2.5.4	P-2	Combo Other/GA(%)
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.5.6	P-2	UNE ISDN/GA(%)
B.2.5.7	P-2	Line Sharing/GA(%)
B.2.5.8	P-2	2W Analog Loop Design/GA(%)
B.2.5.9	P-2	2W Analog Loop Non-Design/GA(%)
B.2.5.10	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.5.11	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.5.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.5.14	P-2	Other Design/GA(%)
B.2.5.15	P-2	Other Non-Design/GA(%)
B.2.5.16	P-2	INP (Standalone)/GA(%)
B.2.5.17	P-2	LNP (Standalone)/GA(%)
B.2.5.18	P-2	Digital Loop < DS1/GA(%)
B.2.5.19	P-2	Digital Loop >= DS1/GA(%)

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/GA(%)
B.2.6.2	P-2	Local Interoffice Transport/GA(%)
B.2.6.3	P-2	Loop + Port Combinations/GA(%)
B.2.6.4	P-2	Combo Other/GA(%)
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.6.6	P-2	UNE ISDN/GA(%)
B.2.6.7	P-2	Line Sharing/GA(%)
B.2.6.8	P-2	2W Analog Loop Design/GA(%)
B.2.6.9	P-2	2W Analog Loop Non-Design/GA(%)
B.2.6.10	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.6.11	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.6.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.6.14	P-2	Other Design/GA(%)
B.2.6.15	P-2	Other Non-Design/GA(%)
B.2.6.16	P-2	INP (Standalone)/GA(%)
B.2.6.17	P-2	LNP (Standalone)/GA(%)
B.2.6.18	P-2	Digital Loop < DS1/GA(%)
B.2.6.19	P-2	Digital Loop >= DS1/GA(%)

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/GA(hours)
B.2.8.2	P-2	Local Interoffice Transport/GA(hours)
B.2.8.3	P-2	Loop + Port Combinations/GA(hours)
B.2.8.4	P-2	Combo Other/GA(hours)
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)
B.2.8.6	P-2	UNE ISDN/GA(hours)
B.2.8.7	P-2	Line Sharing/GA(hours)
B.2.8.8	P-2	2W Analog Loop Design/GA(hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/GA(hours)
B.2.8.10	P-2	2W Analog Loop w/LNP Design/GA(hours)

Benchmark / Analog

Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

R&B (POTS)
DS1/ DS3 - Interoffice

R&B

R&B&D - Disp

ADSL to Retail

ISDN - BRI

ADSL to Retail

R&B - Disp

R&B (POTS) excl SB Or

R&B - Disp

R&B (POTS) excl SB Or

R&B - Disp

R&B (POTS) excl SB Or

Design

R&B

R&B (POTS)

R&B (POTS)

Digital Loop < DS1

Digital Loop >= DS1

Diagnostic

Diagnostic

Diagnostic

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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00	0						
0.00	0						
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0						
0.00	0						
0.00	0						

0.40%	544,200						
26.77%	2,036						
0.42%	547,267	0.09%	36,907		0.00035	9.3250	YES
3.73%	65,632	33.33%	6		0.07735	-3.8275	NO
14.12%	13,799	2.60%	77		0.03980	2.8962	YES
7.30%	836	0.00%	2		0.18413	0.3963	YES
14.12%	13,799	0.00%	3		0.20110	0.7024	YES
0.42%	547,267	5.80%	69		0.00777	-6.9192	NO
0.79%	279,317	4.73%	148		0.00726	-5.4289	NO
0.42%	547,267						
0.79%	279,317						
0.42%	547,267	1.47%	68		0.00783	-1.3435	YES
0.79%	279,317	4.40%	318		0.00496	-7.2952	NO
3.53%	4,498	0.00%	5		0.08263	0.4278	YES
0.42%	547,267	0.00%	4		0.03228	0.1297	YES
0.40%	544,200	0.00%	1		0.06341	0.0637	YES
0.40%	544,200	0.00%	1,985		0.00143	2.8314	YES
13.67%	15,271	2.53%	79		0.03875	2.8749	YES
3.37%	1,720	42.86%	56		0.02451	-16.1090	NO

							Diagnostic
		0.00%	5				Diagnostic
		2.36%	467				Diagnostic
		33.86%	189				Diagnostic
		2.97%	101				Diagnostic
		8.33%	156				Diagnostic
		0.00%	5				Diagnostic
		13.89%	36				Diagnostic
		0.00%	10				Diagnostic
							Diagnostic
		0.00%	4				Diagnostic
		2.78%	36				Diagnostic
		2.84%	352				Diagnostic
		0.00%	5				Diagnostic
		0.00%	2				Diagnostic
		0.00%	1				Diagnostic
		0.00%	940				Diagnostic
		5.71%	245				Diagnostic
		33.90%	118				Diagnostic

		172.80	35				YES
		252.00	2				YES
		168.00	2				YES
		168.00	4				YES
		174.86	7				YES

**BellSouth Monthly State Summary
Georgia, January 2002**

B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/GA(hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)
B.2.8.14	P-2	Other Design/GA(hours)
B.2.8.15	P-2	Other Non-Design/GA(hours)
B.2.8.16	P-2	INP (Standalone)/GA(hours)
B.2.8.17	P-2	LNP (Standalone)/GA(hours)
B.2.8.18	P-2	Digital Loop < DS1/GA(hours)
B.2.8.19	P-2	Digital Loop >= DS1/GA(hours)

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/GA(hours)
B.2.9.2	P-2	Local Interoffice Transport/GA(hours)
B.2.9.3	P-2	Loop + Port Combinations/GA(hours)
B.2.9.4	P-2	Combo Other/GA(hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(hours)
B.2.9.6	P-2	UNE ISDN/GA(hours)
B.2.9.7	P-2	Line Sharing/GA(hours)
B.2.9.8	P-2	2W Analog Loop Design/GA(hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/GA(hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/GA(hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/GA(hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/GA(hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/GA(hours)
B.2.9.14	P-2	Other Design/GA(hours)
B.2.9.15	P-2	Other Non-Design/GA(hours)
B.2.9.16	P-2	INP (Standalone)/GA(hours)
B.2.9.17	P-2	LNP (Standalone)/GA(hours)
B.2.9.18	P-2	Digital Loop < DS1/GA(hours)
B.2.9.19	P-2	Digital Loop >= DS1/GA(hours)

% Jeopardy Notice >= 48 hours - Mechanized

B.2.10.1	P-2	Switch Ports/GA(%)
B.2.10.2	P-2	Local Interoffice Transport/GA(%)
B.2.10.3	P-2	Loop + Port Combinations/GA(%)
B.2.10.4	P-2	Combo Other/GA(%)
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.10.6	P-2	UNE ISDN/GA(%)
B.2.10.7	P-2	Line Sharing/GA(%)
B.2.10.8	P-2	2W Analog Loop Design/GA(%)
B.2.10.9	P-2	2W Analog Loop Non-Design/GA(%)
B.2.10.10	P-2	2W Analog Loop w/INP Design/GA(%)
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)
B.2.10.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.10.14	P-2	Other Design/GA(%)
B.2.10.15	P-2	Other Non-Design/GA(%)
B.2.10.16	P-2	INP (Standalone)/GA(%)
B.2.10.17	P-2	LNP (Standalone)/GA(%)
B.2.10.18	P-2	Digital Loop < DS1/GA(%)
B.2.10.19	P-2	Digital Loop >= DS1/GA(%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/GA(%)
B.2.11.2	P-2	Local Interoffice Transport/GA(%)
B.2.11.3	P-2	Loop + Port Combinations/GA(%)
B.2.11.4	P-2	Combo Other/GA(%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/GA(%)
B.2.11.6	P-2	UNE ISDN/GA(%)
B.2.11.7	P-2	Line Sharing/GA(%)
B.2.11.8	P-2	2W Analog Loop Design/GA(%)
B.2.11.9	P-2	2W Analog Loop Non-Design/GA(%)

**Benchmark /
Analog**

>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs
>= 48 hrs

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95% >= 48 hrs
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95% >= 48 hrs
95% >= 48 hrs

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Diagnostic
Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		408.00	1				YES
		161.14	14				YES
		168.00	2				YES
		206.00	24				YES

							Diagnostic
							Diagnostic
		172.36	11				Diagnostic
		300.75	64				Diagnostic
		312.00	3				Diagnostic
		343.38	13				Diagnostic
							Diagnostic
		124.80	5				Diagnostic
							Diagnostic
							Diagnostic
		216.00	1				Diagnostic
		206.40	10				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		329.14	14				Diagnostic
		195.00	40				Diagnostic

		100.00%	35				YES
		100.00%	2				YES
		100.00%	2				YES
		100.00%	4				YES
		100.00%	7				YES
		100.00%	1				YES
		100.00%	14				YES
		100.00%	2				YES
		100.00%	24				YES

							Diagnostic
							Diagnostic
		100.00%	11				Diagnostic
		100.00%	64				Diagnostic
		100.00%	3				Diagnostic
		100.00%	13				Diagnostic
							Diagnostic
		100.00%	5				Diagnostic
							Diagnostic

BellSouth Monthly State Summary

Georgia, January 2002

B.2.11.10	P-2	2W Analog Loop w/INP Design/GA(%)
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/GA(%)
B.2.11.12	P-2	2W Analog Loop w/LNP Design/GA(%)
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/GA(%)
B.2.11.14	P-2	Other Design/GA(%)
B.2.11.15	P-2	Other Non-Design/GA(%)
B.2.11.16	P-2	INP (Standalone)/GA(%)
B.2.11.17	P-2	LNP (Standalone)/GA(%)
B.2.11.18	P-2	Digital Loop < DS1/GA(%)
B.2.11.19	P-2	Digital Loop >= DS1/GA(%)

Coordinated Customers Conversions

B.2.12.1	P-7	Loops with INP/GA(%)
B.2.12.2	P-7	Loops with LNP/GA(%)

% Hot Cuts > 15 minutes Early

B.2.13.1	P-7A	Time-Specific SL1/GA(%)
B.2.13.2	P-7A	Time-Specific SL2/GA(%)
B.2.13.3	P-7A	Non-Time Specific SL1/GA(%)
B.2.13.4	P-7A	Non-Time Specific SL2/GA(%)

Hot Cut Timeliness

B.2.14.1	P-7A	Time-Specific SL1/GA(%)
B.2.14.2	P-7A	Time-Specific SL2/GA(%)
B.2.14.3	P-7A	Non-Time Specific SL1/GA(%)
B.2.14.4	P-7A	Non-Time Specific SL2/GA(%)

% Hot Cuts > 15 minutes Late

B.2.15.1	P-7A	Time-Specific SL1/GA(%)
B.2.15.2	P-7A	Time-Specific SL2/GA(%)
B.2.15.3	P-7A	Non-Time Specific SL1/GA(%)
B.2.15.4	P-7A	Non-Time Specific SL2/GA(%)

Average Recovery Time - CCC

B.2.16.1	P-7B	Loops with INP/GA(minutes)
B.2.16.2	P-7B	Loops with LNP/GA(minutes)

% Provisioning Troubles within 7 Days - Hot Cuts

B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/GA(%)
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/GA(%)
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/GA(%)
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/GA(%)

% Missed Installation Appointments

B.2.18.1.1.1	P-3	Switch Ports<10 circuits/Dispatch/GA(%)
B.2.18.1.1.2	P-3	Switch Ports<10 circuits/Non-Dispatch/GA(%)
B.2.18.1.2.1	P-3	Switch Ports>=10 circuits/Dispatch/GA(%)
B.2.18.1.2.2	P-3	Switch Ports>=10 circuits/Non-Dispatch/GA(%)
B.2.18.2.1.1	P-3	Local Interoffice Transport<10 circuits/Dispatch/GA(%)
B.2.18.2.1.2	P-3	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(%)
B.2.18.2.2.1	P-3	Local Interoffice Transport>=10 circuits/Dispatch/GA(%)
B.2.18.2.2.2	P-3	Local Interoffice Transport>=10 circuits/Non-Dispatch/GA(%)
B.2.18.3.1.1	P-3	Loop + Port Combinations<10 circuits/Dispatch/GA(%)
B.2.18.3.1.2	P-3	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(%)
B.2.18.3.1.3	P-3	Loop + Port Combinations<10 circuits/Switch Based Orders/GA(%)
B.2.18.3.1.4	P-3	Loop + Port Combinations<10 circuits/Dispatch In/GA(%)
B.2.18.3.2.1	P-3	Loop + Port Combinations>=10 circuits/Dispatch/GA(%)
B.2.18.3.2.2	P-3	Loop + Port Combinations>=10 circuits/Non-Dispatch/GA(%)
B.2.18.3.2.3	P-3	Loop + Port Combinations>=10 circuits/Switch Based Orders/GA(%)
B.2.18.3.2.4	P-3	Loop + Port Combinations>=10 circuits/Dispatch In/GA(%)
B.2.18.4.1.1	P-3	Combo Other<10 circuits/Dispatch/GA(%)
B.2.18.4.1.4	P-3	Combo Other<10 circuits/Dispatch In/GA(%)
B.2.18.4.2.1	P-3	Combo Other>=10 circuits/Dispatch/GA(%)
B.2.18.4.2.4	P-3	Combo Other>=10 circuits/Dispatch In/GA(%)

**Benchmark /
Analog**

[illegible]

>= 95% w in 15 min
>= 95% w in 15 min

<= 5%

>= 95% w in 15 min
>= 95% w in 15 min
>= 95% w in 15 min
>= 95% w in 15 min

<= 5%

Diagnostic
Diagnostic

<= 5%

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

R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
							Diagnostic
							Diagnostic
		100.00%	1				Diagnostic
		100.00%	10				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		100.00%	14				Diagnostic
		100.00%	40				Diagnostic

		100.00%	1,993				YES
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		0.00%	591			YES
		0.00%	17			YES
		0.00%	19			YES
		0.00%	84			YES

		99.83%	591				YES
		100.00%	17				YES
		100.00%	19				YES
		100.00%	84				YES

		0.17%	591				YES
		0.00%	17				YES
		0.00%	19				YES
		0.00%	84				YES

							Diagnostic
		1465.25	5				Diagnostic

		2.60%	423				YES
		1.10%	907				YES
		0.15%	682				YES

4.11%	58,472					
0.03%	483,411					
7.98%	188					
0.00%	10					
1.12%	1,883	0.00%	5	0.04703	0.2372	YES
4.11%	59,776	5.17%	1,102	0.00603	-1.7629	NO
0.03%	485,008	0.03%	43,469	0.00009	1.0018	YES
0.00%	265,462	0.00%	11,791	0.00000		YES
0.08%	219,546	0.03%	31,678	0.00017	2.5150	YES
8.37%	227	23.53%	17	0.06964	-2.1769	NO
0.00%	118	0.00%	5	0.00000		YES
0.00%	56	0.00%	2	0.00000		YES
0.00%	62	0.00%	3	0.00000		YES
4.10%	62,020	2.66%	188	0.01449	0.9965	YES
4.10%	62,020					
6.55%	336					
6.55%	336					

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)	ADSL to Retail	6.30%	9,443	0.88%	228	0.01628	3.3306	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	4,072					
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	10					
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail							
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/GA(%)	ISDN - BRI	4.74%	443	1.10%	182	0.01871	1.9463	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	2.86%	385					
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/GA(%)	ISDN - BRI							
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	1					
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/GA(%)	ADSL to Retail	6.30%	9,443	0.00%	9	0.08103	0.7776	YES
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/GA(%)	ADSL to Retail	0.00%	4,072	0.00%	15	0.00000		YES
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/GA(%)	ADSL to Retail	0.00%	10					
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)	ADSL to Retail							
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	125	0.01777	2.3119	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776					
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227					
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227					
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	0.45%	224	0.01328	2.7551	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644					
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	12	0.08068	0.9890	YES
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9					
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	1	0.19849	0.2070	YES
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776					
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227					
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227					
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	0.00%	2	0.14032	0.2926	YES
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644					
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	2	0.19262	0.4142	YES
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9					
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)	R&B - Disp	4.11%	59,776	0.00%	101	0.01977	2.0785	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)	R&B - Disp	4.11%	59,776					
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)	R&B - Disp	8.37%	227	0.00%	2	0.19669	0.4256	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)	R&B - Disp	8.37%	227					
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	4.11%	58,472	1.21%	330	0.01095	2.6420	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.07%	218,644	0.00%	318	0.00150	0.4777	YES
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)	R&B (POTS) excl SB Or	7.98%	188	0.00%	10	0.08794	0.9073	YES
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)	R&B (POTS) excl SB Or	0.00%	9	0.00%	5	0.00000		YES
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/GA(%)	Design	3.97%	2,244	0.00%	9	0.06518	0.6084	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/GA(%)	Design	2.37%	801					
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/GA(%)	Design	2.75%	109					
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/GA(%)	Design	0.00%	230					
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/GA(%)	R&B	4.11%	59,776	0.00%	3	0.11460	0.3585	YES
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)	R&B	0.03%	485,008	0.00%	3	0.01074	0.0322	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/GA(%)	R&B	8.37%	227	0.00%	1	0.27755	0.3016	YES
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)	R&B	0.00%	118					
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.11%	58,472					
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.03%	483,411	0.00%	2	0.01274	0.0255	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188					
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10					
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/GA(%)	R&B (POTS)	4.11%	58,472	0.00%	13	0.05504	0.7460	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.03%	483,411	0.03%	2,891	0.00034	-0.0629	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)	R&B (POTS)	7.98%	188					
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)	R&B (POTS)	0.00%	10	0.00%	22	0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)	Digital Loop < DS1	6.29%	10,228	1.03%	389	0.01254	4.1938	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.23%	4,752					
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop < DS1	0.00%	10					
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop < DS1	0.00%	1					
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	3.86%	311	2.26%	177	0.01813	0.8815	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.67%	751					
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)	Digital Loop >= DS1	6.67%	15					
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)	Digital Loop >= DS1	0.00%	230					

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% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/GA(%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/GA(%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/GA(%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/GA(%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/GA(%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/GA(%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(%)
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(%)
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/GA(%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/GA(%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(%)
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/GA(%)
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/GA(%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/GA(%)
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/GA(%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/GA(%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/GA(%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/GA(%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/GA(%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/GA(%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/GA(%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/GA(%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/GA(%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/GA(%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/GA(%)

Benchmark / Analog

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	5.33%	61,989					
R&B (POTS)	3.51%	405,815					
R&B (POTS)	8.76%	137					
R&B (POTS)	0.00%	8					
DS1/DS3	3.42%	2,016	0.00%	4	0.09099	0.3761	YES
DS1/DS3	0.00%	1					
DS1/DS3							
DS1/DS3							
R&B	5.30%	63,071	6.44%	1,118	0.00676	-1.6809	NO
R&B	3.51%	406,973	2.27%	39,167	0.00097	12.6446	YES
R&B	3.70%	221,782	2.54%	11,208	0.00183	6.3133	YES
R&B	3.28%	185,193	2.17%	27,959	0.00114	9.7103	YES
R&B	8.19%	171	5.88%	17	0.06972	0.3306	YES
R&B	1.56%	256	0.00%	1	0.12426	0.1257	YES
R&B	0.00%	23					
R&B	1.72%	233	0.00%	1	0.13017	0.1319	YES
R&B&D - Disp	5.26%	65,258	6.10%	213	0.01532	-0.5510	YES
R&B&D - Disp	5.26%	65,258					
R&B&D - Disp	5.56%	270					
R&B&D - Disp	5.56%	270					
ADSL to Retail	11.43%	12,238	6.80%	147	0.02640	1.7533	YES
ADSL to Retail	9.83%	4,699					
ADSL to Retail	5.26%	19					
ADSL to Retail							
ISDN - BRI	7.16%	335	3.85%	156	0.02500	1.3273	YES
ISDN - BRI	2.15%	326					
ISDN - BRI			0.00%	1			
ISDN - BRI							
ADSL to Retail	11.43%	12,238	0.00%	19	0.07306	1.5648	YES
ADSL to Retail	9.83%	4,699	4.23%	71	0.03560	1.5748	YES
ADSL to Retail	5.26%	19					
ADSL to Retail							
R&B - Disp	5.30%	63,071	8.97%	78	0.02539	-1.4457	YES
R&B - Disp	5.30%	63,071					
R&B - Disp	8.19%	171					
R&B - Disp	8.19%	171					
R&B (POTS) excl SB Or	5.33%	61,987	5.58%	251	0.01421	-0.1719	YES
R&B (POTS) excl SB Or	3.28%	184,559					
R&B (POTS) excl SB Or	8.76%	137	0.00%	3	0.16499	0.5309	YES
R&B (POTS) excl SB Or	0.00%	6					
R&B - Disp	5.30%	63,071					
R&B - Disp	5.30%	63,071					
R&B - Disp	8.19%	171					
R&B - Disp	8.19%	171					
R&B (POTS) excl SB Or	5.33%	61,987	50.00%	2	0.15889	-2.8112	NO
R&B (POTS) excl SB Or	3.28%	184,559					
R&B (POTS) excl SB Or	8.76%	137					
R&B (POTS) excl SB Or	0.00%	6					
R&B - Disp	5.30%	63,071	7.63%	131	0.01960	-1.1888	YES
R&B - Disp	5.30%	63,071					
R&B - Disp	8.19%	171	0.00%	4	0.13868	0.5904	YES
R&B - Disp	8.19%	171					
R&B (POTS) excl SB Or	5.33%	61,987	5.21%	326	0.01248	0.0951	YES
R&B (POTS) excl SB Or	3.28%	184,559	3.09%	324	0.00991	0.1984	YES
R&B (POTS) excl SB Or	8.76%	137	37.50%	8	0.10283	-2.7951	NO
R&B (POTS) excl SB Or	0.00%	6	0.00%	2	0.00000		YES
Design	3.97%	2,189	10.71%	28	0.03715	-1.8140	NO
Design	0.73%	413					
Design	1.01%	99	0.00%	1	0.10050	0.1005	YES

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B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/GA(%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/GA(%)
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/GA(%)
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/GA(%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/GA(%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/GA(%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/GA(%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/GA(%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/GA(%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/GA(%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/GA(hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/GA(hours)
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/GA(hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/GA(hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/GA(hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/GA(hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/GA(hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/GA(hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/GA(hours)

Benchmark / Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	230						
5.30%	63,071	0.00%	7		0.08471	0.6261	YES
3.51%	406,973	0.00%	1		0.18391	0.1906	YES
8.19%	171	0.00%	1		0.27497	0.2977	YES
1.56%	256						
5.33%	61,989						
3.51%	405,815						
8.76%	137						
0.00%	8						
5.33%	61,989	0.00%	7		0.08493	0.6279	YES
3.51%	405,815	0.00%	2,356		0.00380	9.2295	YES
8.76%	137						
0.00%	8	0.00%	22		0.00000		YES
11.08%	12,877	5.24%	286		0.01877	3.1103	YES
9.03%	5,191						
5.26%	19	0.00%	1		0.22910	0.2297	YES
0.00%	1						
1.29%	309	5.60%	125		0.01198	-3.5933	NO
0.52%	387						
0.00%	12						
0.00%	229						

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

2.81	51,926			16.426			
1.33	458,350			14.483			
4.06	134			14.288			
0.53	8			0.426			
119.38	1,534			381.546			
2.87	53,015	0.14	932	16.639	0.54979	4.9573	YES
1.33	459,778	0.84	40,960	14.498	0.07476	6.5322	YES
1.74	253,264	0.74	10,765	9.678	0.09524	10.4965	YES
0.83	206,514	0.88	30,195	18.778	0.11570	-0.4141	YES
4.56	163	0.02	8	15.272	5.53030	0.8208	YES
6.27	107	0.60	2	22.343	15.94600	0.3558	YES
6.72	55	0.02	1	19.523	19.69992	0.3401	YES
5.80	52	1.18	1	25.171	25.41172	0.1818	YES
10.08	54,645	71.57	3	107.233	61.91278	-0.9932	YES
28.70	231			110.729			
10.35	8,339			26.721			
0.94	3,827			5.221			
0.50	9			1.415			
16.38	353	8.29	2	55.380	39.27023	0.2060	YES
3.34	364			20.205			
10.35	8,339	0.60	4	26.721	13.36374	0.7296	YES
0.94	3,827	0.53	13	5.221	1.45054	0.2846	YES
0.50	9			1.415			
2.87	53,015	28.36	83	16.639	1.82775	-13.9486	NO
2.87	53,015			14.498			
4.56	163			15.272			
4.56	163			22.343			
2.81	51,926	0.28	207	16.426	1.14396	2.2101	YES
0.83	205,706			18.778			

R&B (POTS) excl SB Or
R&B (POTS) excl SB Or

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B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/GA(hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/GA(hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/GA(hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/GA(hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/GA(hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/GA(hours)
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/GA(hours)
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/GA(hours)
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/GA(hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/GA(hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/GA(hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/GA(hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(hours)

Average Completion Notice Interval - Non-Mechanized

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/GA(hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/GA(hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/GA(hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/GA(hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/GA(hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/GA(hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/GA(hours)
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/GA(hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/GA(hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/GA(hours)
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/GA(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or	4.06	134	0.02	6	14.288	5.96207	0.6784	YES
R&B (POTS) excl SB Or	0.60	7			25.171			
R&B - Disp	2.87	53,015			16.639			
R&B - Disp	2.87	53,015			14.498			
R&B - Disp	4.56	163			15.272			
R&B - Disp	4.56	163			22.343			
R&B (POTS) excl SB Or	2.81	51,926			16.426			
R&B (POTS) excl SB Or	0.83	205,706			18.778			
R&B (POTS) excl SB Or	4.06	134			14.288			
R&B (POTS) excl SB Or	0.60	7			25.171			
R&B - Disp	2.87	53,015	10.44	89	16.639	1.76517	-4.2905	NO
R&B - Disp	2.87	53,015			14.498			
R&B - Disp	4.56	163	0.02	2	15.272	10.86482	0.4178	YES
R&B - Disp	4.56	163			22.343			
R&B (POTS) excl SB Or	2.81	51,926	0.07	290	16.426	0.96726	2.8334	YES
R&B (POTS) excl SB Or	0.83	205,706	0.04	297	18.778	1.09042	0.7210	YES
R&B (POTS) excl SB Or	4.06	134	0.04	8	14.288	5.20005	0.7742	YES
R&B (POTS) excl SB Or	0.60	7	0.06	5	25.171	14.73854	0.0370	YES
Design	244.83	1,630			565.580			
Design	87.81	667			147.074			
Design	86.56	68			191.600			
Design	36.73	212			121.400			
R&B	2.87	53,015	0.02	2	16.639	11.76548	0.2419	YES
R&B	1.33	459,778			14.498			
R&B	4.56	163			15.272			
R&B	6.27	107			22.343			
R&B (POTS)	2.81	51,926			16.426			
R&B (POTS)	1.33	458,350			14.483			
R&B (POTS)	4.06	134			14.288			
R&B (POTS)	0.53	8			0.426			
R&B (POTS)	2.81	51,926			16.426			
R&B (POTS)	1.33	458,350	0.75	2,052	14.483	0.32043	1.7986	YES
R&B (POTS)	4.06	134			14.288			
R&B (POTS)	0.53	8	0.70	6	0.426	0.23024	-0.7384	YES
Digital Loop < DS1	12.47	8,929	8.29	2	45.017	31.83568	0.1315	YES
Digital Loop < DS1	1.24	4,442			10.373			
Digital Loop < DS1	0.50	9			1.415			
Digital Loop < DS1								
Digital Loop >= DS1	164.77	166	46.81	60	489.534	73.74073	1.5996	YES
Digital Loop >= DS1	90.56	651			147.791			
Digital Loop >= DS1	67.68	14			126.845			
Digital Loop >= DS1	36.73	212			121.400			

Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			93.07	5				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			27.53	127				Diagnostic
Diagnostic			15.36	830				Diagnostic
Diagnostic			15.08	621				Diagnostic
Diagnostic			16.20	209				Diagnostic
Diagnostic			15.15	7				Diagnostic
Diagnostic			15.04	3				Diagnostic
Diagnostic			17.13	1				Diagnostic
Diagnostic			13.99	2				Diagnostic
Diagnostic			37.92	166				Diagnostic

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B.2.22.4.1.1	P-5	Combo Other<10 circuits/Dispatch In/GA(hours)
B.2.22.4.2.1	P-5	Combo Other>=10 circuits/Dispatch/GA(hours)
B.2.22.4.2.1	P-5	Combo Other>=10 circuits/Dispatch In/GA(hours)
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/GA(hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/GA(hours)
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/GA(hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.6.1.1	P-5	UNE ISDN<10 circuits/Dispatch/GA(hours)
B.2.22.6.1.2	P-5	UNE ISDN<10 circuits/Non-Dispatch/GA(hours)
B.2.22.6.2.1	P-5	UNE ISDN>=10 circuits/Dispatch/GA(hours)
B.2.22.6.2.2	P-5	UNE ISDN>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.7.1.1	P-5	Line Sharing<10 circuits/Dispatch/GA(hours)
B.2.22.7.1.2	P-5	Line Sharing<10 circuits/Non-Dispatch/GA(hours)
B.2.22.7.2.1	P-5	Line Sharing>=10 circuits/Dispatch/GA(hours)
B.2.22.7.2.2	P-5	Line Sharing>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design<10 circuits/Dispatch/GA(hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design>=10 circuits/Dispatch/GA(hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(hours)
B.2.22.9.1.2	P-5	2W Analog Loop Non-Design<10 circuits/Dispatch In/GA(hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design>=10 circuits/Dispatch/GA(hours)
B.2.22.9.2.2	P-5	2W Analog Loop Non-Design>=10 circuits/Dispatch In/GA(hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design<10 circuits/Dispatch/GA(hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/GA(hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design>=10 circuits/Dispatch/GA(hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/GA(hours)
B.2.22.11.1.2	P-5	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch In/GA(hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/GA(hours)
B.2.22.11.2.2	P-5	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch In/GA(hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design<10 circuits/Dispatch/GA(hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design<10 circuits/Non-Dispatch/GA(hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design>=10 circuits/Dispatch/GA(hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch/GA(hours)
B.2.22.13.1.2	P-5	2W Analog Loop w/LNP Non-Design<10 circuits/Dispatch In/GA(hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch/GA(hours)
B.2.22.13.2.2	P-5	2W Analog Loop w/LNP Non-Design>=10 circuits/Dispatch In/GA(hours)
B.2.22.14.1.1	P-5	Other Design<10 circuits/Dispatch/GA(hours)
B.2.22.14.1.2	P-5	Other Design<10 circuits/Non-Dispatch/GA(hours)
B.2.22.14.2.1	P-5	Other Design>=10 circuits/Dispatch/GA(hours)
B.2.22.14.2.2	P-5	Other Design>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.15.1.1	P-5	Other Non-Design<10 circuits/Dispatch/GA(hours)
B.2.22.15.1.2	P-5	Other Non-Design<10 circuits/Non-Dispatch/GA(hours)
B.2.22.15.2.1	P-5	Other Non-Design>=10 circuits/Dispatch/GA(hours)
B.2.22.15.2.2	P-5	Other Non-Design>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.16.1.1	P-5	INP (Standalone)<10 circuits/Dispatch/GA(hours)
B.2.22.16.1.2	P-5	INP (Standalone)<10 circuits/Non-Dispatch/GA(hours)
B.2.22.16.2.1	P-5	INP (Standalone)>=10 circuits/Dispatch/GA(hours)
B.2.22.16.2.2	P-5	INP (Standalone)>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.17.1.1	P-5	LNP (Standalone)<10 circuits/Dispatch/GA(hours)
B.2.22.17.1.2	P-5	LNP (Standalone)<10 circuits/Non-Dispatch/GA(hours)
B.2.22.17.2.1	P-5	LNP (Standalone)>=10 circuits/Dispatch/GA(hours)
B.2.22.17.2.2	P-5	LNP (Standalone)>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1<10 circuits/Dispatch/GA(hours)
B.2.22.18.1.2	P-5	Digital Loop < DS1<10 circuits/Non-Dispatch/GA(hours)
B.2.22.18.2.1	P-5	Digital Loop < DS1>=10 circuits/Dispatch/GA(hours)
B.2.22.18.2.2	P-5	Digital Loop < DS1>=10 circuits/Non-Dispatch/GA(hours)
B.2.22.19.1.1	P-5	Digital Loop >= DS1<10 circuits/Dispatch/GA(hours)
B.2.22.19.1.2	P-5	Digital Loop >= DS1<10 circuits/Non-Dispatch/GA(hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			42.79	212				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			38.73	167				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			14.73	5				Diagnostic
Diagnostic			26.00	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			23.04	35				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			17.99	5				Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.96	5				Diagnostic
Diagnostic								Diagnostic
Diagnostic			12.97	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			22.29	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.49	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			75.18	7				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			25.33	27				Diagnostic
Diagnostic			22.45	16				Diagnostic
Diagnostic			13.73	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			21.12	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			18.07	1				Diagnostic
Diagnostic			15.93	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.94	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			11.35	12				Diagnostic
Diagnostic			2.11	652				Diagnostic
Diagnostic								Diagnostic
Diagnostic			3.74	16				Diagnostic
Diagnostic			41.25	361				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			38.18	100				Diagnostic
Diagnostic								Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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							Diagnostic
							Diagnostic

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B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.24.15.2.1	P-10	Other Non-Design/=>10 circuits/Dispatch/GA(days)
B.2.24.15.2.2	P-10	Other Non-Design/=>=10 circuits/Non-Dispatch/GA(days)
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.24.18.2.1	P-10	Digital Loop < DS1/=>10 circuits/Dispatch/GA(days)
B.2.24.18.2.2	P-10	Digital Loop < DS1/=>10 circuits/Non-Dispatch/GA(days)
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.24.19.2.1	P-10	Digital Loop >= DS1/=>10 circuits/Dispatch/GA(days)
B.2.24.19.2.2	P-10	Digital Loop >= DS1/=>10 circuits/Non-Dispatch/GA(days)

B.2.25.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.25.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.25.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/GA(days)
B.2.25.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/GA(days)
B.2.25.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.25.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)
B.2.25.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/GA(days)
B.2.25.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/GA(days)
B.2.25.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/GA(days)
B.2.25.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(days)
B.2.25.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/GA(days)
B.2.25.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/GA(days)
B.2.25.4.1.1	P-10	Combo Other<10 circuits/Dispatch/GA(days)
B.2.25.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/GA(days)
B.2.25.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/GA(days)
B.2.25.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/GA(days)
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/GA(days)
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/GA(days)
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/GA(days)
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/GA(days)
B.2.25.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/GA(days)
B.2.25.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/GA(days)
B.2.25.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/GA(days)
B.2.25.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/GA(days)
B.2.25.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/GA(days)
B.2.25.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/GA(days)
B.2.25.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/GA(days)
B.2.25.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/GA(days)
B.2.25.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/GA(days)
B.2.25.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(days)
B.2.25.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/GA(days)
B.2.25.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/GA(days)
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(days)
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/GA(days)
B.2.25.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/GA(days)
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/GA(days)
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/GA(days)
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/GA(days)
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/GA(days)
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/GA(days)

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B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)

B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/GA(days)
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/GA(days)
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/GA(days)
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.2.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/GA(days)
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/GA(days)
B.2.26.2.2	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/GA(days)
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.45	29				Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.15	72				Diagnostic
Diagnostic			5.56	64				Diagnostic
Diagnostic			7.80	5				Diagnostic
Diagnostic			9.75	4				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			9.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.98	709				Diagnostic
Diagnostic								Diagnostic
Diagnostic			1.00	1				Diagnostic
Diagnostic			11.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.43	7				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			19.25	4				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7.80	54				Diagnostic
Diagnostic			3.72	90				Diagnostic
Diagnostic			10.50	4				Diagnostic
Diagnostic			12.00	2				Diagnostic
Diagnostic			10.82	130				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.69	49				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			15.85	97				Diagnostic
Diagnostic								Diagnostic

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B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/GA(days)
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/GA(days)
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/GA(days)
B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/GA(days)

Total Service Order Cycle Time (offered) - Mechanized

B.2.28.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.28.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.28.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/GA(days)
B.2.28.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/GA(days)
B.2.28.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.28.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)

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B.2.28.2.1.1	P-10	Local Interface Transport/>=10 circuits/Dispatch/GA(days)
B.2.28.2.2.1	P-10	Local Interface Transport/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/GA(days)
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/GA(days)
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/GA(days)
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/GA(days)
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/GA(days)
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/GA(days)
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/GA(days)
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/GA(days)
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/GA(days)
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/GA(days)
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/GA(days)
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/GA(days)
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/GA(days)
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/GA(days)
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/GA(days)
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/GA(days)
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/GA(days)
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/GA(days)
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/GA(days)
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/GA(days)
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/GA(days)
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/GA(days)
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/GA(days)
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/GA(days)
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/GA(days)
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)

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B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/GA(days)
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/GA(days)
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/GA(days)
B.2.29.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/GA(days)
B.2.29.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/GA(days)
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/GA(days)
B.2.29.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/GA(days)
B.2.29.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/GA(days)
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/GA(days)
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/GA(days)
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/GA(days)
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/GA(days)
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/GA(days)
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.29.18.2.1	P-10	Digital Loop < DS1/>>=10 circuits/Dispatch/GA(days)
B.2.29.18.2.2	P-10	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/GA(days)
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/GA(days)
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/GA(days)
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>>=10 circuits/Dispatch/GA(days)
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/GA(days)

Total Service Order Cycle Time (offered) - Non-Mechanized

B.2.30.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/GA(days)
B.2.30.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/GA(days)
B.2.30.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/GA(days)
B.2.30.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/GA(days)
B.2.30.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/GA(days)
B.2.30.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/GA(days)
B.2.30.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/GA(days)
B.2.30.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/GA(days)
B.2.30.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/GA(days)
B.2.30.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/GA(days)
B.2.30.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/GA(days)
B.2.30.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/GA(days)
B.2.30.4.1.1	P-10	Combo Other<10 circuits/Dispatch/GA(days)
B.2.30.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/GA(days)
B.2.30.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/GA(days)
B.2.30.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/GA(days)
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/GA(days)
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/GA(days)
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/GA(days)
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/GA(days)
B.2.30.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/GA(days)
B.2.30.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/GA(days)
B.2.30.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/GA(days)
B.2.30.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/GA(days)
B.2.30.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/GA(days)
B.2.30.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/GA(days)
B.2.30.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/GA(days)
B.2.30.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/GA(days)
B.2.30.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/GA(days)
B.2.30.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/GA(days)
B.2.30.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/GA(days)
B.2.30.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/GA(days)
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/GA(days)

[illegible]

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		18.67	3				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		8.35	47				Diagnostic
Diagnostic		3.63	79				Diagnostic
Diagnostic		12.50	2				Diagnostic
Diagnostic		12.00	2				Diagnostic
Diagnostic		10.79	121				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		6.69	48				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		16.17	89				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		6.00	2				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		5.15	13				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		6.00	2				Diagnostic

Benchmark / Analog

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>= 95% w in 15 min

B.2.31	P-13	LNP/GA(%)
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Under Commission Review

B.2.32.1.1	P-6	Switch Ports/Dispatch/GA(%)
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/GA(%)
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/GA(%)
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/GA(%)
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/GA(%)
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/GA(%)
B.2.32.4.1	P-6	Combo Other/Dispatch/GA(%)
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/GA(%)
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)
B.2.32.6.1	P-6	UNE ISDN/Dispatch/GA(%)
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/GA(%)
B.2.32.7.1	P-6	Line Sharing/Dispatch/GA(%)

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							Diagnostic
							Diagnostic
		75.00%	4				Diagnostic
							Diagnostic
		15.10%	722				Diagnostic
		71.96%	16,954				Diagnostic
		66.45%	152				Diagnostic
							Diagnostic
		76.98%	126				Diagnostic
							Diagnostic
		92.37%	131				Diagnostic
							Diagnostic
		100.00%	5				Diagnostic

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/GA(%)	Diagnostic		100.00%	8				Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/GA(%)	Diagnostic		38.60%	57				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/GA(%)	Diagnostic		0.00%	78				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/GA(%)	Diagnostic		97.62%	42				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/GA(%)	Diagnostic		91.40%	93				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/GA(%)	Diagnostic		93.42%	76				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/GA(%)	Diagnostic		100.00%	6				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/GA(%)	Diagnostic		66.67%	3				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/GA(%)	Diagnostic		100.00%	2				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/GA(%)	Diagnostic		100.00%	2				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/GA(%)	Diagnostic		90.00%	10				Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/GA(%)	Diagnostic		99.93%	2,871				Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/GA(%)	Diagnostic		85.25%	244				Diagnostic
B.2.32.18.2	P-6	Digital Loop < DS1/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/GA(%)	Diagnostic		43.68%	87				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/GA(%)	Diagnostic							Diagnostic
% Cooperative Test Attempts for xDSL										
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% of requests		100.00%	174				YES
B.2.33.2	P-8	xDSL Other/GA(%)	>= 95% of requests							
Service Order Accuracy										
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/GA(%)	>= 95%		100.00%	75				YES
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/GA(%)	>= 95%		100.00%	75				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/GA(%)	>= 95%		100.00%	13				YES
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/GA(%)	>= 95%							
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/GA(%)	>= 95%		97.33%	75				YES
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/GA(%)	>= 95%		98.67%	75				YES
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/GA(%)	>= 95%		98.26%	115				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/GA(%)	>= 95%		99.12%	114				YES
Unbundled Network Elements - Maintenance and Repair										
Missed Repair Appointments										
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/GA(%)	R&B (POTS)	8.14%	65,575					
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	1.14%	41,624					
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.57%	877	0.00%	1	0.07533	0.0757	YES
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.14%	739	0.00%	11	0.01117	0.1212	YES
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/GA(%)	R&B	8.19%	67,845	3.16%	2,686	0.00540	9.3205	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	1.21%	42,890	0.96%	1,248	0.00314	0.7849	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/GA(%)	R&B&D - Disp	8.08%	68,558	0.00%	117	0.02521	3.2038	YES
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	8.08%	68,558	0.00%	71	0.03236	2.4966	YES
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	3.70%	27	0.09650	5.3018	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	0.00%	21	0.04828	1.0603	YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	14.93%	268	0.00%	67	0.04867	3.0665	YES
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	0.00%	411	3.85%	52	0.00000		NO
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	33.33%	6	0.20350	1.0580	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	10.20%	49	0.03176	-1.6010	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	8.19%	67,845	1.47%	341	0.01489	4.5181	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	8.19%	67,845	0.00%	175	0.02076	3.9470	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	8.10%	65,300	3.45%	580	0.01138	4.0877	YES
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	1.06%	33,216	0.00%	26	0.02012	0.5283	YES

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B.3.1.10.1	M&R-1	Other Design/Dispatch/GA(%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/GA(%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/GA(%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/GA(%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/GA(%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/GA(%)

Customer Trouble Report Rate

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

Maintenance Average Duration

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

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/GA(%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/GA(%)

Benchmark / Analog

Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

R&B (POTS)

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

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B

R&B

R&B (POTS)

R&B (POTS)

R&B (POTS)

R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
2.55%	1,883	18.18%	11		0.04766	-3.2800	NO
0.21%	3,902	0.00%	7		0.01711	0.1198	YES
8.19%	67,845	5.10%	98		0.02773	1.1151	YES
1.21%	42,890	2.94%	136		0.00938	-1.8477	NO
8.14%	65,575						
1.14%	41,624						

1.95%	3,360,299						
1.24%	3,360,299						
2.08%	42,091	0.33%	305		0.00830	2.1166	YES
1.76%	42,091	3.61%	305		0.00761	-2.4307	NO
1.78%	3,801,032	1.06%	254,412		0.00027	26.6504	YES
1.13%	3,801,032	0.49%	254,412		0.00022	29.3212	YES
1.60%	4,277,302	4.64%	2,522		0.00252	-12.0407	NO
1.60%	4,277,302	2.82%	2,522		0.00252	-4.8078	NO
1.17%	151,223	0.74%	3,651		0.00181	2.3723	YES
1.81%	151,223	0.58%	3,651		0.00225	5.4760	YES
4.46%	6,011	1.19%	5,635		0.00392	8.3506	YES
6.84%	6,011	0.92%	5,635		0.00485	12.1987	YES
1.17%	151,223	0.63%	953		0.00351	1.5356	YES
1.81%	151,223	5.14%	953		0.00437	-7.6271	NO
1.78%	3,801,032	1.02%	33,346		0.00073	10.3739	YES
1.78%	3,801,032	0.52%	33,346		0.00073	17.1485	YES
1.94%	3,360,299	1.47%	39,371		0.00071	6.6526	YES
0.99%	3,360,299	0.07%	39,371		0.00050	18.3027	YES
0.26%	729,075	1.18%	935		0.00166	-5.5211	NO
0.54%	729,075	0.75%	935		0.00239	-0.8917	YES
1.78%	3,801,032	6.87%	1,427		0.00354	-14.3685	NO
1.13%	3,801,032	9.53%	1,427		0.00281	-29.8739	NO
1.95%	3,360,299						
1.24%	3,360,299						

22.82	65,575			51.497			
5.92	41,624			12.157			
3.67	877	4.72	1	3.381	3.38253	-0.3092	YES
1.65	739	1.95	11	13.137	3.99033	-0.0750	YES
22.48	67,845	12.13	2,686	50.780	0.99902	10.3623	YES
5.86	42,890	3.21	1,248	12.094	0.34729	7.6474	YES
22.44	68,558	4.71	117	64.914	6.00641	2.9516	YES
22.44	68,558	1.75	71	12.091	1.43568	14.4168	YES
71.98	1,768	4.70	27	261.129	50.63665	1.3287	YES
6.30	2,735	1.49	21	47.822	10.47570	0.4599	YES
17.40	268	4.47	67	23.061	3.14991	4.1028	YES
2.59	411	5.46	52	4.520	0.66521	-4.3150	NO
71.98	1,768	23.11	6	261.129	106.78636	0.4576	YES
6.30	2,735	6.64	49	47.822	6.89270	-0.0483	YES
22.48	67,845	5.11	341	50.780	2.75681	6.3010	YES
22.48	67,845	2.09	175	12.094	0.91540	22.2787	YES
22.81	65,300	13.16	580	21.264	0.88687	10.8786	YES
6.30	33,216	4.25	26	10.844	2.12742	0.9640	YES
21.80	1,883	12.74	11	8.419	2.54574	3.5584	YES
2.02	3,902	1.67	7	2.448	0.92605	0.3792	YES
22.48	67,845	18.53	98	21.233	2.14643	1.8378	YES
5.86	42,890	3.89	136	10.507	0.90243	2.1823	YES
22.82	65,575			51.497			
5.92	41,624			12.157			

18.46%	65,575						
14.65%	41,624						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	22.92%	877	0.00%	1	0.42055	0.5450	YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	17.59%	739	0.00%	11	0.11565	1.5211	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/GA(%)	R&B	18.31%	67,845	12.51%	2,686	0.00761	7.6231	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	14.68%	42,890	12.42%	1,248	0.01016	2.2255	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/GA(%)	R&B&D - Disp	18.34%	68,558	24.79%	117	0.03581	-1.8014	NO
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	18.34%	68,558	23.94%	71	0.04595	-1.2204	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	17.31%	1,768	11.11%	27	0.07336	0.8447	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	15.98%	2,735	0.00%	21	0.08026	1.9907	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	24.25%	268	14.93%	67	0.05854	1.5934	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	22.87%	411	13.46%	52	0.06182	1.5221	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/GA(%)	ADSL to Retail	17.31%	1,768	0.00%	6	0.15471	1.1187	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	15.98%	2,735	28.57%	49	0.05281	-2.3847	NO
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	18.31%	67,845	12.90%	341	0.02100	2.5749	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	18.31%	67,845	7.43%	175	0.02927	3.7170	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	18.44%	65,300	9.83%	580	0.01617	5.3230	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	14.61%	33,216	3.85%	26	0.06929	1.5530	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/GA(%)	Design	23.15%	1,883	0.00%	11	0.12755	1.8153	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/GA(%)	Design	20.30%	3,902	0.00%	7	0.15216	1.3340	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/GA(%)	R&B	18.31%	67,845	15.31%	98	0.03910	0.7682	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/GA(%)	R&B	14.68%	42,890	16.18%	136	0.03040	-0.4917	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	18.46%	65,575					
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	14.65%	41,624					
Out of Service > 24 hours										
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/GA(%)	R&B (POTS)	21.84%	40,580					
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/GA(%)	R&B (POTS)	7.60%	12,117					
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/GA(%)	DS1/DS3	0.57%	877	0.00%	1	0.07533	0.0757	YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/GA(%)	DS1/DS3	0.14%	739	0.00%	11	0.01117	0.1212	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/GA(%)	R&B	21.48%	42,065	9.84%	1,920	0.00958	12.1402	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/GA(%)	R&B	7.42%	12,825	1.81%	553	0.01138	4.9270	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/GA(%)	R&B&D - Disp	21.05%	43,035	0.00%	117	0.03774	5.5773	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/GA(%)	R&B&D - Disp	21.05%	43,035	0.00%	71	0.04842	4.3471	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	3.70%	27	0.09650	5.3018	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	0.00%	21	0.04828	1.0603	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/GA(%)	ISDN - BRI	18.22%	225	0.00%	67	0.05373	3.3917	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/GA(%)	ISDN - BRI	0.28%	360	3.85%	52	0.00781	-4.5701	NO
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/GA(%)	ADSL to Retail	54.86%	1,768	0.00%	0			YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/GA(%)	ADSL to Retail	5.12%	2,735	0.00%	1	0.22042	0.2322	YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/GA(%)	R&B - Disp	21.48%	42,065	1.47%	341	0.02233	8.9624	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/GA(%)	R&B - Disp	21.48%	42,065	0.00%	175	0.03111	6.9044	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/GA(%)	R&B (POTS) excl SB FT	21.84%	40,562	6.25%	32	0.07306	2.1335	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/GA(%)	R&B (POTS) excl SB FT	7.60%	12,099	0.00%	1	0.26494	0.2867	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/GA(%)	Design	2.55%	1,883	18.18%	11	0.04766	-3.2800	NO
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/GA(%)	Design	0.21%	3,902	0.00%	7	0.01711	0.1198	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/GA(%)	R&B	21.48%	42,065	12.90%	62	0.05219	1.6430	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/GA(%)	R&B	7.42%	12,825	4.08%	49	0.03750	0.8889	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/GA(%)	R&B (POTS)	21.84%	40,580					
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/GA(%)	R&B (POTS)	7.60%	12,117					

Unbundled Network Elements - Billing

Invoice Accuracy										
B.4.1	B-1	GA(%)	BST - State	98.15%	\$371,883,584	99.83%	\$7,692,374	0.00005	-343.2294	YES
Mean Time to Deliver Invoices - CRIS										
B.4.2	B-2	Region/business days	BST - Region	4.87	1	4.14	1,493			YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
C.1.1	% <i>Rejected Service Requests</i> O-7 Local Interconnection Trunks/GA(%)	Diagnostic			47.62%	189				Diagnostic
C.1.2	<i>Reject Interval</i> O-8 Local Interconnection Trunks/GA(%)	>= 85% w in 4 days			98.89%	89				YES
C.1.3	<i>FOC Timeliness</i> O-9 Local Interconnection Trunks/GA(%)	>= 95% w in 10 days			95.76%	165				YES
C.1.4	<i>FOC & Reject Response Completeness</i> O-11 Local Interconnection Trunks/GA(%)	>= 95%			96.34%	164				YES
C.1.5	<i>FOC & Reject Response Completeness (Multiple Responses)</i> O-11 Local Interconnection Trunks/GA(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	<i>Order Completion Interval</i> P-4 Local Interconnection Trunks/GA(days)	Parity w Retail	20.62	37	30.17	42	23.062	5.19976	-1.8357	NO
C.2.2	<i>Held Orders</i> P-1 Local Interconnection Trunks/GA(days)	Parity w Retail	0.00	0	0.00	0				YES
C.2.3	% <i>Jeopardies</i> P-2 Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	38	0.00%	47		0.00000		YES
C.2.4	<i>Average Jeopardy Notice Interval</i> P-2 Local Interconnection Trunks/GA(hours)	95% >= 48 hrs								
C.2.5	% <i>Missed Installation Appointments</i> P-3 Local Interconnection Trunks/GA(%)	Parity w Retail	2.70%	37	0.00%	43		0.03636	0.7433	YES
C.2.6	% <i>Provisioning Troubles within 30 Days</i> P-9 Local Interconnection Trunks/GA(%)	Parity w Retail	0.00%	1,584	0.18%	1,122		0.00000		NO
C.2.7	<i>Average Completion Notice Interval</i> P-5 Local Interconnection Trunks/GA(hours)	Parity w Retail	107.14	33	15.67	41	383.600	89.71088	1.0196	YES
C.2.8	<i>Total Service Order Cycle Time</i> P-10 Local Interconnection Trunks/GA(days)	Diagnostic			36.33	39				Diagnostic
C.2.9	<i>Total Service Order Cycle Time (offered)</i> P-10 Local Interconnection Trunks/GA(days)	Diagnostic	<i>Under development</i>							
C.2.10.1	% <i>Completions w/o Notice or < 24 hours</i> P-6 Local Interconnection Trunks/Dispatch/GA(%)	Diagnostic			100.00%	42				Diagnostic
C.2.10.2	P-6 Local Interconnection Trunks/Non-Dispatch/GA(%)	Diagnostic								Diagnostic
C.2.11.1.1	<i>Service Order Accuracy</i> P-11 Local Interconnection Trunks/<10 circuits/Dispatch/GA(%)	>= 95%			100.00%	29				YES
C.2.11.1.2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	48				YES
C.2.11.2.1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/GA(%)	>= 95%			100.00%	3				YES
C.2.11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/GA(%)	>= 95%			100.00%	11				YES
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	<i>Missed Repair Appointments</i> M&R-1 Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000		YES
C.3.1.2	M&R-1 Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	369	0.00%	37		0.00000		YES
C.3.2.1	<i>Customer Trouble Report Rate</i> M&R-2 Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	326,650	0.00%	123,386		0.00001	-6.4074	NO
C.3.2.2	M&R-2 Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.11%	326,650	0.03%	123,386		0.00011	7.3882	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/GA(hours)	Parity w Retail	1.50	1	3.00	5	0.000	0.00000	NO
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/GA(hours)	Parity w Retail	0.70	369	1.66	37	2.751	0.47442	-2.0136 NO
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000	YES
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	9.21%	369	18.92%	37		0.04988	-1.9458 NO
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/GA(%)	Parity w Retail	0.00%	1	0.00%	5		0.00000	YES
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/GA(%)	Parity w Retail	0.00%	369	0.00%	37		0.00000	YES
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	GA(%)	BST - State	98.15%	\$371,883,584	99.38%	\$5,184,200		0.00006	-207.0580 YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region(calendar days)	BST - Region	5.34	1	4.85	4,800			YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	GA	>0.5% dif 2 consec. Hrs			0				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering										
% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region(%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)	>= 99.5%		99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)	>= 99.5%		99.85%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)	>= 99.5%							
D.1.1.6	OSS-2	LESOG/Region(%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2	TAG/Region(%)	>= 99.5%		99.98%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)	>= 99.5%		99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.3	OSS-2	DSAP/Region(%)	>= 99.5%		99.98%					YES
D.1.2.4	OSS-2	RSAG/Region(%)	>= 99.5%		99.99%					YES
D.1.2.5	OSS-2	SOCS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.6	OSS-2	SONGS/Region(%)	>= 99.5%		99.99%					YES
D.1.2.7	OSS-2	DOE/Region(%)	>= 99.5%		100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)	>= 99.5%		100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)	>= 99.5%		100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)	>= 99.5%		100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)	>= 99.5%		100.00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.19	481,475			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.19	481,475			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.21	249,243			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.21	249,243			YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3.20	884,595	1.05	91,322			YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2.77	293,270	1.05	91,322			YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	0.69	2,304			YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	0.69	2,304			YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.28	1,336,181			YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.28	1,336,181			YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.77	55,729			YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.77	55,729			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4.66	11,256,738	0.04	110,374			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4.93	704,599	0.04	110,374			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2.95	3,160,405	1.35	230,416			YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3.25	8,626	1.35	230,416			YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3.16	9,008,384	1.99	52,384			YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5.16	803,093	1.99	52,384			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic							Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1.83	4			Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3.20	884,595	1.99	11,060			YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2.77	293,270	1.99	11,060			YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2.84	1,686,299	1.94	302,940			YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2.72	326,682	1.94	302,940			YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10.07	5,392,348	2.35	192,574			YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3.39	580,889	2.35	192,574			YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.1						
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.2						
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 7-1-2001, see D.1.4.7.1						
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 7-1-2001, see D.1.4.7.2						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region(%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region(%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 ECTA/Region(%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region(%)	>= 99.5%			99.99%					YES
D.2.3.2	OSS-3 LMOS HOST/Region(%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3 LNP/Region(%)	>= 99.5%			99.96%					YES
D.2.3.4	OSS-3 MARCH/Region(%)	>= 99.5%			99.99%					YES
D.2.3.5	OSS-3 OSPCM/Region(%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3 Predictor/Region(%)	>= 99.5%			99.97%					YES
D.2.3.7	OSS-3 SOCS/Region(%)	>= 99.5%			99.99%					YES
Average Response Interval <= 4 Seconds										
D.2.4.1	OSS-4 CRIS/Region(%)	Parity w Retail	93.93%	1,575,671	92.84%	109,063		0.00075	14.5923	NO
D.2.4.2	OSS-4 DLETH/Region(%)	Parity w Retail	2.95%	43,626	4.88%	1,046		0.00530	-3.6316	YES
D.2.4.3	OSS-4 DLR/Region(%)	Parity w Retail	4.05%	32,433	2.61%	48,010		0.00142	10.1611	NO
D.2.4.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.57%	1,575,618	99.62%	110,423		0.00020	-2.6438	YES
D.2.4.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	95.99%	1,145,030	91.73%	63,667		0.00080	53.3476	NO
D.2.4.6	OSS-4 LNP/Region(%)	Parity w Retail	99.61%	115,489	99.18%	5,945		0.00083	5.2940	NO
D.2.4.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.4.8	OSS-4 OSPCM/Region(%)	Parity w Retail	26.31%	4,496	13.92%	79		0.04997	2.4789	NO
D.2.4.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.4.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.76%	227,763	99.72%	17,969		0.00038	0.9175	YES
D.2.4.11	OSS-4 NIW/Region(%)	Parity w Retail	87.02%	64,162	85.67%	3,775		0.00563	2.4040	NO
Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4 CRIS/Region(%)	Parity w Retail	98.82%	1,575,671	99.24%	109,063		0.00034	-12.2383	YES
D.2.5.2	OSS-4 DLETH/Region(%)	Parity w Retail	77.65%	43,626	84.99%	1,046		0.01304	-5.6341	YES
D.2.5.3	OSS-4 DLR/Region(%)	Parity w Retail	80.31%	32,433	91.17%	48,010		0.00286	-38.0036	YES
D.2.5.4	OSS-4 LMOS/Region(%)	Parity w Retail	99.77%	1,575,618	99.82%	110,423		0.00015	-3.6629	YES
D.2.5.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	98.59%	1,145,030	95.17%	63,667		0.00048	71.1949	NO
D.2.5.6	OSS-4 LNP/Region(%)	Parity w Retail	99.88%	115,489	99.83%	5,945		0.00045	1.1525	YES
D.2.5.7	OSS-4 MARCH/Region(%)	Parity w Retail	31.31%	7,125	34.90%	553		0.02047	-1.7527	YES
D.2.5.8	OSS-4 OSPCM/Region(%)	Parity w Retail	96.71%	4,496	94.94%	79		0.02025	0.8748	YES
D.2.5.9	OSS-4 Predictor/Region(%)	Parity w Retail	17.20%	76,019	24.07%	7,022		0.00471	-14.5938	YES
D.2.5.10	OSS-4 SOCS/Region(%)	Parity w Retail	99.98%	227,763	99.98%	17,969		0.00012	-0.6496	YES
D.2.5.11	OSS-4 NIW/Region(%)	Parity w Retail	99.52%	64,162	99.60%	3,775		0.00116	-0.7020	YES
Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4 CRIS/Region(%)	Parity w Retail	1.18%	1,575,671	0.76%	109,063		0.00034	12.2383	YES
D.2.6.2	OSS-4 DLETH/Region(%)	Parity w Retail	22.35%	43,626	15.01%	1,046		0.01304	5.6341	YES
D.2.6.3	OSS-4 DLR/Region(%)	Parity w Retail	19.69%	32,433	8.83%	48,010		0.00286	38.0036	YES
D.2.6.4	OSS-4 LMOS/Region(%)	Parity w Retail	0.23%	1,575,618	0.18%	110,423		0.00015	3.6629	YES
D.2.6.5	OSS-4 LMOSupd/Region(%)	Parity w Retail	1.41%	1,145,030	4.83%	63,667		0.00048	-71.1949	NO
D.2.6.6	OSS-4 LNP/Region(%)	Parity w Retail	0.12%	115,489	0.17%	5,945		0.00045	-1.1525	YES
D.2.6.7	OSS-4 MARCH/Region(%)	Parity w Retail	68.69%	7,125	65.10%	553		0.02047	1.7527	YES
D.2.6.8	OSS-4 OSPCM/Region(%)	Parity w Retail	3.29%	4,496	5.06%	79		0.02025	-0.8748	YES
D.2.6.9	OSS-4 Predictor/Region(%)	Parity w Retail	82.80%	76,019	75.93%	7,022		0.00471	14.5938	YES
D.2.6.10	OSS-4 SOCS/Region(%)	Parity w Retail	0.02%	227,763	0.02%	17,969		0.00012	0.6496	YES
D.2.6.11	OSS-4 NIW/Region(%)	Parity w Retail	0.48%	64,162	0.40%	3,775		0.00116	0.7020	YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation										
Average Response Time										
E.1.1.1	C-1	Virtual/GA(calendar days)	<= 10 days							
E.1.1.2	C-1	Physical Caged/GA(calendar days)	<= 20 days		12	23				YES
E.1.1.3	C-1	Physical Cageless/GA(calendar days)	<= 20 days		13	7				YES
Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/GA(calendar days)	<= 50 days		49	1				YES
E.1.2.2	C-2	Virtual-Extraordinary/GA(calendar days)	<= 75 days							
E.1.2.3	C-2	Physical Caged/GA(calendar days)	<= 90 days		44	19				YES
E.1.2.4	C-2	Physical Cageless/GA(calendar days)	<= 60 days		16	5				YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/GA(calendar days)	<= 90 days							
% Due Dates Missed										
E.1.3.1	C-3	Virtual/GA(%)	< 5% missed		0.00%	1				YES
E.1.3.2	C-3	Physical/GA(%)	< 5% missed		0.00%	24				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.2	O-3	Aggregate/Region(%)	Diagnostic		87.26%	327,495				Diagnostic
F.1.1.3	O-3	Residence/Region(%)	>= 95%		88.56%	212,656				NO
F.1.1.4	O-3	Business/Region(%)	>= 90%		74.56%	6,848				NO
F.1.1.5	O-3	UNE/Region(%)	>= 85%		85.50%	107,991				YES
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.2	O-3	Aggregate/Region(%)	Diagnostic		78.28%	365,034				Diagnostic
F.1.2.3	O-3	Residence/Region(%)	Diagnostic		80.82%	233,001				Diagnostic
F.1.2.4	O-3	Business/Region(%)	Diagnostic		54.31%	9,401				Diagnostic
F.1.2.5	O-3	UNE/Region(%)	Diagnostic		75.30%	122,632				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.2	O-3	Aggregate/Region(%)	>= 85%		92.81%	9,952				YES
F.1.3.3	O-3	Residence/Region(%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region(%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1	PO-1	Loops/GA(%)	>= 95% w in 3 bus days							
Loop Makeup Inquiry (Electronic)										
F.2.2	PO-2	Loops/GA(%)	>= 95% w in 1 min		96.96%	2,535				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/GA(%)	>= 95% w in 5 bus days		100.00%	24				YES
F.3.1.2	O-10	Local Interoffice Transport/GA(%)	>= 95% w in 5 bus days							
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region(seconds)	Parity w Retail	221.26	7,043,987	24.06	37,148			YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25.43	84,124			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	GA(seconds)	PBD		2.30					PBD
% Answered in 10 seconds										
F.6.2	OS-2	GA(%)	PBD		93.20%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	GA(seconds)	PBD		6.27					PBD
% Answered in 12 seconds										

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.7.2	DA-2 GA(%)	PBD			82.10%					PBD
General - E911										
<i>Mean Interval</i>										
F.8.1	E-3 GA(hours)	PBD			1.30	3,208				PBD
<i>% Accuracy</i>										
F.8.2	E-2 GA(%)	PBD			95.69%	411,611				PBD
<i>% Timeliness</i>										
F.8.3	E-1 GA(%)	PBD			100.00%	3,208				PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F.9.1	B-3 Region(%)	Parity w Retail	99.96%	5,215	100.00%	19,904		0.00030	-1.2591	YES
<i>Usage Data Delivery Timeliness</i>										
F.9.2	B-5 Region(%)	Parity w Retail	96.95%	30,213	98.30%	325,755,575		0.00099	-13.6405	YES
<i>Usage Data Delivery Completeness</i>										
F.9.3	B-4 Region(%)	Parity w Retail	98.75%	30,213	99.67%	325,755,575		0.00064	-14.4648	YES
<i>Mean Time to Deliver Usage</i>										
F.9.4	B-6 Region(days)	Parity w Retail	3.78	30,213	2.76	325,755,575				YES
<i>Recurring Charge Completeness</i>										
F.9.5.1	B-7 Resale/GA(%)	Parity w Retail	83.01%	\$14,003,404	97.46%	\$360,535		0.00154	-94.0267	YES
F.9.5.2	B-7 UNE/GA(%)	>= 90%			98.82%	\$400,240				YES
F.9.5.3	B-7 Interconnection/GA(%)	>= 90%			83.91%	\$5,483				NO
<i>Non-Recurring Charge Completeness</i>										
F.9.6.1	B-8 Resale/GA(%)	Parity w Retail	89.28%	\$18,356,638	69.09%	\$707,110		0.00115	176.3531	NO
F.9.6.2	B-8 UNE/GA(%)	>= 90%			68.34%	\$1,248,207				NO
F.9.6.3	B-8 Interconnection/GA(%)	>= 90%			75.76%	\$293,146				NO
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F.10.1	CM-1 GA(%)	>= 95% w in 30 days			50.00%	2				NO
<i>Average Software Release Notice Delay Days</i>										
F.10.2	CM-2 GA(average)	>= 22 days prior to release			26	1				YES
<i>% Change Management Documentation Sent On Time</i>										
F.10.3	CM-3A GA(%)	>= 95% w in 30 days			100.00%	2				YES
<i>% Change Management Documentation (Defects, Corrections, etc.) Sent On Time</i>										
F.10.4	CM-3B GA(%)	>= 95% w in 5 days								
<i>Average Documentation Release Delay Days</i>										
F.10.5	CM-4 GA(average)	>= 22 days prior to release								
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F.10.6	CM-5 GA(%)	>= 97% w in 15 min			100.00%	20				YES
General - New Business Requests										
<i>% New Business Requests Processed within 30 Business Days</i>										
F.11.1	BFR-1 Region(%)	>= 90% w in 30 bus days								
<i>% Quotes Provided within X Business Days</i>										
F.11.2.1	BFR-2A Region(%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B Region(%)	>= 90% w in 30 bus days								
F.11.2.3	BFR-2C Region(%)	>= 90% w in 60 bus days								

BellSouth Monthly State Summary
Georgia, January 2002

Georgia, January 2002			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Ordering											
Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region(%)	>= 95% w in 30 min			100.00%	92,808				YES
F.12.1.2	O-1	TAG/Region(%)				100.00%	379,170				YES
Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region(%)	100%			100.00%	92,808				YES
F.12.2.2	O-2	TAG/Region(%)	100%			100.00%	379,170				NO
General - Database Updates											
Average Database Update Interval											
F.13.1.1	D-1	LIDB/GA(hours)	PBD	3.40	24	3.40	24				PBD
F.13.1.2	D-1	Directory Listings/GA(hours)	PBD	0.08	27	0.08	27				PBD
F.13.1.3	D-1	Directory Assistance/GA(hours)	PBD	4.14	27	3.66	27				PBD
% Update Accuracy											
F.13.2.1	D-2	LIDB/GA(%)	>= 95%			100.00%	233				YES
F.13.2.2	D-2	Directory Listings/GA(%)	>= 95%			100.00%	212				YES
F.13.2.3	D-2	Directory Assistance/GA(%)	>= 95%			100.00%	74				YES
% NXXs / LRNs Loaded by LERG Effective Date											
F.13.3	D-3	Region(%)	100%			100.00%	32				YES
General - Network Outage Notification											
Mean Time to Notify CLEC of Major Network Outages											
F.14.1	M&R-7	Region(minutes)	Parity w Retail	195	4	180	4				YES

EXHIBIT NO. AJV-4

Tennessee Key Metrics Analysis

Tennessee
Performance Summary Key Metrics Submetrics

Exhibit AJV-4

Tennessee Checklist Performance Summary -- % MSS Key Measures Achieved				
Checklist Item	Description	% of Key Measures Achieved		
		November	December	January
1	Interconnection	84.21%	84.21%	89.47%
2	Unbundled Network Elements	89.58%	89.58%	100.00%
3	Pole, Ducts, Conduits, Rights-of-Way	No Relevant Metrics		
4	Unbundled Local Loops	90.83%	88.99%	89.09%
5	Unbundled Local Transport	Low Volume		
6	Unbundled Local Switching	Low Volume		
7	Access to 911, E911, OS & DA	Parity By Design		
8	White Pages Directory Listings	Not Applicable		
9	Access to Telephone Numbers	Not Applicable		
10	Access to Databases and associated signaling	Not Applicable		
11	Number Portability	83.33%	96.55%	92.50%
12	Local Dialing Parity	Not Applicable		
13	Reciprocal Compensation	Not Applicable		
14	Resale	90.32%	95.16%	86.89%
Total	Performance	89.24%	90.79%	92.33%

Tennessee Checklist Performance Summary -- Number of Key MSS Measures				
Checklist Item	Description	# of Key MSS Measures		
		November	December	January
1	Interconnection	19	19	19
2	Unbundled Network Elements	96	96	96
3	Pole, Ducts, Conduits, Rights-of-Way	No Relevant Metrics		
4	Unbundled Local Loops	109	109	110
5	Unbundled Local Transport	Low Volume		
6	Unbundled Local Switching	Low Volume		
7	Access to 911, E911, OS & DA	Parity By Design		
8	White Pages Directory Listings	Not Applicable		
9	Access to Telephone Numbers	Not Applicable		
10	Access to Databases and associated signaling	Not Applicable		
11	Number Portability	30	29	40
12	Local Dialing Parity	Not Applicable		
13	Reciprocal Compensation	Not Applicable		
14	Resale	62	62	61
Total	MSS Metrics	316	315	326

Analysis Assumptions
This document contains a Checklist Item summary of BellSouth's performance from November 2001 through January 2002. The following evaluation criteria were applied to develop the results set forth in this exhibit: - Submetrics that met or exceeded the applicable retail analog or benchmark were considered "In Parity" and marked "Yes". - Submetrics that did not meet the retail analog or benchmark were considered "Out of Parity" and marked "No". - Submetrics originally noted on the MSS as "No" (or "Out of Parity"), but indicates a level of performance that, in BellSouth's opinion, still affords CLECs a meaningful opportunity to compete were marked as "No/Yes" and counted in this analysis as "In Parity". BellSouth applied the following criteria in making these judgements: - CLEC results were within 2.0% of the established benchmark - BellSouth has provided CLECs with a superior level of service, irregardless of the benchmark or retail results (e.g., better than 99% trouble free service) - Ordering submetrics with a low volume of transactions (five or fewer LSRs/ASRs) where marked as either "Yes/LV" or "No/LV", in accordance with the MSS Equity indicator, and excluded from the results of this analysis. - For the Flow Through submetrics, BellSouth restated its performance using the VZ-MA SQM definition and compared the results to the performance of VZ-MA at the time of their FCC 271 application. If BellSouth performed in the range that VZ-MA reported for Resale (Res+Bus) and UNE (UNE+LNP) for a given month, then BellSouth was awarded an "In Parity" result, or "Yes". % Rejected Service Requests is a Key Measure, but it measured as a diagnostic therefore is not counted in the total %. Since there is no benchmark or retail analogue, the performance for this measure is stated for each month and % Rejected Service Requests is included in the Total # of Key MSS Measures.

**Tennessee Performance Summary
Checklist Item # 1- Interconnection**

Exhibit AJV-4

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
Local Interconnection Trunks - Ordering						
O-8	Reject Interval					
	Local Interconnection Trunks	>= 85% w/in 4 days	Yes	Yes	Yes	
O-9	FOC Timeliness					
	Local Interconnection Trunks	>= 95% w/in 10 days	Yes	Yes	Yes	
Local Interconnection Trunks - Provisioning						
P-1	Mean Held Order Interval					
	Local Interconnection Trunks	Retail Parity	Yes	Yes	Yes	
P-2	% Jeopardies					
	Local Interconnection Trunks	Retail Parity	Yes	Yes	Yes	
P-3	% Missed Installation Appointments					
	Local Interconnection Trunks	Retail Parity	Yes	Yes	Yes	
P-4	Order Completion Interval					
	Local Interconnection Trunks	Retail Parity	No	Yes	Yes	Nov - 12.37 v. 22.38
P-9	% Provisioning Troubles w/in 30 Days					
	Local Interconnection Trunks	Retail Parity	Yes	Yes	Yes	
P-11	Service Order Accuracy					
	Local Interconnection Trunks/<10 lines/Dispatch	>= 95%	Yes	Yes	Yes	
	Local Interconnection Trunks/<10 lines/Non-Dispatch	>= 95%	No	Yes	Yes	Nov - 92.31%
	Local Interconnection Trunks/>=10 lines/Dispatch	>= 95%	Yes	Yes	Yes	
	Local Interconnection Trunks/>=10 lines/Non-Dispatch	>= 95%	Yes	Yes	Yes	
Local Interconnection Trunks - Maintenance & Repair						
MR-1	% Missed Repair Appointments					
	Local Interconnection Trunks/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-2	Customer Trouble Report Rate					
	Local Interconnection Trunks/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-3	Maintenance Average Duration					
	Local Interconnection Trunks/Non-Dispatch	Retail Parity	No	Yes	No	Nov - 0.13 v. 3.47, Jan - 0.45 v. 3.20
MR-4	% Repeat Troubles w/in 30 Days					
	Local Interconnection Trunks/Non-Dispatch	Retail Parity	Yes	No	Yes	Dec - 2 Orders
Local Interconnection Trunks - Billing						
B-1	Invoice Accuracy	Retail Parity	Yes	No	No	Dec - 98.85% v. 96.87%, Jan - 99.08% v. 98.14%
B-2	Mean Time to Deliver Invoices - CABS	Retail Parity	Yes	No	Yes	Dec - 4.85 v. 4.97
Local Interconnection Trunks - Trunk Blocking						
TGP-1	Trunk Group Performance- Aggregate	>0.5% Difference	Yes	Yes	Yes	
Collocation						
C-3	% Missed Due Dates					
	Virtual	< 5% Missed	---	---	---	
	Physical	< 5% Missed	Yes	Yes	Yes	

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
Unbundled Network Elements - Ordering						
O-7	%Rejected Service Requests					
	<i>Fully Mechanized</i>					
	Loop+Port Combos	Diagnostic	22.62%	16.96%	17.30%	
	<i>Partially Mechanized</i>					
	Loop+Port Combos	Diagnostic	31.28%	28.33%	29.06%	
	<i>Non-Mechanized</i>					
	Loop+Port Combos	Diagnostic	41.29%	55.88%	45.60%	
O-8/14	Reject Interval					
	<i>Fully Mechanized</i>					
	Loop+Port Combos	>=97% w/in 1hr	No	No	No/Yes	Nov- 92.21%, Dec - 92.91%, Jan - 96.35%
	<i>Partially Mechanized</i>					
	Loop+Port Combos	>=85% w/in 10hrs	Yes	Yes	Yes	
	<i>Non-Mechanized</i>					
	Loop+Port Combos	>=85% w/in 24hrs	Yes	Yes	Yes	
O-9/15	FOC Timeliness					
	<i>Fully Mechanized</i>					
	Loop+Port Combos	>=95% w/in 3hrs	Yes	Yes	Yes	
	<i>Partially Mechanized</i>					
	Loop+Port Combos	>=85% w/in 10hrs	Yes	Yes	Yes	
	<i>Non-Mechanized</i>					
	Loop+Port Combos	>=85% w/in 36hrs	Yes	Yes	Yes	
Unbundled Network Elements - Provisioning						
P-1	Mean Held Order Interval					
	Loop + Port Combinations/<10 circuits/Facility	R&B	Yes	Yes	Yes	
	Loop + Port Combinations/<10 circuits/Equipment	R&B	Yes	Yes	Yes	
	Loop + Port Combinations/<10 circuits/Other	R&B	Yes	Yes	Yes	
P-2	%Jeopardies - Mechanized					
	<i>Mechanized</i>					
	Loop+Port Combos	Retail Parity	Yes	Yes	Yes	
P-3	%Missed Installation Appointments					
	Loop+Port Combos/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/<10 lines/Non-Dispatch	Retail Parity	No/Yes	No/Yes	No/Yes	Nov - 0.05% v. 0.14%, Dec - 0.07% v. 0.23%, January - 0.06% v. 0.31% (Superior Performance)
P-4	Order Completion Interval					
	Loop+Port Combos/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
P-5	Average Completion Notice Interval					
	<i>Fully Mechanized</i>					
	Loop+Port Combos/<10 lines/Dispatch	R&B	Yes	Yes	Yes	
	Loop+Port Combos/<10 lines/Non-Dispatch	R&B	Yes	Yes	Yes	
P-9	%Provisioning Troubles w/in 30 Days					
	Loop+Port Combos/<10 lines/Dispatch	Retail Parity	Yes	Yes	No/Yes	
	Loop+Port Combos/<10 lines/Non-Dispatch	Retail Parity	No	No	Yes	
Unbundled Network Elements - Maintenance & Repair						
MR-1	%Missed Repair Appointments					
	Loop+Port Combos/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/Non-Dispatch	Retail Parity	Yes	No	Yes	Dec - 1.62% v. 2.82%
MR-2	Customer Trouble Report Rate					
	Loop+Port Combos/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-3	Maintenance Average Duration					
	Loop+Port Combos/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-4	%Repeat Troubles w/in 30 Days					
	Loop+Port Combos/Dispatch	Retail Parity	Yes	Yes	Yes	
	Loop+Port Combos/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
Unbundled Network Elements - Billing						
B-1	Invoice Accuracy					
		Retail Parity	Yes	Yes	Yes	
B-2	Mean Time to Deliver Invoices - CRIS					
		Retail Parity	Yes	Yes	Yes	
Operations Support Systems - Pre-Ordering						
OSS-1	Average Response Interval - LENS					
	RSAG-TN (RNS)	RNS - RSAG, by TN + 2 Sec	Yes	Yes	Yes	
	RSAG-TN (ROS)	ROS - RSAG, by TN + 2 Sec	Yes	Yes	Yes	
	RSAG-Addr (RNS)	RNS - RSAG, by ADDR + 2 Sec	Yes	Yes	Yes	
	RSAG-Addr (ROS)	ROS - RSAG, by ADDR + 2 Sec	Yes	Yes	Yes	
	ATLAS (RNS)	RNS - ATLAS + 2 Sec	Yes	Yes	Yes	
	ATLAS (ROS)	ROS - ATLAS + 2 Sec	Yes	Yes	Yes	
	DSAP (RNS)	RNS - DSAP + 2 Sec	Yes	Yes	Yes	
	DSAP (ROS)	ROS - DSAP + 2 Sec	Yes	Yes	Yes	
	HAL/CRIS (RNS)	RNS - CRSACCTS + 2 Sec	Yes	Yes	Yes	
	HAL/CRIS (ROS)	ROS - CRSOCSR + 2 Sec	Yes	Yes	Yes	
	COFFI (RNS)	RNS - OASISBIG + 2 Sec	No	Yes	Yes	
	COFFI (ROS)	ROS - OASISBIG + 2 Sec	No	Yes	Yes	
	PSIMS (RNS)	RNS - OASISBIG + 2 Sec	Yes	Yes	Yes	
	PSIMS (ROS)	ROS - OASISBIG + 2 Sec	Yes	Yes	Yes	
OSS-1	Average Response Interval - TAG					
	RSAG-TN (RNS)	RNS - RSAG, by TN + 2 Sec	Yes	Yes	Yes	
	RSAG-TN (ROS)	ROS - RSAG, by TN + 2 Sec	Yes	Yes	Yes	
	RSAG-Addr (RNS)	RNS - RSAG, by ADDR + 2 Sec	Yes	Yes	Yes	

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
	RSAG-Addr (ROS)	ROS - RSAG, by ADDR + 2 Sec	Yes	Yes	Yes	
	ATLAS-TN (RNS)	RNS - ATLAS + 2 Sec	Yes	Yes	Yes	
	ATLAS-TN (ROS)	ROS - ATLAS + 2 Sec	Yes	Yes	Yes	
	DSAP (RNS)	RNS - ATLAS - TN + 2 Sec	Yes	Yes	Yes	
	DSAP (ROS)	ROS - ATLAS - TN + 2 Sec	Yes	Yes	Yes	
	HAL/CRIS (RNS)	RNS - CRSACCTS + 2 Sec	Yes	Yes	Yes	
	HAL/CRIS (ROS)	ROS - CRSOCSR + 2 Sec	Yes	Yes	Yes	
OSS-2	%Interface Availability - CLEC					
	EDI	>= 99.5%	Yes	Yes	Yes	
	HAL	>= 99.5%	Yes	Yes	Yes	
	LENS	>= 99.5%	Yes	Yes	Yes	
	LEO Mainframe	>= 99.5%	Yes	Yes	Yes	
	LESOG	>= 99.5%	Yes	Yes	Yes	
	TAG	>= 99.5%	Yes	Yes	Yes	
	PSIMS	>= 99.5%	Yes	Yes	Yes	
OSS-2	%Interface Availability - BST & CLEC					
	ATLAS/COFFI	>= 99.5%	Yes	Yes	Yes	
	BOCRIS	>= 99.5%	Yes	Yes	Yes	
	DSAP	>= 99.5%	Yes	Yes	Yes	
	RSAG	>= 99.5%	Yes	Yes	Yes	
	SOCS	>= 99.5%	Yes	Yes	Yes	
	SONGS	>= 99.5%	Yes	Yes	Yes	
	DOE	>= 99.5%	Yes	Yes	Yes	
Operations Support Systems - Maintenance & Repair						
OSS-3	%M&R Interface Availability - BST					
	TAFI	>= 99.5%	Yes	Yes	Yes	
	CLEC TAFI	>= 99.5%	Yes	Yes	Yes	
	CLEC ECTA	>= 99.5%	Yes	Yes	Yes	
OSS-3	%M&R Interface Availability - BST & CLEC					
	CRIS	>= 99.5%	Yes	Yes	Yes	
	LMOS HOST	>= 99.5%	Yes	Yes	Yes	
	LNP	>= 99.5%	Yes	Yes	Yes	
	MARCH	>= 99.5%	Yes	Yes	Yes	
	OSPCM	>= 99.5%	Yes	Yes	Yes	
	Predictor	>= 99.5%	Yes	Yes	Yes	
	SOCS	>= 99.5%	Yes	Yes	Yes	
OSS-4	Average Response Interval					
	CRIS <=10sec	Retail Parity	Yes	Yes	Yes	
	DLETH <=10sec	Retail Parity	Yes	Yes	Yes	
	DLR <=10sec	Retail Parity	Yes	Yes	Yes	
	LMOS <=10sec	Retail Parity	No	No	Yes	
	LMOSupd <=10sec	Retail Parity	No	No	No/Yes	
	LNP <=10sec	Retail Parity	No	Yes	Yes	
	MARCH <=10sec	Retail Parity	No	No	Yes	
	OSPCM <=10sec	Retail Parity	Yes	No	Yes	
	Predictor <=10sec	Retail Parity	Yes	Yes	Yes	
	SOCS <=10sec	Retail Parity	Yes	No	Yes	
	NIW <=10sec	Retail Parity	Yes	Yes	Yes	
General - Flow Through						
O-3	Flow Through					
	Residence (Residence + Business)	Parity to VZ Results	Yes	Yes	Yes	VZ-Ma (46-49%). BST- Oct- 67.18%, Nov- 67.76%, Dec- 68.15%, Jan - 66.92%
	UNE (UNE + LNP)	Parity to VZ Results	Yes	Yes	Yes	VZ-MA (51-55%). Oct- 49.28%, Nov- 52.51%, Dec- 55.13%, Jan - 61.03%
General - Ordering						
O-1	Acknowledgement Message Timeliness					
	EDI	>=95% w/in 30min	Yes	Yes	Yes	
	TAG	>=95% w/in 30min	Yes	Yes	Yes	
General - Billing						
B-1	Invoice Accuracy	Retail Parity	Yes	Yes	Yes	
B-2	Mean Time to Deliver Invoices - CRIS	Retail Parity	Yes	Yes	Yes	
B-3	Usage Data Delivery Accuracy	Retail Parity	Yes	Yes	Yes	
B-4	Usage Data Delivery Completeness	Retail Parity	No	No	Yes	
B-5	Usage Data Delivery Timeliness	Retail Parity	No	No	Yes	

Tennessee Performance Summary
Checklist Item #4 - Unbundled Local Loops

Exhibit AJV-4

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
Unbundled Network Elements - Ordering						
O-7	Percent Rejected Service Requests					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design	Diagnostic	13.62%	17.26%	16.92%	
	2W Analog Loop Non-Design	Diagnostic	50.00%	---	0.00%	Jan - 5 Orders
	xDSL Loops	Diagnostic	23.91%	25.93%	18.64%	
	ISDN Loops	Diagnostic	14.71%	20.00%	5.88%	
	Line Sharing	Diagnostic	15.38%	7.81%	13.10%	
	<i>Partially Mechanized</i>					
	2W Analog Loop Design	Diagnostic	15.18%	9.52%	15.11%	
	2W Analog Loop Non-Design	Diagnostic	80.00%	---	100.00%	Jan - 2 Orders
	xDSL Loops	Diagnostic	0.00%	0.00%	0.00%	Nov - 15 Orders, Dec - 2 Orders, Jan - Orders
	ISDN Loops	Diagnostic	28.57%	0.00%	15.38	Dec - 3 Orders
	Line Sharing	Diagnostic	8.33%	23.53%	12.50%	
	<i>Non-Mechanized</i>					
	2W Analog Loop Design	Diagnostic	33.33%	28.25%	35.47%	
	2W Analog Loop Non-Design	Diagnostic	25.00%	29.23%	27.73%	
	xDSL Loops	Diagnostic	29.17%	29.73%	13.19%	
	ISDN Loops	Diagnostic	21.21%	14.89%	25.23%	
	Line Sharing	Diagnostic	28.89%	14.29%	24.14%	
O-8/14	Reject Interval					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design	>=97% w/in 1hr	No	No	No	
	2W Analog Loop Non-Design	>=97% w/in 1hr	No/LV	---	---	Nov - 1 Order
	xDSL Loops	>=97% w/in 1hr	Yes	Yes	No	
	ISDN Loops	>=97% w/in 1hr	Yes	Yes	Yes	
	Line Sharing	>=97% w/in 1hr	No	No	No	
	<i>Partially Mechanized</i>					
	2W Analog Loop Design	>=85% w/in 10hrs	No	No	Yes	
	2W Analog Loop Non-Design	>=85% w/in 10hrs	No/LV	---	No/LV	Nov - 4 Orders, Jan - 2 Orders
	xDSL Loops	>=85% w/in 10hrs	---	---	---	
	ISDN Loops	>=85% w/in 10hrs	Yes/LV	---	Yes/LV	Nov - 2 Orders, Jan - 2 Orders
	Line Sharing	>=85% w/in 10hrs	Yes/LV	No/Yes	Yes/LV	Nov - 1 Order, Dec - 83.33%, Jan - 3 Orders
	<i>Non-Mechanized</i>					
	2W Analog Loop Design	>=85% w/in 24hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design	>=85% w/in 24hrs	Yes	Yes	Yes	
	xDSL Loops	>=85% w/in 24hrs	Yes	Yes	Yes	
	ISDN Loops	>=85% w/in 24hrs	No/Yes	Yes	Yes	Nov - 83.33%
	Line Sharing	>=85% w/in 24hrs	Yes	Yes/LV	Yes	Dec - 5 Orders
O-9/15	FOC Timeliness					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design	>=95% w/in 3hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design	>=95% w/in 3hrs	---	---	Yes/LV	Jan - 5 Orders
	xDSL Loops	>=95% w/in 3hrs	Yes	Yes	Yes	
	ISDN Loops	>=95% w/in 3hrs	Yes	Yes	Yes	
	Line Sharing	>=95% w/in 3hrs	Yes	Yes	Yes	
	<i>Partially Mechanized</i>					
	2W Analog Loop Design	>=85% w/in 10hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design	>=85% w/in 10hrs	---	No/LV	Yes/LV	Dec - 1 Order, Jan - 1 Order
	xDSL Loops	>=85% w/in 10hrs	Yes	Yes/LV	Yes/LV	Dec - 2 Orders, Jan - 2 Orders
	ISDN Loops	>=85% w/in 10hrs	Yes	Yes/LV	Yes	Dec - 3 Orders
	Line Sharing	>=85% w/in 10hrs	Yes	Yes	Yes	
	<i>Non-Mechanized</i>					
	2W Analog Loop Design	>=85% w/in 36hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design	>=85% w/in 36hrs	Yes	Yes	Yes	
	xDSL Loops	>=85% w/in 36hrs	Yes	Yes	Yes	
	ISDN Loops	>=85% w/in 36hrs	Yes	Yes	Yes	
	Line Sharing	>=85% w/in 36hrs	Yes	Yes	Yes	
Unbundled Network Elements - Provisioning						
P-1	Mean Held Order Interval					
	2W Analog Loop Design					
	<10 Circuits/Facility	R&B - Disp	Yes	Yes	Yes	
	<10 Circuits/Equipment	R&B - Disp	Yes	Yes	Yes	
	<10 Circuits/Other	R&B - Disp	Yes	Yes	Yes	
	2W Analog Loop Non-Design					
	<10 Circuits/Facility	R&B (POTS) exd SB Or	Yes	Yes	Yes	
	<10 Circuits/Equipment	R&B (POTS) exd SB Or	Yes	Yes	Yes	
	<10 Circuits/Other	R&B (POTS) exd SB Or	Yes	Yes	Yes	
	xDSL Loops					
	<10 Circuits/Facility	ADSL to Retail	Yes	Yes	Yes	
	<10 Circuits/Equipment	ADSL to Retail	Yes	Yes	Yes	
	<10 Circuits/Other	ADSL to Retail	Yes	Yes	Yes	
	ISDN Loops					
	<10 Circuits/Facility	ISDN - BRI	Yes	Yes	Yes	
	<10 Circuits/Equipment	ISDN - BRI	Yes	Yes	Yes	
	<10 Circuits/Other	ISDN - BRI	Yes	Yes	Yes	
	Line Sharing					
	<10 Circuits/Facility	ADSL to Retail	Yes	Yes	Yes	
	<10 Circuits/Equipment	ADSL to Retail	Yes	Yes	Yes	
	<10 Circuits/Other	ADSL to Retail	Yes	Yes	Yes	
P-2	% Jeopardies - Mechanized					
	<i>Mechanized</i>					
	2W Analog Loop Design	Retail Parity	No	No	No	
	2W Analog Loop Non-Design	Retail Parity	---	---	Yes	
	xDSL Loops	Retail Parity	Yes	Yes	Yes	
	ISDN Loops	Retail Parity	Yes	Yes	Yes	
	Line Sharing	Retail Parity	Yes	Yes	Yes	Jan - 3 Orders
	Digital Loops >=DS-1	Retail Parity	No	No	No	
P-3	% Missed Installation Appointments					
	2W Analog Loop Design<10 Lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Non-Design<10 Lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops<10 Lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops<10 Lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing<10 Lines/Dispatch	Retail Parity	Yes	Yes	Yes	Jan - 1 Order

Tennessee Performance Summary
Checklist Item #4 - Unbundled Local Loops

Exhibit AJV-4

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
	Line Sharing<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Digital Loops <DS-1/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Digital Loops >=DS-1/<10 lines/Dispatch	Retail Parity	No	No	No	
P-4	Order Completion Interval					
	2W Analog Loop Design<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Non-Design<10 lines/Dispatch	Retail Parity	Yes	Yes/LV	Yes/LV	Dec - 5 Orders, Jan - 3 Orders
	xDSL Loops<6 lines/Dispatch	Retail Parity	Yes	Yes	Yes	OCI within 7 Days
	ISDN Loops<6 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing<6 lines/Dispatch	Retail Parity	Yes/LV	Yes	Yes	Nov - 1 Order
	Line Sharing<6 lines/Non-Dispatch	Retail Parity	Yes	No	Yes	
	Digital Loops <DS-1/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Digital Loops >=DS-1/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
P-5	Average Completion Notice Interval					
	<i>Mechanized</i>					
	2W Analog Loop Design<10 lines/Dispatch	R&B - Disp	No	Yes	Yes	
	2W Analog Loop Non-Design<10 lines/Dispatch	R&B (POTS) excl SB Or	---	Yes	Yes	Jan - 3 Orders
	xDSL Loops<10 lines/Dispatch	ADSL to Retail	---	---	---	
	ISDN Loops<10 lines/Dispatch	ISDN - BRI	Yes	Yes	Yes	
	Line Sharing<10lines/Dispatch	ADSL to Retail	---	Yes	---	Nov - 1 Order (100%), Dec - 1 Order (100%)
	Line Sharing<10 lines/Non-Dispatch	ADSL to Retail	Yes	No	Yes	
	Digital Loops <DS-1/<10 lines/Dispatch	Digital Loop < DS1	Yes	Yes	Yes	
	Digital Loops >=DS-1/<10 lines/Dispatch	Digital Loop >= DS1	Yes	Yes	Yes	
P-9	% Provisioning Troubles w/in 30 Days					
	2W Analog Loop Design<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Non-Design<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops<6 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops<6 lines/Dispatch	Retail Parity	Yes	Yes	No	
	Line Sharing<6 lines/Dispatch	Retail Parity	No	No	Yes	
	Line Sharing<6 lines/Non-Dispatch	Retail Parity	Yes	No	Yes	
	Digital Loops <DS-1/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Digital Loops >=DS-1/<10 lines/Dispatch	Retail Parity	No	No	No	
P-11	Service Order Accuracy					
	Design (Specials)<10 lines/Dispatch	>= 95%	Yes	Yes	Yes	
	Design (Specials)<10 lines/Non-Dispatch	>= 95%	Yes	Yes	Yes	
	Loops Non-Design<10 lines/Dispatch	>= 95%	Yes	Yes	Yes	
	Loops Non-Design<10 lines/Non-Dispatch	>= 95%	No/Yes	Yes	Yes	Nov - 94.67%
Unbundled Network Elements - Maintenance & Repair						
MR-1	% Missed Repair Appointments					
	2W Analog Loop Design/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Design/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Non-Dispatch	Retail Parity	Yes	Yes	No	
MR-2	Customer Trouble Report Rate					
	2W Analog Loop Design/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Design/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Non-Dispatch	Retail Parity	No	No	No	
MR-3	Maintenance Average Duration					
	2W Analog Loop Design/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Design/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Non-Dispatch	Retail Parity	Yes	Yes	No	
	Line Sharing/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Non-Dispatch	Retail Parity	Yes	Yes	No	
MR-4	% Repeat Troubles w/in 30 Days					
	2W Analog Loop Design/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Design/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	xDSL Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Dispatch	Retail Parity	Yes	Yes	Yes	
	ISDN Loops/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Dispatch	Retail Parity	Yes	Yes	Yes	
	Line Sharing/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
General - Pre-Ordering						
PO-1	Loop Makeup Inquiry (Manual)					
	Loops	>= 95% w/in 3 bus days	Yes	Yes	Yes	
PO-2	Loop Makeup Inquiry (Electronic)					
	Loops	>= 95% w/in 5 min	Yes	Yes	Yes	

Tennessee Performance Summary
Checklist Item #11 -
Number Portability

Exhibit AJV-4

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
Unbundled Network Elements - Ordering						
O-7	% Rejected Service Requests					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design w/ LNP	Diagnostic	25.00%	44.44%	52.63%	
	2W Analog Loop Non-Design w/ LNP	Diagnostic	---	---	---	
	Standalone LNP	Diagnostic	14.29%	6.67%	13.54%	
	<i>Partially Mechanized</i>					
	2W Analog Loop Design w/ LNP	Diagnostic	29.80%	27.91%	28.47%	
	2W Analog Loop Non-Design w/ LNP	Diagnostic	---	---	---	
	Standalone LNP	Diagnostic	35.04%	28.07%	29.52%	
	<i>Non-Mechanized</i>					
	2W Analog Loop Design w/ LNP	Diagnostic	37.50%	35.65%	31.31%	
	2W Analog Loop Non-Design w/ LNP	Diagnostic	---	---	37.50%	
	Standalone LNP	Diagnostic	21.12%	28.62%	26.15%	
O-8/14	Reject Interval					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=97% w/in 1hr	Yes	Yes/LV	Yes	Dec - 4 Orders
	2W Analog Loop Non-Design w/ LNP	>=97% w/in 1hr	---	---	---	
	Standalone LNP	>=97% w/in 1hr	No	No/LV	Yes	Dec - 5 Orders
	<i>Partially Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=85% w/in 10hrs	Yes	Yes	No	
	2W Analog Loop Non-Design w/ LNP	>=85% w/in 10hrs	---	---	---	
	Standalone LNP	>=85% w/in 10hrs	No	Yes	Yes	
	<i>Non-Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=85% w/in 24hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP	>=85% w/in 24hrs	---	Yes	Yes	
	Standalone LNP	>=85% w/in 24hrs	Yes	Yes	Yes	
O-9/15	FOC Timeliness					
	<i>Fully Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=95% w/in 3hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP	>=95% w/in 3hrs	---	---	---	
	Standalone LNP	>=95% w/in 3hrs	Yes	Yes	Yes	
	<i>Partially Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=85% w/in 10hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP	>=85% w/in 10hrs	---	---	---	
	Standalone LNP	>=85% w/in 10hrs	No/Yes	Yes	Yes	Nov - 84.62%
	<i>Non-Mechanized</i>					
	2W Analog Loop Design w/ LNP	>=85% w/in 36hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP	>=85% w/in 36hrs	---	---	Yes	
	Standalone LNP	>=85% w/in 36hrs	Yes	Yes	Yes	
Unbundled Network Elements - Provisioning						
P-1	Held Orders					
	2W Analog Loop Design w/ LNP					
	<10 Circuits/Facility	R&B - Disp	Yes	Yes	Yes	
	<10 Circuits/Equipment	R&B - Disp	Yes	Yes	Yes	
	<10 Circuits/Other	R&B - Disp	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP					
	<10 Circuits/Facility	R&B (POTS) excl SB Or	---	---	Yes	
	<10 Circuits/Equipment	R&B (POTS) excl SB Or	---	---	Yes	
	<10 Circuits/Other	R&B (POTS) excl SB Or	---	---	Yes	
	Standalone LNP					
	<10 Circuits/Facility	R&B (POTS)	Yes	Yes	Yes	
	<10 Circuits/Equipment	R&B (POTS)	Yes	Yes	Yes	
	<10 Circuits/Other	R&B (POTS)	Yes	Yes	Yes	
P-2	% Jeopardies - Mechanized					
	<i>Mechanized</i>					
	2W Analog Loop Design w/ LNP	Retail Parity	No	Yes	No	
	2W Analog Loop Non-Design w/ LNP	Retail Parity	---	---	Yes	
	Standalone LNP	Retail Parity	Yes	Yes	Yes	
P-3	% Missed Installation Appointments					
	2W Analog Loop Design w/ LNP/<10 lines/Dispatch	>=48 Hrs	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP/<10 lines/Dispatch	>=48 Hrs	---	---	Yes	
	2W Analog Loop Non-Design w/ LNP/<10 lines/Dispatch In	>=48 Hrs	---	---	Yes	
	Standalone LNP/<10 lines/Non-Dispatch	>=48 Hrs	Yes	Yes	Yes	
P-4	Order Completion Interval					
	2W Analog Loop Design w/ LNP/<10 lines/Dispatch	Retail Parity	No	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP/<10 lines/Dispatch	Retail Parity	---	---	Yes	Jan - 4 Orders
	Standalone LNP/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
P-7	Coordinated Customer Conversion Interval					
	Loops w/ LNP	>=95% w/in 15min	Yes	Yes	Yes	
P-9	% Provisioning Troubles w/in 30 Days					
	2W Analog Loop Design w/ LNP/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	2W Analog Loop Non-Design w/ LNP/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Standalone LNP/<10 lines/Non-Dispatch	Retail Parity	---	---	Yes	
P-13B	% LNP Trigger Applied Prior to DD					
		>=96.5%	Yes	Yes	Yes	Nov - 98.47%, Dec - 98.99%, Jan - 99.30%
P-13C	% Out of Service < 60 Minutes					
		>=96.5%	Yes	Yes	Yes	Nov - 100%, Dec - 100%, Jan - 100%
P-13D	Disconnect Timeliness - NON-Trigger					
		>=95% w/in 12 Hrs	No	No	No	Nov - 21.26%, Dec - 43.97%, Jan - 3.99%

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
Resale - Ordering						
O-7	% Rejected Service Requests					
	<i>Fully Mechanized</i>					
	Residence	Diagnostic	7.01%	6.55%	6.39%	
	Business	Diagnostic	27.52%	19.52%	19.91%	
	<i>Partially Mechanized</i>					
	Residence	Diagnostic	23.41%	25.75%	25.62%	
	Business	Diagnostic	45.67%	54.63%	50.72%	
	<i>Non-Mechanized</i>					
	Residence	Diagnostic	51.09%	45.98%	36.36%	
	Business	Diagnostic	52.73%	54.19%	40.10%	
O-8	Reject Interval					
	<i>Fully Mechanized</i>					
	Residence	>=97% w/in 1hr	No	No/Yes	No/Yes	Nov - 94.60%, Dec - 95.72%, Jan - 95.07%
	Business	>=97% w/in 1hr	No	Yes	No	
	<i>Partially Mechanized</i>					
	Residence	>=85% w/in 24/18/10hrs	Yes	Yes	Yes	
	Business	>=85% w/in 24/18/10hrs	Yes	Yes	Yes	
	<i>Non-Mechanized</i>					
	Residence	>=85% w/in 24hrs	Yes	Yes	Yes	
	Business	>=85% w/in 24hrs	Yes	Yes	Yes	
	Design (Specials)	>=85% w/in 24hrs	Yes	Yes	Yes/LV	Jan - 3 Ordersw
	ISDN	>=85% w/in 24hrs	Yes	Yes	Yes	
O-9	FOC Timeliness					
	<i>Fully Mechanized</i>					
	Residence	>= 95% w in 3 hrs	Yes	Yes	Yes	
	Business	>= 95% w in 3 hrs	Yes	Yes	Yes	
	<i>Partially Mechanized</i>					
	Residence	>= 85% w in 36/18/10 hrs	Yes	Yes	Yes	
	Business	>= 85% w in 36/18/10 hrs	Yes	Yes	Yes	
	<i>Non-Mechanized</i>					
	Residence	>= 85% w in 36 hrs	Yes	Yes	Yes	
	Business	>= 85% w in 36 hrs	Yes	Yes	Yes	
	Design (Specials)	>= 85% w in 36 hrs	Yes	Yes	Yes	
	ISDN	>= 85% w in 36 hrs	Yes	Yes	Yes	
Resale - Provisioning						
P-1	Mean Held Order Interval					
	Residence					
	<10 Circuits/Facility	Res	Yes	Yes	Yes	
	<10 Circuits/Equipment	Res	Yes	Yes	Yes	
	<10 Circuits/Other	Res	Yes	Yes	Yes	
	Business					
	<10 Circuits/Facility	Bus	Yes	Yes	Yes	
	<10 Circuits/Equipment	Bus	Yes	Yes	Yes	
	<10 Circuits/Other	Bus	Yes	Yes	Yes	
P-2	% Jeopardies - Mechanized					
	Residence	Retail Parity	Yes	Yes	No/Yes	Jan - 0.28% v. 0.38% (Superior Service)
	Business	Retail Parity	Yes	Yes	Yes	
P-3	% Missed Installation Appointments					
	Residence/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Residence/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
P-4	Order Completion Interval					
	Residence/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Residence/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
P-5	Average Completion Notice Interval					
	<i>Fully Mechanized</i>					
	Residence/<10 lines/Dispatch	Res	Yes	Yes	Yes	
	Residence/<10 lines/Non-Dispatch	Res	Yes	Yes	Yes	
	Business/<10 lines/Dispatch	Bus	Yes	Yes	Yes	
	Business/<10 lines/Non-Dispatch	Bus	Yes	Yes	Yes	
P-9	% Provisioning Troubles w/in 30 Days					
	Residence/<10 lines/Dispatch	Retail Parity	Yes	Yes	No	
	Residence/<10 lines/Non-Dispatch	Retail Parity	No	No	No	
	Business/<10 lines/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/<10 lines/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
P-11	Service Order Accuracy					
	Residence/<10 lines/Dispatch	>=95%	Yes	Yes	No	
	Residence/<10 lines/Non-Dispatch	>=95%	Yes	Yes	Yes	
	Business/<10 lines/Dispatch	>=95%	Yes	Yes	No	
	Business/<10 lines/Non-Dispatch	>=95%	Yes	Yes	No/Yes	Jan - 93.24%
Resale - Maintenance & Repair						
MR-1	% Missed Repair Appointments					
	Residence/Dispatch	Retail Parity	Yes	Yes	Yes	
	Residence/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-2	Customer Trouble Report Rate					
	Residence/Dispatch	Retail Parity	No	No	No	
	Residence/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Non-Dispatch	Retail Parity	No	Yes	Yes	
MR-3	Maintenance Average Duration					
	Residence/Dispatch	Retail Parity	Yes	Yes	Yes	
	Residence/Non-Dispatch	Retail Parity	Yes	Yes	Yes	

SQM ID	Metric/Submetric	Bmark/Analog	Nov	Dec	Jan	Comments/Discussion
	Business/Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
MR-4	% Repeat Troubles within 30 Days					
	Residence/Dispatch	Retail Parity	Yes	Yes	Yes	
	Residence/Non-Dispatch	Retail Parity	Yes	Yes	Yes	
	Business/Dispatch	Retail Parity	No	Yes	Yes	
	Business/Non-Dispatch	Retail Parity	Yes	Yes	No	
Resale - Billing						
B-1	Invoice Accuracy	Retail Parity	Yes	Yes	No	
B-2	Mean Time to Deliver Invoices - CRIS	Retail Parity	Yes	No	Yes	

EXHIBIT NO. AJV-5

GPSC Staff Recommendation in Docket 7892-U

DOCKET 7892-U Consideration of BellSouth Telecommunications Inc.'s Motions to Modify Service Quality Measurements and to Maintain Funds in Escrow and Notice of Deposit of Funds into an Escrow Account

On June 27, 2001 BellSouth Telecommunication's Inc. filed a motion for the Commission to modify Performance Measure P-13 (LNP-Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution) in BellSouth's Service Quality Measurements ("SQM"). BellSouth alleges, such modification is necessary because the current measure: (1) does not accurately capture the customer's experience when the customer's telephone number is ported; and (2) includes activities in the porting process over which BellSouth has no control. Additionally, BellSouth proposed three alternatives to address the current situation until the Commission can review Performance Measure P-13 in full at a later date. First, the Commission could replace the existing Performance Measure P-13 with the "Average Time of Out of Service for LNP Conversion" measure from Texas, which was endorsed by the CLEC Coalition in this docket. Second, the Commission could modify the existing Performance Measure P-13 to more accurately the current number porting process and the minimize the impact of those porting activities over which BellSouth has no control. Third, the Commission could require BellSouth to continue reporting local number portability ("LNP") disconnect timeliness under the existing Performance Measure P-13 and to begin reporting performance under either the proposed Texas measure or the proposed revised measure, but to suspend any additional Tier I or Tier II penalty payments until further Commission review. Further, in an informal meeting held between staff, BellSouth and ATT, BellSouth produced another modified version of Average Disconnect Timeliness Measure.

On July 10, 2001 filed an additional motion that it be permitted to maintain Tier 1 and Tier 2 penalties attached to the Average Disconnect Timeliness LNP measure in an escrow account pending further Commission action on the above motion.

On July 16, 2001 AT&T files a response to BellSouth's motion pointing out that the Commission established a 6-month review process for the purpose of modifying the SQMs and applicable analogs and benchmarks. The first review was ordered to take place eight months after the date of the Commission's Order. (January 12 Order, p. 29) Thus, the first SQM review is scheduled for September 2001. This Commission should deny BellSouth's request to modify Performance Measure P-13 prior to the SQM review and direct that all funds due an owing to CLECs and the State due to BellSouth performance failure be paid immediately.

STAFF RECOMMENDATION

Staff recommends the following:

1. BST immediately pay Tier 1 penalties plus interest for the month of May to the CLECs

2. **BST immediately pay Tier 2 penalties to the state of Georgia for the month of May.**
3. **File a detailed root cause analysis as specified in the Commission's January 16, 2001 Order.**
4. **Implement the P-13 measure approved by this Commission and the penalties associated with it retroactive to June.**
5. **Implement the Texas 97 (P-13B) and 101 (P-13C) measures using Georgia's penalties and methodology (Measures attached) retroactive to June.**
6. **Implement Measure P-13D (Attached) using Georgia's penalties and methodologies retroactive to June. The Benchmark is 95% Within 12 hours. This measure will capture the disconnect timeliness for Non-Triggered LNP orders.**
7. **For measure 101 (P-13C), P-13D and P-13, provide a statistical analysis for each month that details the exact interval for each TN. Please provide disaggregation to capture different scenarios (ex. LNP Orders that flow all the way through to disconnect, Orders that fall-out for manual handling)**
8. **Based on the information obtained from 3, 4, 5, 6 and 7, Staff will take this information to the 6-month review. Staff will recommend what retroactive penalty is paid back to June after discussion in the CLEC Workshop.**

BellSouth
Service Quality Measurements Plan

PROVISIONING – (LNP)

Report/Measurement :
P-11. LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution
Definition:
Disconnect Timeliness is defined as the interval between the time the LNP Gateway receives the 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time that the Disconnect service order for an LSR is completed in SOCS. This interval effectively measures BST responsiveness by isolating it from impacts that are caused by CLEC related activities.
Exclusions:
• Canceled Service Orders • Order Activities of BST or the CLEC associated with internal or administrative use of local services (Record Orders, Test Orders, etc.) where identifiable.
Business Rules:
The Disconnect Timeliness interval is determined for each Disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness interval is the elapsed time from when BST receives the 'Number Ported' message for an LSR's disconnect order from NPAC (signifying the CLEC 'Activate') until the Disconnect service order is completed in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the total number of selected disconnect orders which have been completed.
Calculation :
Average Disconnect Timeliness Interval: $\frac{\sum [(\text{Disconnect Service Order Completion Date \& Time}) - (\text{'Number Ported' Message Received Date \& Time})]}{(\text{Total Number of Disconnect Service Orders Completed in Reporting Period})}$ Disconnect Timeliness Interval Distribution: $[\sum (\text{Disconnect Service Orders Completed in "X" days}) / (\text{Total Disconnect Service Orders Completed in Reporting Period})] \times 100$
Report Structure:
• Mechanized (service orders generated by LSRs submitted via EDI or TAG) • CLEC Specific • CLEC Aggregate
Level of Disaggregation:
• Reported in day intervals = 0,1,2,3,4, 5, >5 days • Product Reporting Levels ➢ LNP • Geographic Scope ➢ State, Region
Retail Analog/Benchmark:
See Appendix D

Revision Date: 05/15/00 (taf)

101. Measurement:	
Percent Out of Service < 60 minutes	
Definition:	
The Number of LNP related conversions where the time required to facilitate the activation of the port in SWBT's network is less than 60, expressed as a percentage of total number of activations that took place.	
Exclusions:	
• CLEC-caused errors. • NPAC-caused errors unless caused by SWBT. • Stand Alone LNP Orders with more than 500 number activations.	
Business Rules:	
The Start time is the receipt of the NPAC broadcast activation message in SWBT's LSMS. The End time is when the Provisioning event is successfully completed in SWBT's network as reflected in SWBT's LSMS. Count the number of activations that took place in less than 60 minutes.	
Levels of Disaggregation:	
• None	
Calculation:	Report Structure:
(Number of activations provisioned in less than 60minutes) ÷ (total LNP activations) * 100.	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 - High Tier 2 - High	
Benchmark:	
96.5% Critical z-value does not apply.	

P-13(c)

97. Measurement:	
Percentage of Time SWBT Applies the 10-digit Trigger Prior to the LNP Order Due Date	
Definition:	
Percentage of time SWBT applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date.	
Exclusions:	
- Excludes Remote Call Forwarding in DMS 100s, DID in all offices and ISDN Data TNs." - Excludes CLEC or Customer caused misses or delays	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
LNP only, and LNP with Loop.	
Calculation:	Report Structure:
(Count of LNP TNs for which 10-digit trigger was applied prior to due date + total LNP TNs for which 10-digit triggers were applied) * 100.	Reported by CLEC and all CLECs.
Measurement Type:	
Tier 1 - High YES	
Tier 2 - High YES	
Benchmark:	
95.5% Critical z-value applies.	

P-13: LNP-Average Disconnects Timeliness Interval & Disconnect Timeliness Interval Distribution Modification Option 2**Definition**

Disconnect Timeliness is defined as the interval between the time ESI Number Manager receives the valid 'Number Ported' message from NPAC (signifying the CLEC 'Activate') until the time the Disconnect is completed in the Central Office switch. This interval effectively measures BellSouth responsiveness by isolating it from impacts that are caused by CLEC related activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.
- CLEC-caused errors.
- NPAC-caused errors, unless caused by BellSouth.
- Incomplete Ports where only a subset of activate messages have been received compared with the LSR and create messages
- Orders which are candidates for 10 digit triggers

Business Rules

The Disconnect Timeliness Interval is determined for each telephone number ported associated with a disconnect service order processed on an LSR during the reporting period. The Disconnect Timeliness Interval is the elapsed time from when BellSouth receives a valid 'Number Ported' message in ESI Number Manager (signifying the CLEC 'Activate') for each telephone number on the service order is disconnected in the Central Office switch. The accumulated time for each reporting dimension is then divided by the total number of selected telephone numbers disconnected in the reporting period.

Calculation

Disconnect Timeliness Interval = (a - b)

- a = Completion Date and Time in Central Office switch for each number on disconnect order
- b = Valid 'Number Ported' message received date & time

Average Disconnect Timeliness Interval = (c / d)

- c = Sum of all Disconnect Timeliness Intervals
- d = Total Number of disconnected numbers completed in reporting period

Disconnect Timeliness Interval Distribution (for each interval) = (e / f) X 100

- e = Disconnected numbers completed in "X" days
- f = Total disconnect numbers completed in reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
 - State, Region

Draft This is a working document. Not to be released. For measurement creation purposes only.

Data Retained

• Order Number • Telephone Number / Circuit Number • Committed Due Date • Receipt Date / Time (ESI Number Manager) • Date/Time of Recent Change Notice	• Not Applicable

SQM Disaggregation – Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Retail Analog/Benchmark:
• LNP	~~95 % within 24 Hours~~

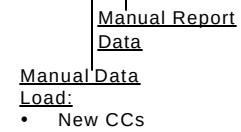
SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

EXHIBIT NO. AJV-6

Production Cycle – PMAP 2.0

Drawing Version 08/17/01



Contains private and/or proprietary information. May only be used for authorized BellSouth business purposes and only by authorized individuals

EXHIBIT NO. AJV-7

KPMG Final Report, dated March 20, 2001



303 Peachtree Street, N.E.
Suite 2000
Atlanta, GA 30308

Telephone 404 739 5900

Fax 404 222 3221

March 20, 2001

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334

RECEIVED

MAR 20 2001

**EXECUTIVE SECRETARY
G.P.S.C.**

RE: Investigation into Development of Electronic Interfaces for BellSouth's Operational Support Systems; Docket No. 8354-U

Enclosed please find an original and twenty (20) copies, as well as electronic copies, of KPMG Consulting, Inc.'s documents:

- *BellSouth – Georgia OSS Evaluation Master Test Plan Final Report;*
- *BellSouth – Georgia OSS Evaluation Supplemental Test Plan Final Report;*
- *BellSouth – Georgia OSS Evaluation Flow-Through Evaluation Final Report; and*
- *BellSouth – Georgia OSS Evaluation – KPMG Consulting Letter of Professional Opinion.*

We request that these documents be filed in the above referenced matter.

I would appreciate your filing same and returning five copies stamped "filed" in the enclosed stamped, self-addressed envelope.

Thank you for your assistance in this regard.

Very truly yours,

David Frey
Managing Director

Enclosures

cc: Parties of Record



RECEIVED

MAR 20 2001

EXECUTIVE SECRETARY
G.P.S.C.

BellSouth Telecommunications, Inc. OSS Evaluation – Georgia

Master Test Plan

Final Report

VERSION 1.0

Submitted by:

 **KPMG Consulting**

March 20, 2001

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I. Document Control

A. Distribution

Table I-1.1: Distribution List For Document

Person	Organization
William Stacy	BellSouth Telecommunications, Inc.
Milton McElroy	BellSouth Telecommunications, Inc.
Kathy Wilson-Chu	BellSouth Telecommunications, Inc.
Bennett Ross	BellSouth Telecommunications, Inc.
Raymond Sears	KPMG Consulting, Inc.
Michael Weeks	KPMG Consulting, Inc.
David Frey	KPMG Consulting, Inc.
Nicole Giugno	KPMG Consulting, Inc.
Terry Trudgian	KPMG Consulting, Inc.
Carrie Thielemann	KPMG Consulting, Inc.
Larry Freundlich	KPMG Consulting, Inc.
Brian Rutter	KPMG Consulting, Inc.
Elizabeth Fuccillo	KPMG Consulting, Inc.
Steve Strickland	KPMG Consulting, Inc.
Gregory Pulaski	KPMG Consulting, Inc.

Table I-2.2: Version Control

Version	Date	Reason
1.0	March 20, 2001	Initial release

B. *Statement of Limiting Conditions*

The following conditions, limitations, and assumptions relate to this draft report:

This report is provided pursuant to the terms and conditions of the consulting services contract between KPMG Consulting, Inc. ("KCI") and Bell South - Georgia.

The information and conclusions presented in this report are based on the information provided to KCI or obtained by KCI in the course of the evaluation. All results and conclusions contained herein are subject to change based on additional work or additional information that is provided to KCI.¹

The original *Master Test Plan (MTP)* governing much of the testing work at BellSouth - Georgia was not authored or developed by KCI. On September 9, 1999, KCI inherited a *MTP* and certain associated work-in-progress that had been performed by two third parties. Therefore, KCI makes no representations or warranties as to the contents of this *MTP* or the testing work that had been done prior to September 9, 1999. Furthermore, KCI has not independently verified the accuracy or completeness of the information and work product provided by these third parties; accordingly KCI expresses no opinion on nor bear any responsibility for this information and work product.

The results contained within this report are made up of a significant number of tests and evaluation criteria and are presented without weighting considerations; as such, none of the individual test results can be considered independently. To draw conclusions based on individual test measures or a limited number of test measures would be inappropriate.

This report assumes that the reader possesses a general understanding of the telecommunication industry and related systems, documentation, and processes, consequently KCI assumes no responsibility for the misuse, misunderstanding, or misinterpretation of the content of the report.

This report has been prepared solely for the purpose stated and should not be used for any other purpose. Except as specifically stated in the report, neither KCI's report nor its contents is to be referred to or quoted, in whole or in part, in any registration statement, prospectus, public filing, loan agreement, or other agreement or document without KCI's prior written approval.

Certain information and assumptions (oral and written) have been provided to KCI by the management of BellSouth and other third parties. KCI has relied on this information in our analysis and in the preparation of the report, and has not

¹ Note that in the metrics domain, test execution activities are still in progress.

independently verified to the accuracy or completeness of the information provided; accordingly KCI expresses no opinion on such data.

KCI has not conducted an audit or review of the historical data provided to us in accordance with generally accepted auditing procedures and/or standards promulgated by the American Institute of Certified Public Accountants ("AICPA").

II. Evaluation Overview

1.0 Objective

The objectives of this Evaluation Overview are to provide:

- Background on the Georgia Public Service Commission's (GPSC's) consideration of BellSouth's compliance with the requirements of Section 271 of *The Telecommunications Act of 1996*;
- A summary of the business processes and supporting functions and interfaces identified for testing by the GPSC and outlined in the *Master Test Plan (MTP)* as well as a summary of the test developments preceding KCI's assumption of the role of test manager;
- A summary of the additional testing ordered by the GPSC and described in the *Supplemental Test Plan (STP)*; and
- A high-level description of the processes KCI followed in evaluating BellSouth's interfaces, systems, policies, procedures, and documentation.

2.0 Audience

KCI anticipates that the audience for this document will fall into two main categories:

- Readers who will utilize this document during an evaluation process (i.e., the GPSC; the FCC and Department of Justice); and
- Other interested parties who have some stake in the result of BellSouth's OSS evaluation and wish to have insight into the test results (e.g., BellSouth, CLECs, and other ILECs).

While many of the above parties have stated an interest in the test and its results, only BellSouth and the GPSC have rights to this document. Third-party reliance on this report is not intended and is explicitly prohibited. It is expected that the GPSC will review this report in forming its own assessment of BellSouth's compliance with the requirements of the Act.

3.0 Background

The Georgia Public Service Commission (GPSC) is considering the matter of BellSouth - Georgia's (BellSouth) compliance with the requirements of Section 271 of The Telecommunications Act of 1996 (the Act) in the context of Docket No. 8354-U. The Act, together with Federal Communications Commission (FCC) interpretations, requires an Incumbent Local Exchange Carrier (ILEC) to:

- Provide non-discriminatory access to its Operational Support Systems (OSS) on appropriate terms and conditions;
- Provide the documentation and support necessary for Competitive Local Exchange Carriers (CLECs) to access and use these systems; and
- Demonstrate that the ILEC's systems are operationally ready and provide an appropriate level of performance.

Compliance with these requirements should allow competitors to obtain pre-ordering information, execute service orders for resold services and unbundled network elements (UNE), manage trouble, and obtain billing information at a level deemed to be non-discriminatory when compared with the ILEC's (in this case, BellSouth's) retail operations.

4.0 Master Test Plan Scope

In its *Order on Petition for Third Party Testing (Order)*, dated May 20, 1999, the GPSC ordered BellSouth to conduct an independent, third-party test of the readiness of specific aspects of BellSouth's OSS, and related interfaces, documentation, and processes supporting local market entry by the CLECs.

In its *Order*, the GPSC specified that the third-party testing should focus on the following service delivery methods:

- Unbundled Network Element (UNE) analog loops with and without number portability (Interim Number Portability [INP] and Local Number Portability [LNP])
- UNE switch ports
- UNE loop/port combinations

Furthermore, the *Order* specifically identified five OSS functions to be evaluated:

- Pre-ordering;
- Ordering;
- Provisioning;
- Maintenance and Repair; and
- Billing¹.

The *Order* also called for normal- and peak-volume testing of the OSS interfaces supporting pre-ordering, ordering, and maintenance and repair functions for both resale and UNE services. In addition, the *Order* called for a review of BellSouth's *Percent Flow-Through Service Request Report*².

Prior to KCI's assumption of the role of test manager on September 9, 1999, a Master Test Plan (*MTP*), outlining the scope of testing called for in the GPSC's *Order*, was filed by BellSouth and approved by the GPSC on May 29, 1999. On June 6, 1999, Hewlett Packard (HP) was named test manager by the GPSC, with KCI named as an auditor of the process. A revised *MTP* was developed by HP and filed with the GPSC on August 16, 1999.

On September 9, 1999, HP, BellSouth, the GPSC, and KCI agreed that KCI would be appointed test manager, assuming responsibility for directing those test activities already in progress and for planning and executing any activities not yet initiated. KCI agreed to assume responsibility for execution of the tests stipulated in the *MTP*, but not for the design of the *MTP* itself. Nevertheless, to improve the clarity of test definitions, KCI filed revisions to the *MTP* with the GPSC on October 15, 1999, December 15, 1999, and March 31, 2000.

5.0 Supplemental Test Plan Scope

On January 12, 2000, the GPSC issued a second *Order* specifying a requirement for BellSouth to develop a *Supplemental Test Plan* (*STP*) to describe additional third-party testing of aspects of BellSouth's OSS supporting local market entry by the CLECs. The *STP*, submitted to the GPSC on January 24, 2000, with revisions filed on March 2, 2000 and again on March 17, 2000, following receipt of CLEC comments, describes the plan for evaluating:

1. The Electronic Interface Change Control Process as applied to the implementation of OSS '99;

¹ In the initial *Master Test Plan* filed by BellSouth with the GPSC on May 29, 1999, BellSouth introduced a Change Management function for evaluation.

² The results of this review are presented in KCI's *BellSouth - Georgia Flow-Through Evaluation*, March 12, 2001.

2. Pre-ordering, ordering, and provisioning of xDSL-capable loops;
3. Pre-ordering, ordering and provisioning, maintenance and repair, and billing of Resale services; and
4. Processes and procedures supporting the collection and calculation of performance data.

The results presented in this report pertain only to the areas identified for testing under the *MTP*. Results of the tests described in the *STP* are reported in a separate document, *BellSouth - Georgia OSS Evaluation, Supplemental Test Plan, Final Report*.

6.0 Approach

6.1 Domains

The *MTP* was divided into five domains³ to facilitate testing of BellSouth's wholesale operations (i.e., those operations selling local services and support to other local service providers, or CLECs) by logical business function. This test organization facilitates parity comparisons, where appropriate, to BellSouth's retail operations (i.e., those operations selling local services and support to end-user customers).

The five test domains were:

- Pre-Ordering (PRE)
- Ordering and Provisioning (O&P)
- Billing (BLG)
- Maintenance and Repair (M&R)
- Change Management (CM)

Performance Measures (Metrics) and Capacity Management evaluations are included in each of the Pre-Ordering, Ordering and Provisioning, Billing, and Maintenance and Repair domains.

Within each domain, specific methods and procedures were applied to evaluate BellSouth's performance *vis-a-vis* specific test targets. Details on the evaluation methods, analysis methods, and results of each evaluation are provided in the individual test sections. A summary of the evaluations and results is provided in Section III, Test Summaries.

³ While the *MTP* reflects five domains, KCI's testing efforts have combined the functions of pre-ordering and ordering, to more accurately simulate the activities of a real CLEC. However, test results are presented in this report in line with the organization of the *MTP*.

6.2 Test Types

In developing the prior test of Bell Atlantic (now Verizon) - New York's OSS, KCI identified two fundamental types of tests useful in an evaluation of an ILEC's provision of wholesale services to CLECS: transaction-based and operational. These test types have since been used in OSS evaluations in multiple jurisdictions.

6.2.1 Transaction-based Tests

One of the goals of transaction-based testing was to live the CLEC experience. The fundamental idea was to establish a pseudo-CLEC, and to submit pre-order, order, and repair transactions using BellSouth's electronic interfaces⁴ -- much like a real CLEC would do. Transaction-driven system testing was utilized extensively in the PRE, O&P, M&R, and BLG domains. These tests are "non-invasive" in that they depend on arms-length interaction (e.g., order submissions, receipt of bills) using publicly available interfaces and documentation.

KCI and Hewlett Packard (HP) combined efforts to accomplish the transaction-driven tests. KCI's role was that of a CLEC operations group, including understanding business rules, creating and tracking orders, monitoring BellSouth performance, entering trouble tickets, and evaluating carrier-to-carrier bills. HP's role was that of a CLEC Information Technology group -- establishing electronic bonding with BellSouth, translating back and forth between business and electronic interface rule formats, and resolving problems with missing orders and responses.

The PRE and O&P transaction-driven tests utilized the Telecommunications Access Gateway (TAG) and Electronic Data Interchange (EDI) interfaces constructed by HP⁵. Bills were processed for the BLG evaluations through the Customer Records Information System (CRIS) and Carrier Access Billing System (CABS) invoicing systems, while usage was processed in the Optional Daily Usage File (ODUF) and Access Daily Usage File (ADUF) systems⁶. M&R trouble tickets were submitted through the Trouble Analysis Facilitation Interface (TAFI) and the Electronic Communications Trouble Administration (ECTA) Gateway⁷.

CLEC live test cases provided an alternative test method for transactions that were not practical to provide in our test environment. Moreover, CLEC live test cases provided a different perspective on actual production.

⁴ Interface development was not part of the scope of the test called for in the GPSC's Order.

⁵ See Section V, "O&P Overview" for a more detailed description of the BellSouth TAG and EDI interfaces.

⁶ See Section VI, "Billing Overview" for a more detailed description of the BellSouth billing systems.

⁷ See Section VII "M&R Overview" for a more detailed description of the BellSouth TAFI and ECTA interfaces.

6.2.2 Operational Tests

Operational tests focused on the form, structure, and content of the business process under study. This test method was used to evaluate BellSouth's day-to-day operations and operational management practices, including procedural development and procedural change management. These tests are "invasive," in that KCI receives access to documentation, personnel, and procedural descriptions that are not necessarily publicly available.

Operational analysis also evaluated the results of a process to determine if the process appeared to function correctly, in accordance with documentation and expectations. In some cases, KCI reviewed management practices and operating procedures, comparing the results against legal or statutory requirements or against "best practices" identified by KCI.

6.3 Military-style Test Philosophy

In conducting the evaluation, KCI employed a "military-style" test philosophy. In a military-style test, a mindset of "test until you pass" was generally adopted so that a baseline set of working components would be available to the CLECs by the end of the test period. This was believed to be in the best interest of all parties seeking an open, competitive market for local services in Georgia.

The military-style test process works as follows:

- KCI tests a component;
- KCI informs BellSouth of any problems encountered by creating a written exception⁸ describing the failed component and the potential impact on a CLEC;
- BellSouth prepares a written response to the exception describing any intended fix;
- After BellSouth fixes are complete, KCI retests the component as required; and
- If the exception is cleared, then the process is considered complete, and KCI prepares a written closure statement for consideration by the GPSC. Otherwise, KCI continues to iterate through the cycle until exception closure is reached.

6.4 Test Bed

In order to accomplish the testing, BellSouth was required to provision a test bed of initial accounts that would represent a market share of BellSouth or other

⁸ Note that KCI first issues a "Draft Exception" to BellSouth to substantiate the accuracy of the test data and preliminary analysis.

CLEC accounts that would be lost to our pseudo-CLEC. The notion of a test bed is a logical concept in that the test accounts were created in BellSouth's production systems, not in a separate test system.

KCI and BellSouth cooperated to define the test bed. Using the UNE test scenario descriptions in the MTP, KCI developed test cases for each scenario. Based on the test cases, KCI delivered a set of line and account requirements to BellSouth, which it provisioned. These requirements covered a range of customer starting states (e.g., BellSouth retail, CLEC UNE); line counts (single and multi-line); service types (business, residential); and features (e.g., call waiting, call forwarding). The test bed accounts were established across seven central offices (COs), covering different rate centers and switch types. The test bed specifications submitted to BellSouth provided no indication of the subsequent order activity planned by KCI. In addition to the test bed accounts, BellSouth provided KCI with facility and customer information (cable-pair assignments, telephone numbers, and addresses) required when populating specific service requests.

Prior to KCI's assumption of the test manager role, three separate test beds had been established for ordering and provisioning, maintenance and repair, and billing. In some cases, KCI submitted additional requirements to supplement the existing test beds. Prior to the initiation of testing, KCI validated the provisioning of the test bed by BellSouth to ensure the proper start state for the test accounts.

Additional details on the individual test beds are provided in the test domain introductions.

6.5 Blindness

As previously stated, one of the objectives of the test was to live the CLEC experience. Yet, it was virtually impossible for the KCI/HP test to be truly blind to BellSouth. For example, transactions arrive on dedicated telephone circuits, the owners of which are known by BellSouth. Each CLEC has a unique set of IDs assigned by BellSouth that must be included in every transaction.

To partially offset this lack of blindness, KCI instituted certain procedures to help ensure that KCI and HP would not receive treatment from BellSouth that was obviously different from that received by a real CLEC. For example, KCI required that all documents given to us be generally available to all CLECs, and that any training courses attended by KCI personnel for test purposes be available to all CLECs. KCI reported problems using the same help desk mechanisms used by the CLECs.

6.6 Limitations

Although the MTP was limited to UNEs for feature/function testing in the pre-ordering, ordering and provisioning, maintenance and repair, and billing domains, it exercised a set of activities that is much broader than that likely to be undertaken by any single CLEC in the near future. However, the test was not intended to be exhaustive because it is neither feasible nor desirable to test all possible permutations and combinations of all features and functions across all offered UNE products.

In some cases it was not practical to simulate certain order types, troubles, and processes in a test situation. Examples include orders with very long interval periods and provisioning of large volumes of test transactions that would exceed the manual capacity of BellSouth's work centers. In some cases, KCI lacked access to facilities or registrations needed to perform certain order types, such as the submission of Local Number Portability (LNP). In this case, KCI, in collaboration with the GPSC, solicited the participation of actual CLECs currently doing business with BellSouth - Georgia to execute LNP service requests.

7.0 Results

As of the date of this report, some test execution activities are ongoing, primarily in the metrics domain. Test results for all domains are based on the information available to KCI at the time of writing. A final report will be prepared by KCI for submission to BellSouth and the GPSC upon completion of all test execution activities and the closure (for evaluation purposes) of all exceptions.

7.1 Evaluation Criteria and Results

Test targets and their corresponding evaluation criteria provided the basis for conducting tests. Evaluation criteria were the norms, benchmarks, standards, and guidelines used to evaluate items identified for testing. Evaluation criteria also provided a framework for identification of the scope of tests, the types of measures that must be made during testing, and the approach necessary to analyze results.

The GPSC voted on June 6, 2000 to approve a set of Service Quality Measurement- (SQM-) related measures and standards to be used for purposes of KCI's evaluation. On January 16, 2001, the GPSC issued an order requiring BellSouth to report a set of measures that differs in some cases from the requirement of the June 6th test standards. In cases where a test evaluation criterion mapped to a BellSouth SQM, the test results were compared against the proposed standards. In cases where a standard does not exist, results were evaluated using explicit evaluation criteria established by KCI, based on its professional judgment. For quantitative evaluation criteria where the test result

did not meet or exceed the established standard or KCI benchmark, KCI conducted a review to determine whether the differential was statistically significant.

Each evaluation criterion was analyzed individually and has its own associated result and comment. The results fell into the following categories:

- Satisfied – KCI's analysis demonstrated that the evaluation criterion was satisfied through existing business operations components (e.g., procedure, system, or document). A criterion was satisfied by meeting a quantitative, qualitative, parity, or existence parameter established for purposes of the test.
- Not Satisfied – KCI's analysis demonstrated that the evaluation criterion was not satisfied through existing business operations components (e.g., procedure, system, or document). A criterion was not satisfied by failing to meet a quantitative, qualitative, parity, or existence parameter established for purposes of the test.
- No Result Determination Made – test results are presented as diagnostic information only.
- Not Complete - test execution is in progress and/or exceptions remain open.

In cases where failure to satisfy the criterion might, in KCI's judgment, present a significant business impact to CLECs, KCI issued an exception. Exceptions were a means of identifying to BellSouth defects in its OSS components. Where applicable to an evaluation criterion, the significant details of an exception are documented in the "Comments" column of *Section 3.0 Results Summary* for each test. Other items worthy of mention that might not present a significant business impact to CLECs are also described in the "Comments" column.

For information on all exceptions, please access the GPSC Web site at:

<http://www.psc.state.ga.us/telecom/Third%20Party.htm>

KCI must point out that the criteria are not all of equal importance. Some are less important as stand-alone measures, but are important when considered in a group. Other criteria are significant in their own right. A simple numerical counting or averaging of results by result category is misleading and should be avoided.

III. Test Summaries

This section provides summary information on each test domain. Each domain summary provides a description of the test objective, evaluation methods, analysis methods, and summary results. See Section II, 7.1 "Evaluation Criteria and Results" for definitions of these items.

The following evaluations are summarized in this section:

- A. Pre-Ordering (PRE)
- B. Ordering and Provisioning (O&P)
- C. Billing (BLG)
- D. Maintenance and Repair (M&R)
- E. Change Management (CM)
- F. Performance Measures¹

¹ The Performance Measures Evaluations were conducted as part of the Pre-Ordering, Ordering and Provisioning, Maintenance and Repair, and Billing Evaluations. These evaluations employed a consistent methodology across the four domains. This methodology is described in this section.

A. Pre-Ordering (PRE)

This section provides a summary of the Pre-Ordering (PRE) domain testing activities. For more information on planned testing, refer to Section IV: *Pre-Ordering Test* in the *Master Test Plan*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section IV: *Pre-Ordering Test Section* in this document.

1.0 PRE-1: TAG Pre-Ordering Functional Test

This section provides a summary of the PRE-1: TAG Pre-Ordering Functional Test.

1.1 Objective

The objective of this test was to evaluate the functionality of the Telecommunications Access Gateway (TAG) for electronically ordered Unbundled Network Elements (UNEs) in accordance with the TAG Documentation.

1.2 Evaluation Methods

In order to accomplish this objective, Pre-Order transactions were developed and submitted via TAG using CLEC data. The test included both stand-alone accounts and integrated pre-order/order transactions.

1.3 Analysis Methods

The data collected from the TAG Pre-Ordering Functional Test were analyzed, and the results were assessed employing test-specific evaluation criteria.

1.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, No Result Determination Made, or Not Satisfied) are provided in Section II.

Table III-A.1: PRE-1: TAG Pre-Ordering Functional Test - Summary Results

Evaluation Criteria - Satisfied	
PRE-1-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.
PRE-1-2-1	BLS's TAG interface provides expected system responses.
PRE-1-2-2	BLS systems or representatives provide required pre-ordering functionality.
PRE-1-3-1	The TAG interface provides timely pre-order responses from BLS's RSAG-TN back end system.
PRE-1-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back end system.
PRE-1-3-3	The TAG interface provides timely pre-order responses from BLS' DSAP back end system.

PRE-1-3-4	The TAG interface provides timely pre-order responses from BLS's ATLAS back end system.
PRE-1-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR and CSRACCTs back end system.
PRE-1-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back end system.
PRE-1-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back end system.
PRE-1-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back end system.
PRE-1-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.
PRE-1-4-1	BLS system or representative provides clear, accurate, and complete pre-order success responses.
PRE-1-4-2	BLS system or representative provides clear, accurate, and complete back end or TAG API errors.

2.0 PRE-2: Pre-Ordering Performance Results Comparison

This section provides a summary of the PRE-2: Pre-ordering Performance Results Comparison.

2.1 Objective

The first objective of this test was to assess the accuracy and completeness of the Pre-Ordering Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The second objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

2.2 Evaluation Methods

In order to accomplish the first objective, KCI calculated the SQMs based on calculation instructions provided by BellSouth. KCI used the raw data provided by BellSouth to perform its calculations and then compared its results to the reported SQM values, using the pre-established evaluation criteria. To accomplish the second objective, KCI collected data on its test transactions and compared the values in the collected data to the raw data values provided by BellSouth to determine whether they agreed, according to the evaluation criteria.

2.3 Analysis Methods

Given the calculation instructions, KCI developed its own computer programs to perform independent calculations of SQMs. To prepare for the data comparisons, KCI mapped its test data elements to the corresponding elements in BellSouth's raw data for Pre-Ordering SQMs.

2.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-A.2: PRE-2: Pre-Ordering Performance Results Comparison - Summary Results

Evaluation Criteria - Satisfied	
PRE-2-1-1	BLS reports are correctly disaggregated and complete - Average OSS Response Time and Response Interval.
PRE-2-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average OSS Response Time and Response Interval.
PRE-2-2-1	BLS reports are correctly disaggregated and complete - OSS Interface Availability.
PRE-2-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Interface Availability.

3.0 PRE-3: Pre-Ordering Documentation Evaluation

This section provides a summary of the PRE-3: Pre-Ordering Documentation Evaluation.

3.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAG pre-order functions available to them.

3.2 Evaluation Methods

In order to accomplish this objective KCI reviewed the availability, accuracy, and completeness of BellSouth's pre-ordering documentation using a variety of operational analysis techniques.

3.3 Analysis Methods

The data collected from the Pre-Ordering Performance Documentation Evaluation were analyzed, and the results were assessed employing test specific evaluation criteria.

3.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-A.3: PRE-3: Pre-Ordering Performance Documentation Evaluation - Summary Results

Evaluation Criteria - Satisfied	
PRE-3-1-1	BLS documentation is readily available via the BLS Web site or in hardcopy.
PRE-3-1-2	BLS makes updates to documents readily available to the CLECs.
PRE-3-1-3	Training is available for use of documentation.
PRE-3-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.
PRE-3-1-5	Responsibilities and procedures for distributing documentation are clearly defined.
PRE-3-2-1	Document version is indicated clearly within and throughout each document.
PRE-3-2-2	BLS document organization is consistent with its intended use.
PRE-3-2-3	BLS documents contain information that is relevant to its intended audience.
PRE-3-2-4	BLS documents contain tables of contents.
PRE-3-2-5	BLS documents are logically organized with clear page numbering and section labeling.
PRE-3-2-6	BLS documents contain contact/help desk numbers.
PRE-3-2-7	BLS documents clearly indicate purpose and scope.
PRE-3-2-8	Cross-references are clearly stated, directing readers to relevant sources of additional information.
PRE-3-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.
PRE-3-3-1	BLS documents provide description of all error messages and potential steps for resolution.
PRE-3-3-2	BLS documents clearly identify inputs/outputs of the specific processes.
PRE-3-3-3	BLS documents include expected results of process and cycle times.
PRE-3-4-1	BLS documents correctly define all data fields.
PRE-3-4-2	BLS documents accurately define acceptable formats for all data fields.
PRE-3-4-3	BLS documents clearly identify required and optional fields.
PRE-3-4-4	BLS documents clearly describe expected system responses/outputs.
PRE-3-4-5	BLS documents contain methods and procedures to correctly execute processes.

4.0 PRE-4: Pre-Ordering Normal Volume Test

This section provides a summary of the PRE-4: Pre-Ordering Normal Volume Test.

4.1 Objective

The objective of this test was to evaluate the behavior and performance of the TAG interface under "normal" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of pre-order test cases.

4.2 Evaluation Methods

In order to accomplish this objective, KCI tested BellSouth's interfaces at year-end, 2001 (YE01) projected order volumes in BellSouth's Reengineered Services, Installation and Maintenance Management System (RSIMMS) environment for two ten-hour periods. This test was executed by submitting pre-order requests in support of Resale and UNE orders against BellSouth test-bed accounts and continued through the return of successful pre-order responses, rejections or error notices.

4.3 Analysis Method

The data collected from the Pre-Ordering Normal Volume Test were analyzed, and the results were assessed employing test specific evaluation criteria.

4.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-A.4: PRE-4: Pre-Ordering Normal Volume Test - Summary Results

Evaluation Criteria - Satisfied	
PRE-4-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.
PRE-4-2-1	BLS's TAG interface provides expected system responses.
PRE-4-3-1	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide-Telephone Number (RSAG-TN) back-end system.
PRE-4-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.
PRE-4-3-3	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back-end system.
PRE-4-3-4	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Number Load Administration and Selection (ATLAS) back-end system.

PRE-4-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.
PRE-4-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.
PRE-4-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.
PRE-4-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.
PRE-4-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.
PRE-4-4-1	BLS system provides accurate pre-order success responses.
PRE-4-4-2	BLS system provides accurate back-end or TAG API errors.

5.0 PRE-5: Pre-Ordering Peak Volume Test

This section provides a summary of the PRE-5: Pre-ordering Peak Volume Test.

5.1 Objective

The objective of this test was to evaluate the behavior and performance of the TAG interface under "peak" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of pre-order test cases.

5.2 Evaluation Methods

In order to accomplish this objective, KCI tested BellSouth's interfaces at year-end, 2001 (YE01) projected order volumes in BellSouth's Reengineered Services, Installation and Maintenance Management System (RSIMMS) environment for two eight-hour periods. This test was executed by submitting pre-order requests in support of Resale and UNE orders against BellSouth test-bed accounts and continued through the return of successful pre-order responses, rejections or error notices.

5.3 Analysis Method

The data collected from the Pre-Ordering Peak Volume Test were analyzed, and the results were assessed employing test specific evaluation criteria.

5.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-A.5: PRE-5: Pre-Ordering Peak Volume Test - Summary Results

Evaluation Criteria - Satisfied	
PRE-5-1-1	TAG pre-order transaction capability is consistently available during scheduled hours of operation.
PRE-5-2-1	BLS's interface provides expected system responses.
PRE-5-3-1	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide Telephone Number (RSAG-TN) back-end system.
PRE-5-3-2	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back-end system.
PRE-5-3-3	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back-end system.
PRE-5-3-4	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Load Administration and Selection (ATLAS) back-end system.
PRE-5-3-5	The TAG interface provides timely pre-order responses from BLS's CRSECSR back-end system.
PRE-5-3-6	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.
PRE-5-3-7	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.
PRE-5-3-8	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.
PRE-5-3-9	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.
PRE-5-4-1	BLS system provides clear and accurate pre-order success responses.
PRE-5-4-2	BLS system provides clear, accurate, and complete back-end or TAG API errors.

6.0 PRE-6: Pre-Order Processing System Capacity Management Evaluation

This section provides a summary for the PRE-6: Pre-Order Processing Systems Capacity Management Evaluation.

6.1 Objective

The objective of this test was to determine the extent to which procedures to accommodate increases in the pre-order TAG interface transaction volumes and users are actively managed.

6.2 Evaluation Methods

In order to accomplish this objective, systems documentation and process flows for pre-order processing were reviewed. Interviews were conducted with system administration personnel responsible for the operation of the pre-order processing systems. These interviews were supplemented with an analysis of BellSouth's documented capacity management procedures as well as collection of evidence of related activities such as periodic capacity management reviews, system

reconfiguration/load balancing, load increase induced upgrades, and resource utilization and performance management reporting.

6.3 Analysis Methods

The Pre-Order Processing Systems Capacity Management Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. The data collected from inspections and interviews were analyzed employing the evaluation criteria.

6.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-A.6: PRE-6: Pre-Order Processing System Capacity Management Evaluation - Summary Results

Evaluation Criteria - Satisfied	
PRE-6-1-1	There is an established process for capturing business and transaction volumes.
PRE-6-1-2	There is an established process for capturing resource utilization.
PRE-6-1-3	Resource utilization is monitored for system components and elements.
PRE-6-1-4	Instrumentation and other tools are used to collect resource utilization data.
PRE-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).
PRE-6-1-6	Instrumentation and other tools are used to monitor performance.
PRE-6-1-7	There is an established process for forecasting business volumes and transactions.
PRE-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
PRE-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
PRE-6-1-10	There is an established process for verification and validation of performance data.
PRE-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.
PRE-6-1-12	Capacity Management process is defined and documented.
PRE-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.
PRE-6-1-14	Performance monitoring results are considered in the planning process for capacity management.
PRE-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.

B. Ordering and Provisioning (O&P)

This section provides a summary of the Ordering and Provisioning (O&P) domain testing activities. For more information on planned testing, refer to Section V: *Ordering and Provision Test* in the *Master Test Plan*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section V: Ordering and Provisioning Test Section in this document.

1.0 O&P-1: EDI Functional Test

This section provides a summary of the O&P-1: EDI Functional Test.

1.1 Objective

The objective of this test was to evaluate the existence of EDI functionality for electronically ordered UNEs in accordance with EDI documentation.

1.2 Evaluation Methods

The EDI Functional Test included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria, detailed in the Master Test Plan, provided the framework of norms, standards and guidelines for the EDI Functional Test.

1.3 Analysis Methods

The data collected from the EDI Functional Test was analyzed, and the results were assessed employing *test specific evaluation criteria*.

1.4 Summary Results

The following table presents the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.1: O&P-1: EDI Functional Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-1-2-2	BLS systems and representatives provide required order functionality.
O&P-1-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).
O&P-1-3-2b	BLS's EDI interface provides timely Partially Mechanized (PM) order clarifications (CLRs).
O&P-1-3-3a	BLS's EDI interface provides timely Flow-Through (FT) Firm Order Confirmations (FOCs).
O&P-1-3-3b	BLS's EDI interface provides timely Non-Flow-Through (NFT) Firm Order Confirmations (FOCs).
O&P-1-3-5	BLS's EDI interface provides timely Jeopardy Notifications.
O&P-1-3-6	BLS's EDI interface provides timely Missed Appointment (MA) notifications .

Evaluation Criteria - Satisfied	
O&P-1-4-1	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs)
O&P-1-4-4	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).
O&P-1-4-5	BLS systems and representatives return clear and complete Jeopardy Notifications.
O&P-1-4-6	BLS systems provide clear, accurate, and complete Missed Appointment Notifications.
O&P-1-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.
O&P-1-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible.
O&P-1-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.
O&P-1-5-3	Pre-Order and Order field names and field formats for Calculate Due Date queries are compatible.
O&P-1-5-4	Pre-Order and Order field names and field formats for Address Validation Query with Telephone Number are compatible.
O&P-1-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.
O&P-1-5-6	Pre-Order and Order field names and field formats for Telephone Number Availability Queries are compatible.
O&P-1-5-7	Pre-Order and Order field names and field formats for Telephone Number Selection Queries are compatible.
Evaluation Criteria - Not Satisfied	
O&P-1-2-1	The EDI interface provides expected system responses.
O&P-1-3-2a	BLS's EDI interface provides timely Fully Mechanized (FM) order errors (ERRs)/clarifications (CLRs).
O&P-1-4-2	BLS systems and representatives provide clear, accurate and complete order errors (ERRs)/clarifications (CLRs).
Evaluation Criteria - No Result Determination Made	
O&P-1-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.
O&P-1-3-4	BLS's EDI interface provides timely Completion Notifications (CNs) within agreed upon standard intervals.
O&P-1-4-3	Service order provisioning due dates (FOC DDs) identified within BLS's order confirmation delivered through EDI are consistent with the CLEC's valid due date (LSR DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).

2.0 O&P-2: TAG Functional Test

This section provides a summary for the O&P-2: TAG Functional Test.

2.1 Objective

The objective of this test was to evaluate the existence of TAG functionality for electronically ordered UNEs in accordance with EDI documentation.

2.2 Evaluation Methods

The TAG Functional Test included a checklist of evaluation criteria developed by the test manager during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria, detailed in the Master Test Plan, provided the framework of norms, standards and guidelines for the TAG Functional Test.

2.3 Analysis Methods

The data collected from the TAG Functional Test was analyzed, and the results were assessed employing test specific evaluation criteria.

2.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.2: O&P-2: TAG Functional Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-2-1-1	TAG order transaction capability is consistently available during scheduled hours of operation.
O&P-2-2-2	BLS systems and representatives provide required order functionality.
O&P-2-3-1	BLS's TAG interface provides timely Functional Acknowledgements (FAs).
O&P-2-3-2a	BLS's TAG interface provides timely Fully Mechanized (FM) order errors (ERRs)/clarifications (CLRs).
O&P-2-3-2b	BLS's TAG interface provides timely Partially Mechanized (PM) order errors clarifications (CLRs).
O&P-2-3-3b	BLS's TAG interface provides timely Non-Flow-Through (NFT) Firm Order Confirmations (FOCs) .
O&P-2-3-5	BLS's TAG interface provides timely Jeopardy Notifications.
O&P-2-3-6	BLS's TAG interface provides timely Missed Appointment (MA) Notifications.
O&P-2-4-1	BLS systems and representatives provide clear, accurate, and complete Firm Order Confirmations (FOCs)
O&P-2-4-4	BLS systems and representatives provide clear, accurate, and complete Completion Notifications (CNs).
O&P-2-4-5	BLS systems and representatives return clear and complete Jeopardy Notifications.
O&P-2-4-6	BLS systems provide clear, accurate, and complete Missed Appointment Notifications.
O&P-2-4-7	BLS service order tracking systems (CSOTS) provide accurate LSR status.
O&P-2-5-1	Pre-Order and Order field names and field formats for Service Availability Queries are compatible
O&P-2-5-2	Pre-Order and Order field names and field formats for Appointment Availability Queries are compatible.
O&P-2-5-3	Pre-Order and Order field names and field formats for Calculate Due Date queries are compatible.

O&P-2-5-4	Pre-Order and Order field names and field formats for Address Validation Query with Telephone Number are compatible.
O&P-2-5-5	Pre-Order and Order field names and field formats for Address Validation Queries are compatible.
O&P-2-5-6	Pre-Order and Order field names and field formats for Telephone Number Availability Queries are compatible.
O&P-2-5-7	Pre-Order and Order field names and field formats for Telephone Number Selection Queries are compatible.
Evaluation Criteria – Not Satisfied	
O&P-2-2-1	The TAG interface provides expected system responses.
O&P-2-3-3a	BLS's TAG interface provides timely Flow Through (FT) Firm Order Confirmations (FOCs) .
O&P-2-4-2	BLS systems and representatives provide clear, accurate, and complete order rejects (ERRs)/clarifications (CLRs).
Evaluation Criteria – No Result Determination Made	
O&P-2-3-4	BLS's TAG interface provides timely Completion Notifications (CNs) within agreed upon standard intervals.
O&P-2-4-3	Service order provisioning due dates (FOC DDs) identified within BLS's order confirmation delivered through TAG are consistent with the CLEC's valid due date (LSR DDD) request (e.g., a due date selected in accordance with the product's standard interval or acquired from a Calculate Due Date (CDD) pre-order query).

3.0 O&P-3: EDI/TAG Normal Volume Test

This section provides a summary of the O&P-3: EDI/TAG Normal Volume Test.

3.1 Objective

The objective of this test was to evaluate the behavior and performance of the EDI and TAG interfaces under “normal” YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of order test cases.

3.2 Evaluation Methods

The EDI/TAG Normal Volume Performance Test (O&P-3) tested BellSouth's interfaces at year-end, 2001 (YE01) projected order volumes in BellSouth's Reengineered Services, Installation and Maintenance Management System (RSIMMS) environment for two ten-hour periods. This test was executed by submitting Resale and UNE orders against BellSouth test-bed accounts.

In order to fully test the robustness of BellSouth's OSS, the test was conducted simultaneously with the TAG Normal Volume Performance Test (PRE-4). The order transaction loads were distributed geographically across multiple Central Offices in the state of Georgia. BellSouth established and configured customer test accounts prior to initiation of the test.

3.3 Analysis Method

The data collected from the EDI/TAG Normal Volume Test were analyzed, and the results were assessed employing test specific evaluation criteria.

4.0 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.3: O&P-3: EDI/TAG Normal Volume Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-3-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.
O&P-3-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.
O&P-3-2-1	The EDI interface provides expected system responses.
O&P-3-2-2	The TAG interface provides expected system responses.
O&P-3-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).
O&P-3-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).
O&P-3-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).
O&P-3-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).
O&P-3-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).
Evaluation Criteria - Not Satisfied	
O&P-3-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).

4.0 O&P-4: EDI/TAG Peak Volume Performance Test

This section provides a summary of the O&P-4: EDI/TAG Peak Volume Test.

4.1 Objective

The objective of this test was to evaluate the behavior and performance of the EDI and TAG interfaces under "peak" YE01 projected transaction load conditions. This test was executed in a manner consistent with the forecasted daily usage patterns and transaction mix by submitting large volumes of order test cases.

4.2 Evaluation Methods

The EDI/TAG Peak Volume Performance Test (O&P-4) tested BellSouth's interfaces at year-end, 2001 (YE01) projected order volumes in BellSouth's Reengineered Services, Installation and Maintenance Management System (RSIMMS) environment for two eight-hour periods. This test was executed by submitting Resale and UNE orders against BellSouth test-bed accounts.

In order to fully test the robustness of BellSouth's OSS the test was conducted simultaneously with the TAG Peak Volume Performance Test (PRE-5). The order transaction loads were distributed geographically across multiple Central Offices in the state of Georgia. BellSouth established and configured customer test accounts prior to initiation of the test.

4.3 Analysis Method

The data collected from the EDI/TAG Peak Volume Test were analyzed, and the results were assessed employing test specific evaluation criteria.

4.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.4: O&P-4: EDI/TAG Peak Volume Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-4-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.
O&P-4-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.
O&P-4-2-1	The EDI interface provides expected system responses.
O&P-4-2-2	The TAG interface provides expected system responses.
O&P-4-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).
O&P-4-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).
O&P-4-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).
O&P-4-4-1	BLS systems provide accurate Firm Order Confirmations (FOCs).
O&P-4-4-2	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).
Evaluation Criteria - Not Satisfied	
O&P-4-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).

5.0 O&P-5: Provisioning Verification Test

This section provides a summary of the O&P-5: Provisioning Verification Test.

5.1 Objective

The objective of this test was to evaluate BellSouth's performance in the provisioning of UNEs as described in the Georgia Order.

5.2 Evaluation Methods

Operational analysis techniques were used to evaluate BellSouth systems and processes related to provisioning. Observations of live CLEC provisioning activities were made.

Test instances utilized in pre-order and order functional testing were verified for provisioning accuracy and coordination.

The Provisioning Verification Test was conducted through post activity validation of Customer Service Records (CSRs), switch translation reports, and Central Office validation on a sample of accounts. Interviews were held with BellSouth-GA provisioning personnel and with CLECs that purchase UNEs from BellSouth to provide a better understanding of the provisioning process from end-to-end. In addition, Loop "hot cuts" were observed for accuracy of provisioning as well as procedural adherence.

5.3 Analysis Methods

The data collected from the Provisioning Verification Test were analyzed, and the results were assessed employing test specific evaluation criteria.

5.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.5: O&P-5: Provisioning Verification Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-5-1-1	Provisioning activity occurs on the date and time (if applicable) confirmed to the CLEC.
O&P-5-2-2	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test - Customer Service Record (CSR) Verification.
O&P-5-2-3	Coordinated Customer Conversions (Hot-Cuts) are completed on time by BLS technicians.
O&P-5-2-4	The coordinated provisioning procedures are practiced in the Central Office locations - Methods and Procedures.
O&P-5-2-5	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test - Directory Listings
O&P-5-2-6	Jeopardy (Pending Facilities) Notifications provide complete information.
O&P-5-2-7	Design Layout Records are provided for SL2 (Design) Loops.
O&P-5-3-1	Procedures in the coordination process are in place.
O&P-5-3-2	Procedures for Central Office work are defined and utilized.
O&P-5-3-3	Procedures for placing an order into Missed Appointment (MA) Status are defined.
O&P-5-3-4	CLEC procedures for escalation are defined.
O&P-5-3-5	Non-available facilities (Pending Facilities) policy is clearly defined.
O&P-5-3-6	Policy for acceptance of complete orders is clearly stated.
Evaluation Criteria - Not Satisfied	
O&P-5-2-1	Provisioning was completed accurately for orders placed in O&P-1 EDI Functional Test and O&P-2 TAG Functional Test - Switch Translations Verification.

6.0 O&P-6: Order Processing Systems Capacity Management Evaluation

This section provides a summary for the O&P-6: Order Processing Systems Capacity Management Evaluation.

6.1 Objective

The objective of this evaluation was to analyze the capabilities of BellSouth capacity management functions in relation to the order processing applications and determine whether the procedures were adequate to identify and implement capacity increments to satisfy projected customer business volumes on a timely basis.

6.2 Evaluation Methods

The capacity management evaluation began with a review of systems documentation and process flows for order processing. Interviews were conducted with system administration personnel responsible for the operation of EDI, LEO, LESOG, LNP, SOCS, and TAG order processing systems. These interviews were supplemented with an analysis of BellSouth capacity management procedures as well as a collection of evidence of related activities such as: periodic capacity management reviews; system reconfiguration/load balancing; load increase induced upgrades; and resource utilization and performance management reporting.

6.3 Analysis Methods

The Order Processing Systems Capacity Management Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. The data collected from inspections and interviews were analyzed employing test specific evaluation criteria.

6.4 Summary Results

The following tables present the summary results of the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.6: O&P-6: Order Processing Systems Capacity Management Evaluation - Summary Results

Evaluation Criteria - Satisfied	
O&P-6-1-1	There is an established process for capturing business and transaction volumes.
O&P-6-1-2	There is an established process for capturing resource utilization.
O&P-6-1-3	Resource utilization is monitored for system components and elements.
O&P-6-1-4	Instrumentation and other tools are used to collect resource utilization data.
O&P-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).
O&P-6-1-6	Instrumentation and other tools are used to monitor performance.

O&P-6-1-7	There is an established process for forecasting business volumes and transactions.
O&P-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
O&P-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
O&P-6-1-10	There is an established process for verification and validation of performance data.
O&P-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.
O&P-6-1-12	Capacity Management process is defined and documented.
O&P-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.
O&P-6-1-14	Performance monitoring results are considered in the planning process for capacity management.
O&P-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.

7.0 O&P-7: Ordering & Provisioning Performance Measures Evaluation

This section provides a summary for the OP-7: Ordering & Provisioning Performance Measures Evaluation.

7.1 Objective

One objective of this test was to assess the accuracy and completeness of the Ordering & Provisioning Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

7.2 Evaluation Methods

In order to accomplish the first objective, KCI calculated the SQMs based on instructions provided by BellSouth. KCI used the raw data provided by BellSouth to perform its calculations and then compared its results to the reported SQM values, using the pre-established evaluation criteria. To accomplish the second objective, KCI collected data on its test transactions and compared the values in the collected data to the raw data values to determine whether they agreed according to the evaluation criteria.

7.3 Analysis Methods

Using the calculation instructions, KCI developed its own computer programs to perform independent calculations of SQMs. To prepare for the data comparisons, KCI mapped its test data elements to the corresponding elements in BellSouth's raw data for Ordering & Provisioning SQMs.

7.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

**Table III-B.7: OP-7: Ordering & Provisioning Performance Results Comparison
Evaluation- Summary Results**

Evaluation Criteria - Satisfied	
O&P-7-1-1	BLS reports are correctly disaggregated and complete - Percent Rejected Service Requests.
O&P-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Rejected Service Requests.
O&P-7-2-1	BLS Reports are correctly disaggregated and complete - Reject Interval.
O&P-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - Reject Interval.
O&P-7-3-1	BLS reports are correctly disaggregated and complete - Firm Order Confirmation Timeliness.
O&P-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Firm Order Confirmation Timeliness.
O&P-7-4-1	BLS reports are correctly disaggregated and complete - Speed of Answer in Ordering Center.
O&P-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Speed of Answer in Ordering Center.
O&P-7-5-1	BLS reports are correctly disaggregated and complete - Mean Held Order Interval and Distribution Intervals.
O&P-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Mean Held Order Interval and Distribution Intervals.
O&P-7-5-3	Test data collected by KCI agrees with BLS raw data - Mean Held Order Interval and Distribution Intervals.
O&P-7-6-1	BLS reports are correctly disaggregated and complete - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.
O&P-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.
O&P-7-7-1	BLS reports are correctly disaggregated and complete - Percent Missed Installation Appointments.
O&P-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Missed Installation Appointments.
O&P-7-7-3	Test data collected by KCI agrees with BLS raw data - Percent Missed Installation Appointments.
O&P-7-8-1	BLS reports are correctly disaggregated and complete - Average Completion Interval Order Completion Interval Distribution.
O&P-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Completion Interval Order Completion Interval Distribution.
O&P-7-8-3	Test data collected by KCI agrees with BLS raw data - Average Completion Interval Order Completion Interval Distribution.

O&P-7-9-1	BLS reports are correctly disaggregated and complete - Average Completion Notice Interval.
O&P-7-9-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Completion Notice Interval.
O&P-7-9-3	Test data collected by KCI agrees with BLS raw data - Average Completion Notice Interval.
O&P-7-10-1	BLS reports are correctly disaggregated and complete - Coordinated Customer Conversions.
O&P-7-10-2	KCI-calculated SQM values agree with BLS-reported SQM values - Coordinated Customer Conversions.
O&P-7-11-1	BLS reports are correctly disaggregated and complete - Percent Provisioning Troubles within 30 days of Service Order Activity.
O&P-7-11-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Provisioning Troubles within 30 days of Service Order Activity.
O&P-7-12-1	BLS reports are correctly disaggregated and complete - Total Service Order Cycle Time.
O&P-7-12-2	KCI-calculated SQM values agree with BLS-reported SQM values - Total Service Order Cycle Time.
O&P-7-12-3	Test data collected by KCI agrees with BLS raw data -Total Service Order Cycle Time.
O&P-7-13-1	BLS reports are correctly disaggregated and complete - Service Order Accuracy.
O&P-7-13-2	KCI-calculated SQM values agree with BLS-reported SQM values - Service Order Accuracy.
Evaluation Criteria - Not Complete	
O&P-7-1-3	Test data collected by KCI agrees with BLS raw data - Percent Rejected Service Requests.
O&P-7-2-3	Test data collected by KCI agrees with BLS raw data - Reject Interval.
O&P-7-3-3	Test data collected by KCI agrees with BLS raw data - Firm Order Confirmation Timeliness.
O&P-7-6-3	Test data collected by KCI agrees with BLS raw data - Average Jeopardy Notice Interval and Percent of Orders Given Jeopardy Notices.

8.0 O&P-8: EDI Documentation Evaluation

This section provides a summary of the O&P-8: EDI Documentation Evaluation.

8.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the EDI ordering and provisioning functions available to them.

8.2 Evaluation Methods

The EDI Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the test.

8.3 Analysis Methods

The data collected from the EDI Documentation Evaluation were analyzed, and the results were assessed employing test specific evaluation criteria.

8.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.8: O&P-8: EDI Documentation Evaluation - Summary Results

Evaluation Criteria - Satisfied	
O&P-8-1-1	BLS documentation is readily available via the BellSouth Web site or in hardcopy.
O&P-8-1-2	BLS makes updates to documents readily available to the CLECs.
O&P-8-1-3	Training is available for use of documentation.
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.
O&P-8-1-5	Responsibilities and procedures for distributing documentation are clearly defined.
O&P-8-2-1	Document version is indicated clearly within and throughout each document.
O&P-8-2-2	BLS document organization is consistent with its intended use.
O&P-8-2-3	BLS documents contain information that is relevant to its intended audience.
O&P-8-2-4	BLS documents contain table of contents.
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.
O&P-8-2-6	BLS Documents contain contact/help desk numbers.
O&P-8-2-7	BLS documents clearly indicate purpose and scope.
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.
O&P-8-2-9	BLS documents clearly instruct users how to notify BellSouth of document errors and omissions.
O&P-8-3-1	BLS documents provide description of all error messages and potential steps for resolution.
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.
O&P-8-3-3	BLS documents include expected results of process and cycle times.
O&P-8-4-1	BLS documents correctly define all data fields.
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.
O&P-8-4-3	BLS documents clearly identify required and optional fields.
O&P-8-4-4	BLS documents clearly describe expected system responses/outputs.
O&P-8-4-5	BLS documents contain methods and procedures to correctly execute processes.

9.0 O&P-9: TAG Documentation Evaluation

Interface development, and the documentation supporting this process, was not part of the evaluation scope outlined by the GPSC in its May 20, 1999 Order. Therefore, no such evaluation was conducted.

10.0 O&P-10: EDI/TAG Production Volume Performance Test

This section provides a summary of the O&P-10: EDI/TAG Production Volume Performance Test.

10.1 Objective

The objective of the EDI/TAG Production Volume Performance Test was to measure the performance of the EDI and TAG interfaces under current production capacity at YE01 projected transaction mix.

10.2 Evaluation Methods

The EDI/TAG Production Volume Performance Test (O&P-10) tested BellSouth's interfaces under current production capacity at YE01 projected transaction mix in BellSouth's production environment for one eight-hour period. This test was executed by submitting Resale and UNE orders in addition to associated pre-orders against BellSouth test-bed accounts.

The order transaction loads were distributed geographically across multiple Central Offices in the state of Georgia. BellSouth established and configured customer test accounts prior to initiation of the test.

10.3 Analysis Method

The data collected from EDI/TAG Production Volume Performance Test were analyzed, and the results were assessed employing test specific evaluation criteria.

10.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-B.10: O&P-10: EDI/TAG Production Volume Test - Summary Results

Evaluation Criteria - Satisfied	
O&P-10-1-1	EDI order transaction capability is consistently available during scheduled hours of operation.
O&P-10-1-2	TAG order transaction capability is consistently available during scheduled hours of operation.
O&P-10-2-1	The EDI interface provides expected system responses.
O&P-10-2-2	The TAG interface provides expected system responses.

O&P-10-2-3	The TAG interface provides expected pre-order system responses.
O&P-10-3-1	BLS's EDI interface provides timely Functional Acknowledgements (FAs).
O&P-10-3-2	BLS's TAG interface provides timely Functional Acknowledgements (FAs).
O&P-10-3-3	BLS's EDI interface provides timely Firm Order Confirmations (FOCs).
O&P-10-3-4	BLS's TAG interface provides timely Firm Order Confirmations (FOCs).
O&P-10-3-5	The TAG interface provides timely pre-order responses from BLS's Regional Street Access Guide-Telephone Number (RSAG-TN) back end system.
O&P-10-3-6	The TAG interface provides timely pre-order responses from BLS's RSAG-Address back end system.
O&P-10-3-7	The TAG interface provides timely pre-order responses from BLS's Direct Order Entry Support Application Program (DSAP) back end system.
O&P-10-3-8	The TAG interface provides timely pre-order responses from BLS's Application for Telephone Number Load Administration and Selection (ATLAS) back end system.
O&P-10-3-9	The TAG interface provides timely pre-order responses from BLS's CRSECSR back end system.
O&P-10-3-10	The TAG interface provides timely pre-order responses from BLS's ATLAS-MLH back-end system.
O&P-10-3-11	The TAG interface provides timely pre-order responses from BLS's ATLAS-DID back-end system.
O&P-10-3-12	The TAG interface provides timely pre-order responses from BLS's OASIS back-end system.
O&P-10-3-13	The TAG interface provides timely pre-order responses to Calculate Due Date (CDD) inquiries.
O&P-10-4-1	BLS systems provide accurate pre-order success responses.
O&P-10-4-2	BLS systems provide clear, accurate, and complete Firm Order Confirmations (FOCs).
O&P-10-4-3	BLS systems provide accurate order errors (ERRs)/clarifications (CLRs).

C. Billing (BLG)

This section provides a summary of the Billing domain testing activities. For more information on planned testing, refer to Section VI: *Billing Test Section* of the *Master Test Plan*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section VI: *Billing Domain Results and Analysis* in this document.

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

This section provides a summary for the BLG-1: CRIS/CABS Invoicing Functional Test.

1.1 Objective

The objective of this test was to validate the completeness and accuracy of the CRIS/CABS carrier invoicing process in accordance with BellSouth's published specifications.

1.2 Evaluation Methods

In order to accomplish this objective, KCI executed order transactions against test bed lines established for testing purposes. Test case scenarios were developed and utilized to create Local Service Requests for products and activities included in the *Master Test Plan*. Expected results were developed for each test scenario based on the policies and rate structure specified in BellSouth documentation and procedures. These expected results were compared to billing invoices produced by BellSouth to verify that charges were appropriately and accurately billed and delivered within the expected time interval.

For the process evaluation component of the CRIS/CABS Invoicing Functional Test (BLG-1), KCI conducted interviews with BellSouth subject matter experts, observed BellSouth work operations, and reviewed BellSouth documentation pertaining to the production and distribution of CLEC bills. Using the information gathered, KCI evaluated the processes which support the timely and accurate production and distribution of CLEC bills.

1.3 Analysis Methods

The CRIS/CABS Invoicing Functional Billing Test (BLG-1) included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards and guidelines for the CRIS/CABS Invoicing Functional Billing Test (BLG-1).

1.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete, or Not Satisfied) are provided in Section II.

Table III-C.1: BLG-1: CRIS/CABS Invoicing Functional Test – Summary Results

Evaluation Criteria – Satisfied	
BLG-1-1-1	The appropriate major bill sections appear on the bills per BLS's documentation.
BLG-1-1-2	The appropriate data appears on the page headers per BLS's documentation.
BLG-1-1-3	The appropriate data appears on the Remittance page per BLS's documentation.
BLG-1-1-4	The appropriate data appear in the Summary Billing section per BLS's documentation.
BLG-1-1-5	Appropriate details appear in the Summary Billing section per BLS's documentation.
BLG-1-1-6	The appropriate details appear in the Current Charges section per BLS's documentation.
BLG-1-1-7	The appropriate details appear in the Other Charges and Credits section per BLS's documentation.
BLG-1-1-8	Summary Page calculations correspond with the calculation definition.
BLG-1-1-9	Balance Due calculations cross total as appropriate.
BLG-1-1-10	Late Payment Charge calculations correspond with the calculation definition in the BLS documentation.
BLG-1-1-11	Non-recurring and pro-rated monthly charge calculations correspond appropriately with the BLS tariffs or Interconnection Agreement.
BLG-1-1-12	Usage rates correspond with those defined in the BLS tariffs or Interconnection Agreement.
BLG-1-1-13	Summary Charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreement.
BLG-1-1-14	Detailed Charge calculations correspond with the calculation definition contained in the BLS tariffs or Interconnection Agreement.
BLG-1-1-15	Remittance totals cross-total appropriately
BLG-1-1-16	Summary sections/page correspond with appropriate totals elsewhere in the bills.
BLG-1-1-17	Other Charges & Credits (OC&C) detail matches expected results.
BLG-1-1-18	Monthly Recurring Charge detail matches expected results.
BLG-1-1-19	Usage charge(s) match expected results.
BLG-1-1-20	Bill delivery timeliness corresponds with the BLS standard.
BLG-1-1-21	Scope and objectives of the bill delivery services cover all key customer requirements.

Evaluation Criteria - Satisfied	
BLG-1-1-22	Bill delivery responsibilities and activities are clearly defined.
BLG-1-1-23	Customer can readily obtain assistance in the event of problems with bill delivery.
BLG-1-1-24	Process includes procedures to ensure creation of customer bills on appropriate medium.
BLG-1-1-25	Process includes procedures to ensure bills are shipped or transmitted to the correct location according to the established schedule.
BLG-1-1-26	Process includes complete and consistent procedures for status tracking, management reporting, and management intervention for bill delivery.
BLG-1-1-27	Process performance measures are defined, measured, and reviewed for bill delivery.
BLG-1-1-28	Process improvement responsibilities are assigned for bill delivery.
BLG-1-1-29	Scope and objectives of the bill cycle balancing services cover all key customer requirements.
BLG-1-1-30	Bill balancing responsibilities and activities are clearly defined.
BLG-1-1-31	Customer can readily obtain assistance in the event of problems with bill content.
BLG-1-1-32	Internal change management procedures are in place to correct implementation of billing system changes (e.g., code and tables).
BLG-1-1-33	Process includes procedures to ensure all customer data (e.g., service orders, address changes) has been properly introduced and applied.
BLG-1-1-34	Process includes procedures to ensure all customer usage has been accounted for and correctly applied.
BLG-1-1-35	Process includes procedures to ensure all payments and adjustments have been properly introduced and applied.
BLG-1-1-36	Process includes procedures to ensure customer data has been rolled forward from previous cycle.
BLG-1-1-37	Process includes adequate error detection and correction procedures, and reasonability checks to catch errors not susceptible to pre-determined balancing procedures.
BLG-1-1-38	Process provides for visual quality check of bills.
BLG-1-1-39	Process includes complete and consistent procedures for status tracking, management reporting and management intervention for cycle balancing.
BLG-1-1-40	Process performance measures are defined, measured and reviewed for cycle balancing.
BLG-1-1-41	Process improvement responsibilities are assigned and executed for cycle balancing.
BLG-1-1-42	Scope and objectives of the historical bill management services cover all key customer requirements.
BLG-1-1-43	Bill delivery responsibilities and activities are clearly defined.

Evaluation Criteria - Satisfied	
BLG-1-1-44	Customers are provided with instruction on how to request, track, expedite and obtain assistance for billing resends.
BLG-1-1-45	Process includes procedures to ensure bill history retention requirements are operationally satisfied.
BLG-1-1-46	Process includes procedures to retrieve and transmit customer requested billing information.
BLG-1-1-47	Process includes complete and consistent procedures for status tracking, management reporting and management intervention for the maintenance of historical bill information.
BLG-1-1-48	Process performance measures are defined, measured and reviewed for the maintenance of historical bill information.
BLG-1-1-49	Process improvement responsibilities are assigned and executed for the maintenance of historical billing information.

2.0 BLG-2: ODUF/ADUF Usage Functional Evaluation

This section provides a summary of the BLG-2: ODUF/ADUF Usage Functional Evaluation.

2.1 Objective

The objective of this test was to assess the accuracy, completeness and timeliness of the usage file message processing capability as described in BellSouth's published specifications.

2.2 Evaluation Methods

In order to accomplish this objective, KCI placed test calls that originated and terminated in five central office locations using three switch types. Calls were made to and from locations within and outside of the BellSouth service area. Call records compiled by the testers and the DUF records generated by BellSouth were used to evaluate the completeness, accuracy, and timeliness of DUF processing. Process evaluations were based on interviews with BellSouth subject matter experts, inspections of work center operations, and a review of BellSouth documentation.

2.3 Analysis Methods

The ODUF/ADUF Functional Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth-Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for this test.

2.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-C.2: BLG-2: ODUF/ADUF Usage Functional Evaluation - Summary Results

Evaluation Criteria - Satisfied	
BLG-2-1-1	For all scripted and completed test calls that should generate a DUF record, appropriate DUF records are contained in the electronically delivered Daily Usage Files.
BLG-2-1-2	For all scripted and completed test calls that should generate a DUF record, all expected DUF records are contained in the electronically delivered Daily Usage Files.
BLG-2-1-3	For all scripted and completed test calls that should generate a DUF record, 95% are delivered within 6 business days.
BLG-2-1-4	DUF records transmitted to KCI pseudo-CLEC contained billable information
BLG-2-1-5	Scope and objectives of the DUF production and distribution services covers all key customer requirements.
BLG-2-1-6	DUF production and distribution responsibilities and activities are clearly defined.
BLG-2-1-7	Customer is provided sufficient understanding of the DUF production and processes.
BLG-2-1-8	Customer has ready and convenient access to assistance with DUF production and distribution problems.
BLG-2-1-9	Internal change management procedures are in place to document and manage process changes (e.g., code, tables).
BLG-2-1-10	Process includes procedures to ensure all relevant usage is received, validated and processed.
BLG-2-1-11	Process includes procedures to ensure all usage is correctly rated and routed.
BLG-2-1-12	Process includes adequate error detection procedures and reasonability checks to catch errors not susceptible to pre-determined balancing procedures.
BLG-2-1-13	Process includes procedures to ensure accurate preparation and timely delivery of DUF data.
BLG-2-1-14	Process includes procedures for retaining, archiving and accessing prior period data.
BLG-2-1-15	Process includes complete and consistent procedures for status tracking, management reporting and management intervention.
BLG-2-1-16	Process performance measures are defined, measured and reviewed.
BLG-2-1-17	Process improvement responsibilities are assigned and executed.

3.0 BLG-3: Billing Systems Capacity Management Evaluation

This section provides a summary for the BLG-3: Billing Systems Capacity Management Evaluation.

3.1 Objective

The objective of this test was to assess the extent to which procedures to accommodate increases in CRIS/CABS/ADUF/ODUF billing transaction volumes and users were being actively managed.

3.2 Evaluation Methods

In order to accomplish this objective, systems documentation and process flows for billing were reviewed. Interviews were conducted with key business process owners and system administration personnel responsible for the operation of CRIS/CABS/ADUF/ODUF billing systems. These interviews were supplemented with an analysis of BellSouth capacity management procedures as well as evidence of related activities such as periodic capacity management reviews, system reconfiguration/load balancing, load increase induced upgrades, resource utilization reporting, and performance management reporting.

3.3 Analysis Methods

The Billing Systems Capacity Management Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for this test.

3.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-C.3: BLG-3: Billing Systems Capacity Management Evaluation- Summary Results

Evaluation Criteria - Satisfied	
BLG-3-1-1	There is an established process for capturing business and transaction volumes.
BLG-3-1-2	There is an established process for capturing resource utilization.
BLG-3-1-3	Resource utilization is monitored for system components and elements.
BLG-3-1-4	Instrumentation and other tools are used to collect resource utilization data.
BLG-3-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).
BLG-3-1-6	Instrumentation and other tools are used to monitor performance.
BLG-3-1-7	There is an established process for forecasting business volumes and transactions.
BLG-3-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.

Evaluation Criteria - Satisfied	
BLG-3-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
BLG-3-1-10	There is an established process for verification and validation of performance data.
BLG-3-1-11	Performance monitoring results are compared to service level agreements and other metrics.
BLG-3-1-12	Capacity Management process is defined and documented.
BLG-3-1-13	Resource usage and capacity is considered in the planning process for capacity management.
BLG-3-1-14	Performance monitoring results are considered in the planning process for capacity management.
BLG-3-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load re-balancing or system tuning.

4.0 BLG-4: Billing Performance Results Comparison

This section provides a summary for the BLG-4: Billing Performance Results Comparison.

4.1 Objective

One objective of this test was to assess the accuracy and completeness of the Billing Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

4.2 Evaluation Methods

In order to accomplish the first objective, KCI calculated the SQMs based on calculation instructions provided by BellSouth. KCI used the raw data provided by BellSouth to perform its calculations and then compared its results to the reported SQM values, using the pre-established evaluation criteria. To accomplish the second objective, KCI collected data on its test transactions and compared the values in the collected data to the raw data values to determine whether they agreed according to the evaluation criteria.

4.3 Analysis Methods

Using the calculation instructions, KCI developed its own computer programs to perform independent calculations of SQMs. To prepare for the data comparisons, KCI mapped its test data elements to the corresponding elements in BellSouth's raw data for Billing SQMs.

4.4 Summary Results

The following table presents the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-C.4: BLG-4: Billing Performance Results Comparison Evaluation- Summary Results

Evaluation Criteria - Satisfied	
BLG-4-1-1	BLS reports are correctly disaggregated and complete - Invoice Accuracy.
BLG-4-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Invoice Accuracy.
BLG-4-2-1	BLS reports are correctly disaggregated and complete - Mean Time to Deliver Invoices.
BLG-4-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - Mean Time to Deliver Invoices.
BLG-4-2-3	Test data collected by KCI agrees with BLS raw data - Mean Time to Deliver Invoices.
BLG-4-3-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Accuracy.
BLG-4-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Usage Data Delivery Accuracy.
BLG-4-4-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Completeness.
BLG-4-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Usage Data Delivery Completeness.
BLG-4-4-3	Test data collected by KCI agrees with BLS raw data - Usage Data Delivery Completeness.
BLG-4-5-1	BLS reports are correctly disaggregated and complete - Usage Data Delivery Timeliness.
BLG-4-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Usage Data Delivery Timeliness.
BLG-4-5-3	Test data collected by KCI agrees with BLS raw data - Usage Data Delivery Timeliness.
BLG-4-6-1	BLS reports are correctly disaggregated and complete - Mean Time to Deliver Usage.
BLG-4-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - Mean Time to Deliver Usage.
BLG-4-6-3	Test data collected by KCI agrees with BLS raw data - Mean Time to Deliver Usage.

5.0 BLG-5: CRIS/CABS Invoicing Documentation Evaluation

This section provides a summary for the BLG-5: CRIS/CABS Invoicing Documentation Evaluation.

5.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECS in understanding how to interact with BellSouth's billing function.

5.2 Evaluation Methods

In order to accomplish this objective, KCI reviewed and assessed documentation produced by BellSouth and made available to CLECs. KCI examined five key areas including document production and distribution, document structure and format, document content, document accuracy, and document change management. The evaluation of BellSouth documentation and production procedures was based on interviews with the responsible BellSouth parties and reviews of supporting internal documentation provided by BellSouth.

5.3 Analysis Methods

The BLG-5 CRIS/CABS Invoicing Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the BLG-5 CRIS/CABS Invoicing Documentation Test.

5.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-C.5: BLG-5: CRIS/CABS Invoicing Documentation Evaluation - Summary Results

	Evaluation Criteria - Satisfied
BLG-5-1-1	Organization and flow of the documents facilitate ready understanding and access to needed information.
BLG-5-1-2	References are provided to facilitate efficient usage of the documentation.
BLG-5-1-3	Style elements that facilitate document use are defined and consistently and effectively implemented.
BLG-5-2-1	The BLS-provided billing documentation provides CLECs with an adequate understanding of BLS billing policy and practice, and of billing alternatives.
BLG-5-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to receive and process wholesale bills.
BLG-5-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to validate wholesale bills.
BLG-5-2-4	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on credit or adjustment requests for wholesale bills.
BLG-5-2-5	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on BLS assistance with wholesale billing issues and questions.
BLG-5-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.

	Evaluation Criteria - Satisfied
BLG-5-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.
BLG-5-3-3	Distribution procedure allows latest document version to be made available to interested parties in electronic and paper versions in a timely manner.
BLG-5-3-4	Process includes procedures for accepting change requirements from all stakeholders.
BLG-5-3-5	The document development and production process includes procedures for change, version, and effective date management
BLG-5-3-6	The process includes procedures to define documentation coverage (breadth and depth) requirements.
BLG-5-3-7	The process includes style (organization, format, etc.) guidance.
BLG-5-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.
BLG-5-3-9	The process provides independent validation of correctness.
BLG-5-3-10	The procedure provides for independent evaluation of usability.
BLG-5-3-11	Procedures are carried out in compliance with documentation.
BLG-5-4-1	BLS-provided billing documentation contains no errors that significantly impact a CLEC's ability to receive and process wholesale bills.

6.0 BLG-6: ODUF/ADUF Documentation Evaluation

This section provides a summary for the BLG-6: ODUF/ADUF Documentation Evaluation.

6.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECS in understanding how to implement and use all of the ODUF/ADUF functions available to them.

6.2 Evaluation Methods

In order to accomplish this objective, KCI reviewed and assessed documentation produced by BellSouth and made available to CLECs. KCI examined five key areas including document production and distribution, document structure and format, document content, document accuracy, and document change management. The evaluation of BellSouth documentation and production procedures was based on interviews with the responsible BellSouth parties and reviews of supporting internal documentation provided by BellSouth.

6.3 Analysis Methods

The BLG-6 ODUF/ADUF Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth - Georgia OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the BLG-6 ODUF/ADUF Documentation Evaluation.

6.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied or Not Complete) are provided in Section II.

Table III-C.6: BLG-6: ODUF/ADUF Documentation Evaluation – Summary Results

	Evaluation Criteria – Satisfied
BLG-6-1-1	Organization and flow of the documents facilitate ready understanding and access to needed information.
BLG-6-1-2	References are provided to facilitate efficient usage of the documentation.
BLG-6-1-3	Style elements that facilitate document use are defined and consistently and effectively implemented.
BLG-6-2-1	The BLS-provided billing documentation provides CLECs with an adequate understanding of BLS DUF policies, practices and customer options.
BLG-6-2-2	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to prepare and test for receipt of DUF files.
BLG-6-2-3	The BLS-provided billing documentation provides CLECs with an adequate understanding of steps necessary to receive and process the DUF.
BLG-6-2-4	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to validate BLS provided DUF data.
BLG-6-2-5	The BLS-provided billing documentation provides CLECs with an adequate understanding of how to request and follow-up on BLS assistance with DUF issues and questions.
BLG-6-3-1	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.
BLG-6-3-2	Responsibilities and procedures for maintaining distribution lists and distributing documentation are clearly defined.
BLG-6-3-3	Distribution procedure allows latest document version to be made available to interested parties in electronic and paper versions in a timely manner.
BLG-6-3-4	Process includes procedures for accepting change requirements from all stakeholders.
BLG-6-3-5	The process includes procedures for change, version, and effective date management.
BLG-6-3-6	The process includes procedures to define documentation topical coverage (breadth and depth) requirements.
BLG-6-3-7	The process includes style (organization, format, etc.) guidance.
BLG-6-3-8	The process provides for independent Quality Assurance (QA) of coverage and style.
BLG-6-3-9	The process provides independent validation of correctness.
BLG-6-3-10	The procedure provides for independent evaluation of usability.

	Evaluation Criteria - Satisfied
BLG-6-3-11	DUF document production and distribution procedures are carried out in compliance with BLS documentation.
BLG-6-4-1	BLS-provided DUF documentation contains no errors that significantly impact a CLEC's ability to receive and process daily usage files.

D. Maintenance & Repair (M&R)

This section provides a summary of the Maintenance & Repair (M&R) domain testing activities. For more information on planned testing, refer to Section VII: *Maintenance and Repair Test* in the *Master Test Plan*. For more detailed information on the test design, analysis, and results from the execution of the tests, refer to Section VII: *Maintenance and Repair Domain Results and Analysis* in this document.

1.0 M&R-1: TAFI Functional Evaluation

This section provides a summary of the M&R-1: TAFI Functional Evaluation.

1.1 Objective

The objective of this test was to validate the existence of Trouble Administration Facilitation Interface (TAFI) trouble reporting and screening functionality for telephone number-assigned Unbundled Network Elements (UNE) customers in accordance with the Competitive Local Exchange Carrier (CLEC) TAFI End User Training and User Guide.

1.2 Evaluation Methods

This test cycle was executed in BellSouth's production environment by exercising a defined set of TAFI functions associated with trouble management activities against test bed accounts. Scenarios testing these functions were executed both via a LAN-to-LAN connection and via dial-up access in order to evaluate differences in system response times associated with the methods of access.

1.3 Analysis Methods

The data collected from the TAFI Functional Test were analyzed, and the results were assessed employing test-specific evaluation criteria.

1.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.1: M&R-1: TAFI Functional Test - Summary Results

Evaluation Criteria - Satisfied	
M&R-1-1-1	The user is able to enter a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-2	The user is able to modify a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-3	The user is able to create a repeat report using TAFI and receive a satisfactory response.
M&R-1-1-4	The user is able to create a subsequent report using TAFI and receive a satisfactory response.

M&R-1-1-5	The user is able to enter multiple trouble reports (MTRs) using TAFI and receive a satisfactory response.
M&R-1-1-6	The user is able to enter and retrieve trouble reports from the queue in TAFI and receive a satisfactory response.
M&R-1-1-7	The user is able to execute supervisor functions within TAFI and receive a satisfactory response.
M&R-1-1-8	The user is able to close a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-9	The user is able to cancel a trouble report using TAFI and receive a satisfactory response.
M&R-1-1-10	The user is able to conduct a port and loop-port test (Mechanized Loop Tests [MLT]) using TAFI and receive a satisfactory response.
M&R-1-1-11	The user is able to view port and loop-port test (MLT) results using TAFI and receive a satisfactory response.
M&R-1-1-12	The user is able to retrieve a LMOS recent status report and receive a satisfactory response.
M&R-1-1-13	The user is able to obtain customer line record information (BOCRIS CSR) using TAFI and receive a satisfactory response.
M&R-1-1-14	The user is able to obtain Predictor results using TAFI and receive a satisfactory response.
M&R-1-1-15	The user is able to view Display Line Record (DLR) information using TAFI and receive a satisfactory response.
M&R-1-1-16	The user is able to view SOCS pending order information using TAFI and receive a satisfactory response.
M&R-1-1-17	The user is able to view and resend transactions that incurred host request errors using TAFI and receive a satisfactory response.
M&R-1-1-18	The user is able to retrieve trouble history using TAFI and receive a satisfactory response.
M&R-1-2-1	The user receives timely responses when entering and retrieving trouble reports from the queue in TAFI.
M&R-1-2-2	The user receives timely responses when executing TAFI supervisor functions.
M&R-1-2-3	The user receives timely responses from the MLT test.
M&R-1-2-4	The user receives timely responses when retrieving a LMOS recent status report using TAFI.
M&R-1-2-5	The user receives timely responses when obtaining customer line record information using TAFI.
M&R-1-2-6	The user receives timely responses when obtaining Predictor results using TAFI.
M&R-1-2-7	The user receives timely responses when retrieving DLR information using TAFI.
M&R-1-2-8	The user receives timely responses when retrieving SOCS pending order information using TAFI.
M&R-1-2-9	The user receives timely responses when retrieving trouble history using TAFI.
M&R-1-3-1	TAFI is a user-friendly system for creating trouble reports.
M&R-1-3-2	TAFI is a user-friendly system for modifying trouble reports.

M&R-1-3-3	TAFI is a user-friendly system for creating repeat reports.
M&R-1-3-4	TAFI is a user-friendly system for creating subsequent reports.
M&R-1-3-5	TAFI is a user-friendly system for entering multiple trouble reports (MTR).
M&R-1-3-6	TAFI is a user-friendly system for entering and retrieving trouble reports from the queue.
M&R-1-3-7	TAFI is a user-friendly system for executing supervisor functions.
M&R-1-3-8	TAFI is a user-friendly system for closing trouble reports.
M&R-1-3-9	TAFI is a user-friendly system for canceling trouble reports.
M&R-1-3-10	TAFI is a user-friendly system for initiating port and loop-port tests.
M&R-1-3-11	TAFI is a user-friendly system for viewing port and loop-port test results.
M&R-1-3-12	TAFI is a user-friendly system for retrieving a LMOS recent status report.
M&R-1-3-13	TAFI is a user-friendly system for obtaining customer line record information.
M&R-1-3-14	TAFI is a user-friendly system for obtaining Predictor results.
M&R-1-3-15	TAFI is a user-friendly system for viewing DLR information.
M&R-1-3-16	TAFI is a user-friendly system for viewing SOCS pending order information.
M&R-1-3-17	TAFI is a user-friendly system for viewing and resending trouble reports that incurred host request errors.
M&R-1-3-18	TAFI is a user-friendly system for retrieving trouble history.
M&R-1-3-19	TAFI is a user-friendly system for handling non-designed UNE M&R issues.

2.0 M&R-2: ECTA Functional Evaluation

This section provides a summary for the M&R-2: ECTA Functional Evaluation.

2.1 Objective

The objective of this test was to validate the existence of Electronic Communication Trouble Administration (ECTA) trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

2.2 Evaluation Methods

In order to accomplish this objective, KCI executed a test cycle by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts. The functional elements targeted by this test included access to test capabilities, trouble report entry, query and receipt of trouble report status information, modification and addition of information to trouble reports, and cancellation/closure of trouble reports. In addition, error conditions were included to assess the ECTA Gateway's response to incorrect information. The ECTA Functional Test was conducted against BellSouth's production environment system.

2.3 Analysis Methods

The data collected from the ECTA Functional Test were analyzed, and the results were assessed employing test-specific evaluation criteria.

2.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.2: M&R-2: ECTA Functional Test - Summary Results

Evaluation Criteria - Satisfied	
M&R-2-1-1	The user is able to enter a trouble report into ECTA and receive a satisfactory response.
M&R-2-1-2	The user is able to request trouble report status from ECTA and receive a satisfactory response.
M&R-2-1-3	The user is able to add trouble information to an ECTA trouble report and receive a satisfactory response.
M&R-2-1-4	The user is able to modify trouble administration information on an ECTA trouble report and receive a satisfactory response.
M&R-2-1-5	The user is able to cancel a trouble report in ECTA and receive a satisfactory response.
M&R-2-1-6	The user is able to respond to trouble repair completion notifications and receive a satisfactory response.
M&R-2-1-7	The user is able to conduct a Mechanized Line Test and receive a satisfactory response.
M&R-2-2-1	The user receives a timely response when entering a trouble report using ECTA.
M&R-2-2-2	The user receives a timely response when requesting trouble report status using ECTA.
M&R-2-2-3	The user receives a timely response when adding trouble information using ECTA.
M&R-2-2-4	The user receives a timely response when modifying trouble report administration information using ECTA.
M&R-2-2-5	The user receives a timely response when canceling a trouble report using ECTA.
M&R-2-2-6	The user receives a timely response when responding to a verify repair completion.
M&R-2-2-7	The user receives a timely response when conducting a Mechanized Line Test using ECTA.

3.0 M&R-3: ECTA Normal Volume Performance Evaluation

This section provides a summary for the M&R-3: ECTA Normal Volume Performance Evaluation.

3.1 Objective

The objective of this test was to evaluate the current release of BellSouth's Electronic Communication Trouble Administration (ECTA) Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) normal load conditions.

3.2 Evaluation Methods

The test was conducted by submitting the projected volume of ECTA transactions against resale and UNE test bed accounts and analyzing ECTA Gateway responses to these transactions. The test cycle was executed by a test transaction generator capable of submitting large volumes of test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

3.3 Analysis Methods

The data collected from the ECTA Normal Volume Performance Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

3.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.3: M&R-3: ECTA Normal Volume Performance Test - Summary Results

Evaluation Criteria - Satisfied	
M&R-3-1-1	The user receives the correct response when entering a trouble ticket into ECTA.
M&R-3-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.
M&R-3-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.
M&R-3-1-4	The user receives the correct response when modifying trouble administration information using ECTA.
M&R-3-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.
M&R-3-2-1	The response when entering a trouble report using ECTA is within published specifications.
M&R-3-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.

M&R-3-2-3	The response when adding trouble information using ECTA is within BLS published specifications.
M&R-3-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.
M&R-3-2-5	The user receives the correct response when canceling a trouble ticket using ECTA.

4.0 M&R-4: ECTA Peak Volume Performance Evaluation

This section provides a summary for the M&R-4: ECTA Peak Volume Performance Evaluation.

4.1 Objective

The objective of this test was to evaluate the current release of BellSouth's ECTA Gateway for Maintenance and Repair trouble report processing under projected year-end 2001 (YE01) peak load conditions.

4.2 Evaluation Methods

The test was conducted by submitting the projected volume of ECTA transactions against resale and UNE test bed accounts and analyzing ECTA Gateway responses to these transactions. The test cycle was executed using UNIX test scripts capable of submitting large volumes of test cases in a manner consistent with ECTA's current and forecasted daily usage patterns and transaction mix, including error conditions.

4.3 Analysis Methods

The data collected from the ECTA Peak Volume Performance Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

4.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.4: M&R-4: ECTA Peak Volume Performance Evaluation - Summary Results

Evaluation Criteria - Satisfied	
M&R-4-1-1	The user receives the correct response when entering a trouble ticket into ECTA.
M&R-4-1-2	The user receives the correct response when requesting the status of a trouble ticket using ECTA.
M&R-4-1-3	The user receives the correct response when adding trouble information to a trouble ticket using ECTA.
M&R-4-1-4	The user receives the correct response when modifying trouble administration information using ECTA.
M&R-4-1-5	The user receives the correct response when canceling a trouble ticket using ECTA.

M&R-4-2-1	The response when entering a trouble report using ECTA is within BLS published specifications.
M&R-4-2-2	The response when requesting trouble report status using ECTA is within BLS published specifications.
M&R-4-2-3	The response when adding trouble information using ECTA is within BLS published specifications.
M&R-4-2-4	The response when modifying trouble report administration information using ECTA is within BLS published specifications.
M&R-4-2-5	The user receives the correct response when canceling a trouble report using ECTA.

5.0 M&R5: TAFI Capacity Management Evaluation

This section provides a summary for the M&R-5: TAFI Capacity Management Evaluation.

5.1 Objective

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in TAFI system transaction volumes and users are being actively managed.

5.2 Evaluation Methods

This evaluation began with a review of systems documentation and process flows for maintenance and repair activities. Interviews were conducted with key system administration personnel responsible for the operation of the TAFI systems. These interviews were supplemented with an analysis of BellSouth's documented capacity management procedures as well as an evaluation of related activities such as periodic capacity management reviews, system reconfiguration/load balancing, and load increase induced upgrades.

5.3 Analysis Methods

The data collected from the TAFI Capacity Management Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

5.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.5: M&R-5: TAFI Capacity Management Evaluation – Summary Results

Evaluation Criteria – Satisfied	
M&R-5-1-1	There is an established process for capturing business and transaction volumes.
M&R-5-1-2	There is an established process for capturing resource utilization.

M&R-5-1-3	Resource utilization is monitored for system components and elements.
M&R-5-1-4	Instrumentation and other tools are used to collect resource utilization data.
M&R-5-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.)
M&R-5-1-6	Instrumentation and other tools are used to monitor performance.
M&R-5-1-7	There is an established process for forecasting business volumes and transactions.
M&R-5-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
M&R-5-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
M&R-5-1-10	There is an established process for verification and validation of performance data.
M&R-5-1-11	Performance monitoring results are compared to service level agreements and other metrics.
M&R-5-1-12	Capacity Management process is defined and documented.
M&R-5-1-13	Resource usage and capacity is considered in the planning process for capacity management.
M&R-5-1-14	Performance monitoring results are considered in the planning process for capacity management.
M&R-5-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.

6.0 M&R-6: ECTA Capacity Management Evaluation

This section provides a summary for the M&R-6: ECTA Capacity Management Evaluation.

6.1 Objective

The objective of this evaluation was to determine the extent to which procedures to accommodate increases in the ECTA system transaction volumes and users are being actively managed.

6.2 Evaluation Methods

This evaluation began with a review of systems documentation and process flows for maintenance and repair activities. Interviews were conducted with key system administration personnel responsible for the operation of the ECTA system. These interviews were supplemented with an analysis of BellSouth's documented capacity management procedures as well as with collection of evidence of related activities such as periodic capacity management reviews, system reconfiguration/load balancing, and load increase induced upgrades.

6.3 Analysis Methods

The data collected from the ECTA Capacity Management Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

6.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.6: M&R-6: ECTA Capacity Management Evaluation - Summary Results

Evaluation Criteria - Satisfied	
M&R-6-1-1	There is an established process for capturing business and transaction volumes.
M&R-6-1-2	There is an established process for capturing resource utilization.
M&R-6-1-3	Resource utilization is monitored for system components and elements.
M&R-6-1-4	Instrumentation and other tools are used to collect resource utilization data.
M&R-6-1-5	Performance is monitored at all applicable levels (e.g. network, database server, application server, client, etc.).
M&R-6-1-6	Instrumentation and other tools are used to monitor performance.
M&R-6-1-7	There is an established process for forecasting business volumes and transactions.
M&R-6-1-8	The business volume tracking and forecasting data is at an appropriate level of detail to use for capacity management.
M&R-6-1-9	There is an established process for reviewing the performance of the business and transaction volume forecasting process.
M&R-6-1-10	There is an established process for verification and validation of performance data.
M&R-6-1-11	Performance monitoring results are compared to service level agreements and other metrics.
M&R-6-1-12	Capacity Management process is defined and documented.
M&R-6-1-13	Resource usage and capacity is considered in the planning process for capacity management.
M&R-6-1-14	Performance monitoring results are considered in the planning process for capacity management.
M&R-6-1-15	Capacity Management procedures define performance metrics to trigger the addition of capacity, load rebalancing or system tuning.

7.0 M&R-7: M&R Performance Measures Evaluation

This section provides a summary for the M&R-7: M&R Performance Measures Evaluation.

7.1 Objective

One objective of this test was to assess the accuracy and completeness of the Maintenance & Repair Service Quality Measurements (SQMs) calculated and reported by BellSouth for the KCI test CLEC. The other objective was to assess the accuracy of the raw data used by BellSouth to perform these calculations.

7.2 Evaluation Methods

In order to accomplish this first objective, KCI calculated the SQMs based on calculation instructions provided by BellSouth. KCI used the raw data provided by BellSouth to perform its calculations and then compared its results to the reported SQM values, using the pre-established evaluation criteria. To accomplish the second objective, KCI collected data on its test transactions and compared the values in the collected data to the raw data values, in order to determine whether they agreed according to the evaluation criteria.

7.3 Analysis Methods

The data collected from the M&R Performance Measures Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

7.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.7: M&R-7: M&R Performance Measures Evaluation - Summary Results

Evaluation Criteria - Satisfied	
M&R-7-1-1	BLS reports are correctly disaggregated and complete - Missed Repair Appointments.
M&R-7-1-2	KCI-calculated SQM values agree with BLS-reported SQM values - Missed Repair Appointments.
M&R-7-1-3	Test data collected by KCI agrees with BLS raw data - Missed Repair Appointments.
M&R-7-2-1	BLS reports are correctly disaggregated and complete - Customer Trouble Report Rate.
M&R-7-2-2	KCI-calculated SQM values agree with BLS-reported SQM values - Customer Trouble Report Rate.
M&R-7-2-3	Test data collected by KCI agrees with BLS raw data - Customer Trouble Report Rate.
M&R-7-3-1	BLS reports are correctly disaggregated and complete - Maintenance Average Duration.
M&R-7-3-2	KCI-calculated SQM values agree with BLS-reported SQM values - Maintenance Average Duration.
M&R-7-3-3	Test data collected by KCI agrees with BLS raw data - Maintenance Average Duration.
M&R-7-4-1	BLS reports are correctly disaggregated and complete - Percent Repeat Troubles within 30 days.
M&R-7-4-2	KCI-calculated SQM values agree with BLS-reported SQM values - Percent Repeat Troubles within 30 days.
M&R-7-4-3	Test data collected by KCI agrees with BLS raw data - Percent Repeat Troubles within 30 days.
M&R-7-5-1	BLS reports are correctly disaggregated and complete - Out Of Service > 24 hours.
M&R-7-5-2	KCI-calculated SQM values agree with BLS-reported SQM values - Out Of Service > 24 hours.

M&R-7-5-3	Test data collected by KCI agrees with BLS raw data - Out Of Service > 24 hours.
M&R-7-6-1	BLS reports are correctly disaggregated and complete - OSS Interface Availability.
M&R-7-6-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Interface Availability.
M&R-7-7-1	BLS reports are correctly disaggregated and complete - OSS Response Interval and Percentages.
M&R-7-7-2	KCI-calculated SQM values agree with BLS-reported SQM values - OSS Response Interval and Percentages.
M&R-7-8-1	BLS reports are correctly disaggregated and complete - Average Answer Time - Repair Centers.
M&R-7-8-2	KCI-calculated SQM values agree with BLS-reported SQM values - Average Answer Time - Repair Centers.

8.0 M&R-8: TAFI Documentation Evaluation

This section provides a summary for the M&R-8: TAFI Documentation Evaluation.

8.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the TAFI functions available to them.

8.2 Evaluation Methods

KCI collected online and hard copies of available TAFI documentation. Document reviews were performed in order to identify and record any deficiencies and inadequacies found. Similarly, relevant M&R documentation management processes were assessed. In addition to the documentation review, interviews with CLEC and BellSouth subject matter experts were conducted in order to provide additional input for this test.

8.3 Analysis Methods

The data collected from the TAFI Documentation Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

8.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied, Not Complete or Not Satisfied) are provided in Section II.

Table III-D.8: M&R-8: TAFI Documentation Evaluation – Summary Results

Evaluation Criteria – Satisfied	
M&R-8-1-1	The document version is indicated within each document and is clear throughout the document.
M&R-8-1-2	The document provides cross-references and annotations within the document.
M&R-8-1-3	The document indicates document scope and purpose.
M&R-8-1-4	The document is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and contains a statement of organization.
M&R-8-1-5	The organization of the document is consistent with its intended use.
M&R-8-1-6	The document describes user access of TAFI system(s).
M&R-8-1-7	The document has clear and accurate citations directing readers to relevant sources of additional information.
M&R-8-1-8	The CLEC TAFI User Guide clearly defines how to navigate the system(s).
M&R-8-1-9	The CLEC TAFI User Guide defines data entry fields for creating, checking status, modifying, managing, canceling and closing trouble reports.
M&R-8-1-10	The CLEC TAFI User Guide explains acceptable formats for data fields.
M&R-8-1-11	The CLEC TAFI User Guide distinguishes between required and optional fields.
M&R-8-1-12	The CLEC TAFI User Guide defines possible options after data entry (i.e., save, send, cancel.)
M&R-8-1-13	The CLEC TAFI User Guide describes expected system responses/outputs and response times.
M&R-8-1-14	CLEC TAFI User Guide provides descriptions of error messages and possible steps for resolution.
M&R-8-1-15	The CLEC TAFI User Guide describes the escalation process and provides contact information for out of the ordinary occurrences.
M&R-8-1-16	The document contains information that is relevant to its intended audience.
M&R-8-1-17	The CLEC TAFI User Guide accurately explains how to create a trouble report using TAFI.
M&R-8-1-18	The CLEC TAFI User Guide accurately explains how to modify a trouble report using TAFI.
M&R-8-1-19	The CLEC TAFI User Guide accurately explains how to create a repeat trouble report using TAFI.
M&R-8-1-20	The CLEC TAFI User Guide accurately explains how to create a subsequent trouble report using TAFI.
M&R-8-1-21	The CLEC TAFI User Guide accurately explains how to enter multiple trouble reports.
M&R-8-1-22	The CLEC TAFI User Guide accurately explains how to enter and retrieve trouble reports from the queue in TAFI.
M&R-8-1-23	The CLEC TAFI User Guide accurately explains how to execute supervisor functions within TAFI.
M&R-8-1-24	The CLEC TAFI User Guide accurately explains how to close a trouble report using TAFI.

M&R-8-1-25	The CLEC TAFI User Guide accurately explains how to cancel a trouble report using TAFI.
M&R-8-1-26	The CLEC TAFI User Guide accurately explains how to view port and loop-port test results using TAFI.
M&R-8-1-27	The CLEC TAFI User Guide accurately explains how to retrieve a LMOS recent status report using TAFI.
M&R-8-1-28	The CLEC TAFI User Guide accurately explains how to obtain BOCRIS customer line record information using TAFI.
M&R-8-1-29	The CLEC TAFI User Guide accurately explains how to obtain Predictor results using TAFI.
M&R-8-1-30	The CLEC TAFI User Guide accurately explains how to view DLR information using TAFI.
M&R-8-1-31	The CLEC TAFI User Guide accurately explains how to view Service Order Communications System (SOCS) pending order information using TAFI.
M&R-8-1-32	The CLEC TAFI User Guide accurately explains how to view and resend transactions that incurred host request errors using TAFI.
M&R-8-1-33	The CLEC TAFI User Guide accurately explains how to retrieve trouble history using TAFI.
M&R-8-1-34	Procedures exist for the distribution of TAFI, the CLEC TAFI User Guide, and the CLEC TAFI End-User Training Manual.
M&R-8-1-35	Procedures exist for the distribution of updates for the CLEC TAFI User Guide and the CLEC TAFI End-User Training Manual.
M&R-8-1-36	Responsibilities and procedures for developing, updating and correcting the CLEC TAFI User Guide are clearly defined.
M&R-8-2-1	TAFI On-Line Help is logically and consistently organized.
M&R-8-2-2	The organization of the TAFI On-Line Help is consistent with its intended use as described by the CLEC TAFI End-User Training and User Guide.
M&R-8-2-3	TAFI On-Line Help text is presented in a clearly understandable manner.
M&R-8-2-4	TAFI On-Line Help provides the information required to navigate/utilize the TAFI interface.
M&R-8-2-5	The content of the TAFI On-Line Help is consistent with its intended use as described by the CLEC TAFI End-User Training and User Guide.
M&R-8-2-6	The components of the TAFI On-Line Help contain accurate information.
M&R-8-2-7	Responsibilities and procedures for developing, updating, and correcting the TAFI On-Line Help are clearly defined.
M&R-8-3-1	The Facility Based Activation Requirements Guide is logically organized (e.g., clear page numbering and section labeling, table of contents, glossary of terms, explanation of acronyms, etc.) and contains a statement of organization.
M&R-8-3-2	The Facility Based Activation Requirements Guide clearly describes document purpose.
M&R-8-3-3	The Facility Based Activation Requirements Guide has clear and accurate citations directing readers to relevant sources of additional information.
M&R-8-3-4	The TAFI information contained within the Facility Based Activation Requirements Guide is correct.

M&R-8-3-5	The TAFI information contained within the <i>Facility Based Activation Requirements Guide</i> is in line with the document purpose.
M&R-8-3-6	The <i>Facility Based Activation Requirements Guide</i> is made readily available in a timely manner.

9.0 M&R-9: ECTA Documentation Evaluation

This section provides a summary for the M&R-9: ECTA Documentation Evaluation.

9.1 Objective

The objective of this test was to assess whether the documentation provided by BellSouth adequately assists CLECs in understanding how to implement and use all of the ECTA functions available to them.

9.2 Evaluation Methods

Discussions with the Georgia Public Service Commission determined that the ECTA Documentation Evaluation was not intended to assess the documentation provided by BellSouth to guide a CLECs creation of an OSS interface, but to assess the adequacy of end-user functional documentation. Therefore, KCI tested ECTA documentation for accuracy, conformance to American National Standards Institute (ANSI) requirements, and ease of use by reviewing ECTA Joint Implementation Agreements (JIAs) and observations of ECTA JIAs made during the M&R-2: ECTA Functional Test.

9.3 Analysis Methods

The data collected from the ECTA Documentation Evaluation were analyzed, and the results were assessed employing test-specific evaluation criteria.

9.4 Summary Results

The following tables present the summary results for the evaluation criteria. Definitions of evaluation criteria and possible results (Satisfied or Not Applicable) are provided in Section II.

Table III-D.9: M&R-9: ECTA Documentation Evaluation - Summary Results

Evaluation Criteria - Not Applicable	
M&R-9-1-1	BellSouth ECTA documentation accurately describes the functionality of the ECTA Gateway.
M&R-9-1-2	BellSouth ECTA documentation is easy to use.
M&R-9-1-3	BellSouth ECTA documentation conforms to ANSI documentation requirements.