BELLSOUTH

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June 11, 2002

VIA HAND DELIVERY

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

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

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of the non-proprietary portions of BellSouth's responses to the consolidated CLEC discovery. The proprietary portions are being submitted under separate cover. Copies of the enclosed are being provided to counsel of record.

Very truly yours,

Guy M. Hicks

GMH:ch

450460

CERTIFICATE OF SERVICE

I hereby certify that on June 11, 2002, a copy of the foregoing document was served on the parties of record, via hand delivery, facsimile, overnight or US Mail, addressed as follows:

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Susan Berlin, Esquire
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Six Concourse Pkwy, #3200
Atlanta, GA 30328
for MCI

REQUEST: Please identify all persons who provided any information for purposes of answering these interrogatories and for each person identify the Interrogatory with which that person assisted.

RESPONSE:

John Ruscilli, Data Request – 2
Clyde Greene, Data Request – 3, Supplemental Items 5, 6, Data Request 13, 14, 56
Richard McIntire, Data Request –3, Supplemental Items 5, 6
Al Varner, Data Request – 3, Supplemental Items 16-18, Data Request 15-19, 21- 39, 43, 47
Ron Pate, Data Request – 4, Supplemental Item 22, Data Request 9, 11, 43, 44, 48, 58, 67, 96, 101 – 104,
Theresia Gentry, Data Request – 4, Supplemental Item 23, Data Request 13, 14, 40, 41, 42, 49, 50, 51, 92-95
Tommy Williams, Data Request – 4, Supplemental Item 69, Data Request 53
Eric Fogle, Data Request – 4, Supplemental Item 87, Data Request 61-63, 86 – 89, 97 – 100,
Steve Bigelow, Data Request – 5
Eugene Glenn, Data Request – 5
Ron Hilyer, Data Request – 6, 45
Mike Zier, Data Request – 7
Lynne Brewer, Data Request – 8, 60
Steve Martin, Data Request – 8
Dennis Davis, Data Request – 10, 11, 12
Barbara Paris, Data Request – 13, 14
Marcia Foshee-Duffy, Data Request – 13, 14
Brad Coleman, Data Request – 20
Amanda Butler, Data Request – 40, 41, 42
Scott Woolard, Data Request – 50
Steve Vanderburg, Data Request – 51
Reg Starks, Data Request – 52
Bill McAllister, Data Request - 54

RESPONSE (continued):

Gary Dennis, Data Request – 46
Linda Tate, Data Request - 46
Jeff McKinney, Data Request – 55, 65, 66, 91
Eddie Owens, Data Request – 57, 59, 91
Robert McKnight, Data Request - 64
Dave Coon, Data Request – 58
Greg Follensbee, Data Request – 67
Shane Ragland, Data Request – 68-71,
Nicole McCarthy, Data Request – 68-70,
Conrad Ponder, Data Request – 72, 73, 105
Tamara Schoech, Data Request – 72
S. Meyer Fletcher, Data Request – 73
Keith Milner, Data Request – 74
Alan Tarr, Data Request – 75-77
Linda Byrd, Data Request – 75-77
Ty Taylor, Data Request – 78 – 85
Mike Zitzmann, Data Request - 90
Kathy Sager, Data Request 105
Laura Verdier, Data Request 105
George Darden, Data Request 105
Kenney Blackburn, Data Request 106 - 108

REQUEST: Please identify the individual who is best able to provide information on the existence and extent of competition for local service in Tennessee.

RESPONSE: John A. Ruscilli

REQUEST: Please provide supplemental responses to covering the period July 1, 2001 to April 30, 2002, to Interrogatories Nos. 5, 6, 16, 17, and 18, from AT&T, SECCA, Brooks Fiber, MCImetro, WorldCom, Time Warner, XO Tennessee, and Covad which were served on August 21, 2001.

RESPONSE: See attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 3
ATTACHMENTS

REQUEST: Provide, by quarter, the total number of minutes exchanged with CLECs from 1996 to the present.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

Month	CLEC ORIGINATED MINUTES IN TN
08/01	81,933,488
09/01	80,923.075
10/01	76,751,509
11/01	77,403,890
12/01	77,542,330
01/02	87,196,715
02/02	105,081,770
03/02	94,198,238
04/02	102,345,839

Tennessee BellSouth Originated MOUs

July - Sept 01	3,100,932,456
Oct - Dec 01	3,300,843,152
Jan - Mar 02	3,630,999,043
April 02	1,184,999,043

REQUEST: For each of the past five years, provide the number of minutes interchanged between BellSouth and CMRS networks in Tennessee. Separately identify:

a. The number of minutes originating with CMRS customers and terminating with BellSouth.

b. The number of minutes originating with BellSoluth and terminating on CMRS networks.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

Month	CMRS ORIGINATED MINUTES IN TN
08/01	245,273,991
09/01	262,509,480
10/01	310,901,701
11/01	264,494,338
12/01	264,398,598
01/02	328,171,211
02/02	280,363,432
03/02	279,257,298
04/02	356,953,580

MOUs BellSouth Originated CMRS Terminated (Tennessee)

1999	461,433,798
2000	1,111,005,421
2001	1,307,224,281
2002 thru April 30	624,342,066

REQUEST: For the months of January 2001 through July 2001, please state, by month, the percentage of coordinated cutovers that involved IDLC in Tennessee and in each of the other states in BellSouth's region.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

The systems in which the requested information is retained, only retains this type of information for 60 days. Consequently, the data for August 2001 through March 2002 is not currently in BellSouth's possession, custody or control. In BellSouth's previous work effort, BellSouth manually reviewed every order involving Coordinated Cutovers for these months in all nine states to identify whether IDLC was involved.

BellSouth is currently manually compiling the data for the percentage of coordinated cutovers that involved IDLC in Tennessee and in each of the other states in BellSouth's region. Below is a table summarizing the data for coordinated cutovers that involved IDLC in each of the other states in BellSouth's region for the months available.

STATE		
	7/01	**04/02**
AL	9.4%	
GA	15.4%	
KY	50%	
LA	4.6%	
MS	15%	
NC / SC	26.5%	
FL	40.5%	
TN	19.1%	
AL	4.6%	

REQUEST: For the months of January 2001 through July 2001, please state the number and percentage of coordinated customer conversion service orders involving IDLC in Tennessee and in each of the other states in BellSouth's region for which BellSouth failed to meet the Coordinated Hot Cut Timeliness % Within Interval Measure.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

The systems, in which the requested information is retained, only retains this type of information for 60 days. Consequently, the data for August 2001 through March 2002 is not currently in BellSouth's possession, custody or control. The only responsive information that remains in BellSouth's possession is for the month of April 2002. BellSouth is currently manually reviewing every order involving Coordinated Cutovers for these months in TN and the remaining states to identify whether IDLC was involved and, where IDLC was involved, the time where BellSouth failed to meet the Coordinated Hot Cut Timeliness % Within Interval Measurement.

In July 2001, all states in BellSouth met the Coordinated Hot Cut Timeliness % Within Interval Measure.

REQUEST: Beginning with January 1, 2001, provide the service order accuracy rate for CLEC orders and the service order accuracy rate for BellSouth's retail operation for Tennessee and in each of the other states in BellSouth's region. For purposes of this interrogatory, "service order accuracy rate" with respect to CLEC orders is defined as the percentage of service orders for CLECs that were processed by BellSouth exactly as they were ordered or prepared by the CLECs.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

BellSouth produces a Service Order Accuracy Report as ordered by the GA PSC. Beginning with the November 2001 report, BellSouth began publishing a Regional Service Order Accuracy report. Prior to November 2001 data month there were specific reports for Florida, Georgia, and Kentucky based on service order samples from those states. The data for these three states was used to derive an average accuracy rate for the other states.
Service Order Accuracy rates with respect to Resale Residence CLEC non-dispatched orders, < 10 circuits orders as reported by BellSouth are attached below:

	July 01	Aug 01	Sept 01	Oct 01	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
GA	87.50%	77.78%	94.30%	100%	-	-	-	-	-	-
FL	95.15%	96.97%	96.34%	98.94%	-	-	-	-	-	-
NC	86.67%	87.83%	95.49%	99.27%	-	-	-	-	-	-
SC	86.67%	87.83%	95.49%	99.27%	-	-	-	-	-	-
TN	86.67%	87.83%	95.49%	99.27%	-	-	-	-	-	-
KY	72.16%	89.67%	96.79%	98.86%	-	-	-	-	-	-
LA	86.67%	87.83%	95.49%	99.27%	-	-	-	-	-	-
AL	86.67%	87.83%	95.49%	99.27%	-	-	-	-	-	-
Region					96.43%	100%	97.33%	98.67%	95.38%	94.29%

RESPONSE: (Cont.)

Beginning with November data, BellSouth changed certain aspects of the Service Order Accuracy methodology to provide a more accurate representation of its performance consistent with the required disaggregations in the SQM. In order to increase the likelihood of a statistically valid sample for each submetric, BellSouth has made the measure regional. In addition, there were certain other aspects of the measure that required modification as set forth below:

BellSouth's Service Order Accuracy measurement was based on an evaluation of all service orders ("SOs") generated by the LSRs associated with the originally sampled SOs. Thus, the volumes reflected on the MSS represented the volume of LSRs, not SOs.

Statistically valid samples of SOs were selected based on product groups, <10 circuits vs. >10 circuits, and mechanized vs. non-mechanized. The dispatch vs. non-dispatch levels of disaggregation were not statistically valid because this criteria was not a factor in sampling;

Starting with November 2001 data, BellSouth changed the measurement to improve the statistical validity of the sample; more precisely assess the accuracy of SOs; include all of the 24 sub-metrics; address existing product gaps; and reflect the regionality of BellSouth's OSS and work centers.

To effectuate these changes, BellSouth made the following modifications to the calculation of the measure: first, BellSouth calculated the measure based on a nine state aggregate sample; second, BellSouth refocused the measurement to include only sampled SOs; third, BellSouth expanded the sampling methodology to sample from all 24 sub-metric categories; and fourth, BellSouth included all product offerings in the data universe. The result of these changes is that BellSouth has a more precise and accurate measure. Prior to November data, the measurement tended to understate performance, primarily due to the omission of mechanized UNE-P and the process of evaluating all SOs associated with a particular LSR.

The increased volume due to the nine-state aggregate used to calculate the measure for November data forward enhances ability of the measure to reflect the performance of the regional ordering systems; the sample methodology adheres to the intent of the SQM; it is valid for all 24 sub-metrics; and it reflects all product offerings.

REQUEST: Please provide supplemental responses covering the period October 1, 2001 to April 30, 2002, to Interrogatories Nos. 22, 23, 69, and 87, from AT&T, SECCA, Brooks Fiber, MCImetro, WorldCom, Time Warner, XO Tennessee, and Covad which were served on August 21, 2001.

RESPONSE: See attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 4

ATTACHMENTS

REQUEST: List and identify the purpose of all changes implemented to the BellSouth retail interfaces known as the Regional Negotiation System (RNS) and Regional Ordering System (ROS) from January 2000 to the present.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

See attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
AT&T, SECCA, WorldCom, Time Warner, XO, Covad's
1st interrogatories
August 21, 2001
SUPPLEMENTAL Item 22
ATTACHMENT

October 2001

Feature Description	Type
NXX-X list on All TN/NEW TN	Mandate/Regulatory
Reqts to correctly generate SEQ1X	Operational Efficiency
Chng Appearance of Appt codes on DD folder	Operational Efficiency
Group RCF USOCs	Operational Efficiency
Allow non-designed orders to be issued on designed accounts	Operational Efficiency
Populate BIR DIL when BTN'd account has same	Operational Efficiency
Add 2nd charac of rtng code as O when jack is on order	Operational Efficiency

November 2001

Feature Description	Type
Add TPV & LOA widget on LNP window	Mandate/Regulatory
Add severe edit for presence of LNPPX	Operational Efficiency
Order number assignment	Operational Efficiency
Replicate order per sections	Operational Efficiency

December 2001

Feature Description	Type
Display rates for BSLD toll free & FCC	Operational Efficiency

Feature Description	Type
Infer ZHLD FID for Winback	Mandate/Regulatory
Add widget to LNP folder for FID PRN	Mandate/Regulatory
Allow Account number changes for Misc Acct	Operational Efficiency
Change FMT edit 434 to severe	Operational Efficiency
Rearrange To and From labels on Traffic	Operational Efficiency
Message window into focus with non-severe errors	Operational Efficiency
Infer USOC 377BP for BSLD compensation	Operational Efficiency
Update reports mgr	Operational Efficiency

Feb 2002

Feature Description	Type
LSO Population (Hold File fix)	Operational Efficiency
Due Date Mandate	Mandate/Regulatory
Add new Area Codes to the Site	Operational Efficiency
Allow change of aciton codes on SO Search & Replace	Operational Efficiency
Add preassigned order number field to create order folder	Operational Efficiency
Modify ZHLD behavior	Mandate/Regulatory
New headings in SOVIEW S&R	Operational Efficiency
Add 2 USOCs for LNP Cost Recovery	Mandate/Regulatory
Ignore extra spaces in FID data	Operational Efficiency

Feature Description	Type
Support Cancel pending order function	Operational Efficiency
Update order from SOLE window	Operational Efficiency
SFG Required for ESW switch on RCF	Operational Efficiency

Feature Description	Type
Change BSLD Comp USOC to 377 BB	Operational Efficiency
Interval Paging	Operational Efficiency
Do not infer LNP++ FUJ++ & AH8 USOCS on Choke Network	Operational Efficiency
Add EMP1X USOC for CCB	Operational Efficiency

REQUEST: Provide LCSC employee monthly turn-over (retention) rates from January 2000 to the present.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

The average monthly turn over(attrition) rate for the service representatives in the department for which the LCSC resides was 1.45% for 2000 and 1.32% for 2001. Due to the consistency of the headcount and the low volume of turn over, this number has not been compiled for 2002.

REQUEST: What business processes have been changed since September to improve the provisioning of line sharing? What process improvements are being prepared for line sharing provisioning?

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

BellSouth continues to object to this Request to the extent it implies that BellSouth needs to improve provisioning of line sharing.

To date, there have been no significant changes to "business processes". However, in the line sharing collaborative meetings, (regularly scheduled meetings between BellSouth and all interested DLECs) BellSouth and DLECs are continually working to "fine tune" various methods, procedures, etc. to better meet DLECs needs. The results of which may be seen at the Collaborative Web site:
http://www.interconnection.bellsouth.com/markets/lec/line_sharing_collab/index.html

REQUEST: What is BellSouth's present day market share of the Tennessee DSL market? Please provide all documentation supporting your response.

SUPPLEMENTAL RESPONSE COVERING THE PERIOD OCTOBER 1, 2001 TO APRIL 30, 2002.

BellSouth considers this information to be proprietary and it is being provided subject to the terms of the protective order.

As of June 10, 2002, BellSouth had 52,769 DSL subscribers in Tennessee.

The DSL organization does not have any documentation or estimates of DSL subscribers for other facility-based competitors in Tennessee. Without that information, it is impossible to determine BellSouth's present day market share in Tennessee.

REQUEST: For the year 2001, provide the total number of BellSouth's Tennessee:

A. Local minutes

B. Local calls

C. IntraLATA toll minutes

D. IntraLATA toll calls

E. InterLATA access minutes

F. InterLATA access calls

RESPONSE: For b, d and f, BellSouth does not track local ,intraLATA or interLATA messages as a routine part of the management of the business.

For a, c and e, see attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
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2001 Jan	2001 Feb	2001 Mar	2001 Apr	2001 May	2001 Jun	2001 Jul	2001 Aug	2001 Sep	2001 Oct	2001 Nov	2001 Dec	2001 Ann
687,156	706,342	637,979	691,029	649,346	648,086	641,186	634,281	643,620	657,200	645,747	601,217	7,843,189
182,263	189,657	170,625	185,846	176,948	176,747	175,748	169,879	184,743	179,612	187,975	172,824	2,152,867
155,531,311	170,219,575	148,007,107	156,443,827	125,553,249	123,701,248	125,812,019	140,871,552	148,130,652	133,253,641	159,924,239	179,795,069	1,767,243,489
55,064	62,032	56,086	60,135	57,421	59,363	60,087	65,201	63,548	60,148	70,254	60,361	729,700
292,134	242,709	256,676	250,907	191,827	160,496	165,060	126,140	117,093	110,078	98,820	95,771	2,107,711
45,737	35,842	39,329	36,909	38,540	38,268	40,238	39,665	31,515	33,925	30,699	27,291	437,958
4,020,615	3,827,113	3,593,755	3,697,758	3,674,233	3,571,754	3,483,750	3,636,521	3,559,431	3,065,156	3,273,965	3,122,742	42,526,793
1,917,498	2,034,069	1,917,340	2,079,720	1,837,960	1,972,095	1,887,470	1,970,348	1,902,227	1,804,780	1,836,505	1,752,209	22,912,221

REQUEST: For the most recent six-month period, please provide BellSouth's monthly wholesale revenues on a Tennessee-specific and regional basis for each of the following:

A. Residential resale;
B. Business resale;
C. Unbundled network elements; and
D. Interconnection

RESPONSE: See attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 6
ATTACHMENT

	Nov 01	Dec 01	Jan 02	Feb 02	Mar 02	Apr 02
BST						
Residential resale	14,246,777	15,001,979	15,461,445	14,808,532	13,214,816	13,019,304
Business resale	17,674,091	16,832,947	16,913,659	16,342,018	13,687,385	17,355,174
Unbundled network elements (Includes Reciprocal Compensation)	32,486,959	36,870,008	31,900,016	34,713,080	35,587,815	28,716,695
Interconnection	6,059,013	6,055,348	2,129,924	2,839,996	2,247,248	1,904,306
TN						
Residential resale	732,334	715,991	717,524	733,224	740,765	736,933
Business resale	876,257	976,720	886,029	952,739	818,635	850,098
Unbundled network elements (Includes Reciprocal Compensation)	2,705,767	2,793,178	2,854,614	2,789,119	3,039,466	3,212,055
Interconnection	1,073,311	645,995	1,002,034	(184,304)	266,453	377,441

REQUEST: From the time period July 2001 to the present, please describe:

1. How many separate times BellSouth disconnected interconnection trunks in Tennessee and each of the other states in BellSouth's region. This includes reducing the size of existing trunk groups by disconnecting members of the trunk group;
2. In what specific locations did BellSouth disconnect interconnection trunks in Tennessee and each of the other states in BellSouth's region;
3. In the above instances, how many days prior to the disconnect did BellSouth notify AT&T that the disconnect would occur;
4. In how many of these instances did BellSouth await a response from AT&T that the disconnect was appropriate?
5. What method of communication does BellSouth utilize to communicate such disconnect activities to AT&T?

RESPONSE: BellSouth is compiling its response and will supplement this response as soon as possible.

REQUEST: Describe the process used by BellSouth for determining the date when BellSouth begins charging CLECs for power usage.

(a) Do these charges begin at the time that power is drained by the CLEC or when the CLEC accepts the collocation cage?

(b) Please identify, by collocation site, the actual power drain incurred by AT&T and the corresponding feeder fuse size placed, as follows:

S I T E - X	*Actual Drain*	*Fused Ampere*
When Power Charges begin (date)		
At 3 months after cage acceptance		
At 6 months after cage acceptance		
At 1 year after cage acceptance		
At 18 months after cage acceptance		

RESPONSE: (a) BellSouth begins billing the CLEC for the power it requested on its BFFO at the Space Ready Date or the date that the CLEC accepts the space, whichever is sooner.
(b) BellSouth is compiling its response and will supplement this response as soon as possible.

REQUEST: Identify the members of all groups of BellSouth employees and its contractors or vendors associated with BellSouth's review and implementation of change requests under the Change Control process Document. This should include but not be limited to the groups known as the "Triage Committee", the "Change Review Board", the "Directors Committee", the "Release Prioritization Team", the "Third Party Testing Team", the "Regulatory Team" the LCSD Team", the Project Managers", the "BellSouth IT Team", and "BTSI".

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Change Review Board - Doyle Mote-Chairperson - Documentation/Change Review Board

CLEC Change Control Manager (CCCM) - The CCM is the ALEC's employee and the ALEC's point of contact for Change Requests. This individual is responsible for presenting the ALEC's Change Requests at the Change Review Meetings.

BellSouth Change Control Manager (BCCM) - Valerie Cottingham

Release Management Project Team – Meena Masih

Triage Committee - Dennis Davis

RESPONSE: (Cont.)

Executive Review Board – Kathy Wilson-Chu, Dennis Davis, and Valerie Cottingham, Janet Millers-Field

Third Party Testing Team – Milton McElroy

LCSC Team – Diane Strickland

Project Managers – Suzie Lavett, Audrey Thomas

The BellSouth IT Team – Linda Tate

REQUEST: Bellsouth states in a May 14, 2002 Ex Parte, in FCC Docket No. 02-35, "Assuming no industry release in calendar year 2003, the CLECs could see at least 80% of the existing change request backlog eliminated." Please provide all documentation and analysis that supports that statement, including each change request, by change request number, that BellSouth used in its analysis.

RESPONSE:

BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

To arrive at the 80% figure quoted above, BellSouth analyzed the information that is bulleted below. BellSouth recently provided CLECs with a proprietary projection of capacity for upcoming releases in "UNITs." One UNIT is equal to 100 Release Cycle Hours, as defined in Change Control Process documentation, effective March 15, 2002, Appendix H, entitled "Preliminary Feature Sizing Model."

RESPONSE: (Cont.)

The formula for this analysis is based upon a conversion of the existing CLEC initiated and Regulatory change requests into an estimation of the UNITs of capacity required to implement each change request. BellSouth found:

- 1256 UNITs were estimated to be available in CLEC Production Releases for the reduction of the number of existing Change Requests, assuming no industry release in 2003.
- BellSouth estimated that Type 2 Flow-through change requests would require 998 UNITs of capacity.
- Additionally, BellSouth estimated that Type 5 change requests (CLEC initiated) would require 583 UNITs of capacity.
- 998 Type 2 +583 Type 5= 1581 UNITs required to reduce the total estimated change requests, as reflected on the attached spreadsheets.
- 1256/1581 = 79% (BellSouth divided 1256 UNITs (total CLEC production release UNITs under the option that did not include an industry release) by 1581 total UNITs needed to reduce all of the existing estimated change requests, as of May 14, 2002, and arrived at 79%.)

Therefore, BellSouth concluded that approximately 80% of the existing change requests could be reduced in 2003.

Attached are 2 spreadsheets that provide the change request numbers for Type 2 and Type 5 change requests and the required UNITs for each that were utilized in this analysis. The documents were provided to the CLECs via email on May 15, 2002. On May 16, 2002 a meeting was held with the CLECs to question and clarify the 2003 Capacity Planning Estimate and Release Option documents that were mailed. Based on the feedback received from the May 16th meeting, BellSouth updated the 2003 Capacity Release Plan for discussion in the May 22, 2002 Change Review Meeting. Individual Change Requests can be viewed at BellSouth's Interconnection website at:
http://interconnection.bellsouth.com/markets/lec/ccp_live/ccp_cha_req.html

RESPONSE:

As noted above, BellSouth's analysis was based upon a scenario that assumed no industry release in 2003. However, on June 6, 2002, Change Control emailed the attached ballot tally results to the CLECs indicating that the CLEC community voted in favor of BellSouth's implementation of an industry release in 2003. The CLECs have chosen a scenario, as provided in the May 14, 2002 Ex Parte, that will make less UNITs available to reduce the existing change requests.

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PROPRIETARY

REQUEST: BellSouth states in a May 14, 2002 Ex Parte, in FCC Docket No. 02-35, "Finally, in clarifying the nature of "new" change requests, we explained how requests that BellSouth had rejected remained in that category because the requesting CLEC choose neither to use the dispute resolution process incorporated in the CCP nor to withdraw its request." Please list and produce supporting documentation referred to in this statement, that is, those change requests in the "new" category that have been rejected by BellSouth as of May 14, 2002.

RESPONSE:

BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Attachment INT 11 is the supporting documentation requested above with the "new" change requests (CRs) and their history of responses, revisits, and/or appeals. Those CRs with an asterisk beside them will be canceled by CMT if the CLEC does not reply to the last response sent.

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CR#	SUBMITTED DATE	RESPONSE DUE DATE	RESPONSE DATE-1	REVISIT DATE-1	RESPONSE DATE-2	REVISIT DATE-2	RESPONSE DATE-3	REVISIT DATE-3	RESPONSE DATE-4	REVISIT DATE-4	RESPONSE DATE-5	REMARKS
CR0132*	8/9/2000	9/12/2000	9/12/2002	7/18/2001	11/6/2001	11/15/2001	4/23/2002					
CR0245	12/15/2000	1/16/2001	1/30/2001	2/5/2001								
CR0320*	2/16/2001	3/18/2001	3/18/2001	3/28/2001	7/3/2001	10/12/2001	4/26/2002					
												3/19/2001 WorldCom request cancel. AT&T request leave open.
CR0378	3/1/2000	4/10/2000	4/10/2000	4/17/2000	4/28/2000	5/1/2000	6/9/2000	6/23/2000	6/26/2000			
CR0387*	4/27/2001	6/1/2001	7/3/2001	7/11/2001	8/6/2001	8/9/2001	8/22/2001	8/29/2001	10/8/2001	3/21/2002	4/26/2002	
CR0400*	5/15/2001	6/15/2001	6/12/2001	6/29/2001	8/22/2001	8/30/2001	4/26/2002					
												4/30/2002 This request is related to CR0085-Web Based LSR as an alternative solution.
CR0424	6/11/2001	7/11/2001	7/6/2001	8/1/2001	8/21/2001	8/31/2001	12/7/2001					
CR0446*	7/11/2001	8/9/2001	8/9/2001	8/30/2001	4/26/2002							
												04/30/2001 This request is related to CR0040-Order Tracking Request
CR0454	7/27/2001	8/30/2001	11/27/2001									
CR0477*	8/24/2001	9/24/2001	4/26/2002									
CR0689*	3/8/2002	3/22/2002	3/22/2002	3/27/2002	4/9/2002	4/10/2002	4/25/2002					
CR0717	3/25/2002	4/11/2002	4/11/2002									

REQUEST: On April 26, 2002, BellSouth published Change Request CR0756, entitled "UNE-P Call Scope Changes" labeling it as a Type-2, "Regulatory Mandate". The User Requirements Document (ENC21046.DOC Version 6.0) describes the Current Process as follows "Currently, when converting Retail/Resale to UNE-P, the correct LNECLSSVC is not always populated on the conversion.", and the Expected Process as follows "With implementation of this feature, conversions from Retail/Resale line to UNE-P will result in the correct LNECLSSCV being populated." Please explain BellSouth's classification of this defect as a regulatory mandate and provide the specific regulatory order(s) that addresses the incorrect conversion of lines from Retail/Resale to UNE-P that are the subject of this change request for TN and all other BellSouth states.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

CR0756 is classified as a Type 2 because this change was initiated as a result of a Mississippi order, *Order# 2000-AD-413 Dated 9/19/2000*. CLECs will be able to convert BellSouth retail or resale services affected by the MS Desoto County Expanded Local Calling Order to comparable UNE-P services with expanded local calling.

(continued)

Other modifications were included in CR0756 because they all require an update to the same LESOG table and would provide the following improvements:

- Additional Non-Caller ID UNE port USOCs to more completely and clearly delineate between USOCs to be used with Caller ID and those that will not support Caller ID

- New UNE Port USOCs that may be used to distinguish between the measured and flat-rate basic 10 digit dialing scope when converting BellSouth retail or resale lines in Georgia to UNE ports.

- New UNE Port USOCs supporting conversions from BellSouth's retail's Area Plus Service in Florida with CREX7.

Updating the LESOG table for all these modifications at the same time is a more efficient way to manage changes.

The above modifications are not defects because this functionality currently does not exist nor does this change meet the defect criteria as documented in the Change Control Process document. A defect, as defined in the Change Control Process document is a "change that corrects problems discovered in production versions of an application interface. These problems are where the interface is not working in accordance to the BellSouth baseline user requirements or the business rules that BellSouth has published or otherwise provided to the CLECs. In addition, if functional requirements agreed upon by BellSouth and the CLECs, results in inoperable functionality, even though software user requirements and business rules match, this will be addressed as a defect."

REQUEST: Identify all of the internal measures that BellSouth utilizes to monitor and manage the productivity and performance of its personnel, work centers and other organizational units involved in pre-ordering, ordering, provisioning, maintenance & repair, or billing functions for BellSouth's retail operations, wholesale operations, or both. The work centers and other organizational units would include, but are not limited to BellSouth's: (a) local carrier service centers; (b) residential service center; (c) business service center (d) regional central office operations; (e) regional installation and maintenance operations; (f) regional engineering and construction operations; (g) work management centers; (h) network reliability center; (i) address/facility inventory group (j) circuit provisioning group (k) customer wholesale interconnection services (CWINS) center; (l) billing data centers (m) Access Customer Advocacy Center (ACAC); (n) Interexchange Carrier Service Center (ICSC); (o) Local Interconnection Service Center (LISC).

RESPONSE: See attached.

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Attachment

Central Office Operations:

- COEPP: Time per Task
- BSTMP: Trunk Outage Report
- Report Rates: Code 5, 7 and 8s
- WFA: WOT and LPCT
- **Network Health Indicator: Performance of the Switch**

Installation and Maintenance:

- ITP – POTS field technicians (hours per call – revisit rate – completion efficiency)
- SSITP – Special Service field technicians (hours per call – revisit rate – completion efficiency)
- Ranking Report – Unnecessary Dispatches, Safety, PF rate, Residence Re-installs, Report Rate, SQI (Service Quality Index), Customer Desired Due Date, Mean Time to Repair, ADSL Sync Appt.
- I&M Tracking Report – Hours per Dispatch, Tracks Misc. hours and Disposition breakdown
- ICAMP – Provisioning – measures POTS service order completions on Due date, number without dispatch, delay days, missed company or subscriber

Outside Plant Engineering Measures

- Service Orders missed due to lack of Company Facilities (CF)
- Service Orders held pending installation of Company Facilities (PF)
- % Xboxes < 1yr spares
- ADSL CF
- Facility Modifications
- % Re-installs w/o a Visit
- CAP $/EALIM
- EXP $/EAALIS
- Code 4
- Held Applications >30 days
- CDDD
- OSP Quality Score

Construction Measures

- Job Cycle Time
- Construction Efficiency Percentage (CPEP), results at all levels down to technician
- % Utilization of Construction Time
- Construction Months Work on Hand
- Material Investment Index
- Rush Jobs
- Overage Jobs
- Workload
- Dollars and Hours by Budget Charged
- Dispatch Analysis

Network Reliability Center Measures:

- Defects per Million
- Customer Satisfaction
- Percent Inaccurate Tickets
- Average Abnormal Hand-off Time
- Outage Duration of Major Network Events
- Overall Employee Satisfaction
- Supervisor Communication
- Training Completed
- Percent SONET elements tested by Alarm Effective date
- Comm Link Failure Rate
- IOF Alarms Chronic/Sys
- Percent ATM Availability
- Percent Frame Relay Availability
- Percent CO DSLAM Availability
- Unit Cost
- Cost Management
- Productivity

AFIG and CPG Measures:

AFIG Center Measures -

- % Past Due Orders
- # of Employees/10,000 Access Lines in Service
- % Flow Through
- % RMAs Hands Off Assignment Logic (HAL) Resolved
- # of Assignment Changes per 1000 Inward Access Lines
- Cost/Service Order
- Monthly cost/Access lines in service

CPG Measures

- Headcount
- Expense Budget
- Record Issue Date (RID) Performance provides data on the numbers of special service, message, and carrier trunks added, disconnected and rearranged each month.
  - Total number of RID issued
  - Total percent of RID issued on time
  - Total Items Issued by Employee
  - Total CP $/Item (total expense dollars by total RID issued)
  - Total 0-4 Day Items Issued
  - 0-4 Day RID items completed
  - Percent of 0-4 Day RIDs on time
  - Circuit Provisioning (CP) Hours includes data and calculations on the following:
    - Hours worked
    - Overtime hours worked
    - Total hours worked (hours worked plus overtime hours)
    - CP $/hrs worked (total expense dollars by hours worked)
    - CP $/Total Hours (total expense dollars by total hours worked)
    - Items/Hrs worked (total number of RID issued by hours worked)
    - Items /Total Hours (total number of RID issued by total hours worked)
    - Work Order Record Details Quality % Error
    - Trunk Administration Systems Quality % Error

Following is a listing of the internal measures that BellSouth utilizes to monitor and manage billing functions:

1. Impact of Ref/Rec – BBS
2. Impact of Ref/Rec – Consumer
3. Impact of Ref/Rec – ICS
4. Impact of Ref/Rec – SBS
5. Account Inq Responsiveness – Consumer
6. Account Inq Responsiveness – ICS
7. Account Inq Responsiveness – SBS
8. Account Inquiry Responsiveness (BBI)
9. Acct Impact of Ref/Rec – BBS
10. Acct Impact of Ref/Rec – Consumer
11. Acct Impact of Ref/Rec – SBS
12. BBI 2001 Budget – Budget vs. Actual
13. Billing Invoice Accuracy – BST Aggregate
14. Billing Invoice Accuracy – CLEC's
15. Cost/Bill Page – All (Service Ful)
16. Cost/Retail Bill Page
17. Cost/Retail Bill Page (Business)
18. Cost/Retail Bill Page (Consumer)
19. CRIS Billing Errors – Accounts (Service Ful)
20. CRIS Billing Errors – Usage (Service Ful)
21. Impact of Refunds/Recoveries (Accounts)
22. Impact of Refunds/Recoveries (Revenue)

23. No. of Account Inquiries (BBI)
24. No. of Billing Errors (Total)
25. No. of DJM Errors (BBI)
26. No. of Refunds & Recoveries (Total)
27. Pct of Bills With Refunds
28. Bill Guarantee Writeoffs – BBI
29. Bill Guarantee Writeoffs – Total (Service Ful)
30. CABS: Service Order Error Rate
31. Carrier Adjustments (Service Ful)
32. CLEC Message Delivery – ADUF
33. CLEC Message Delivery – ODUF
34. Lost Msg Revenue – Switch (Service Ful)
35. Message Delivery – ADUF/ODUF (Service Ful)
36. Message Delivery – CMDS (service Ful)
37. Service Installation Guarantee Writeoffs
38. .Net/E-Center: bill Release Timeliness
39. .Net/E-Center: Customer Adjustments (Amt)
40. .Net/E-Center: Customer Adjustments (No.)
41. .Net/E-Center: Errors Found (Amount)
42. .Net/E-Center: Errors Found (No.)
43. .Net/ENS: Bill Release Timeliness
44. .Net/ENS: Customer Adjustments (Amt)
45. .Net/ENS: Customer Adjustments (No.)
46. .Net/ENS: Errors Found (Amount)
47. .Net/ENS: Errors Found (No.)
48. .Net/MSS: Bill Release Timeliness
49. .Net/MSS: Customer Adjustments (Amt)
50. .Net/MSS: Customer Adjustments (No.)
51. .Net/MSS: Errors Found (Amount)
52. .Net/MSS: Errors Found (No.)
53. .Net/.Net Errors Found (Amount)
54. .Net/.Net Errors Found (No.)
55. .Net: BIG Errors (Amount)
56. .Net: BIG Errors (No.)
57. .Net: Bill Release Timeliness (by Segment)
58. .Net: Bill Release Timeliness (Composite)
59. .Net: BOCRIS Errors Found (Amount)
60. .Net: BOCRIS Errors Found (No.)
61. .Net: Credit Card Bad Debt
62. .Net: Consumer Adjustments (Amount)
63. .Net: Consumer Adjustments (No.)
64. Amt of 5040 (CRIS) Adjustments – ICS
65. Amt of 5040 (CRIS) Adjustments – Total
66. Amt of 5040 Adjustments – BBS
67. Amt of 5040 Adjustments – Consumer

68. Amt of 5040 Adjustments p SBS
69. Backlog of Adjustments (No. of Days on Hand)
70. BBI Financial Rptg - $ Billing Errors Found
71. BBI Financial Rptg - $ Revenue Errors Found
72. BBI Financial Rptg – No. Billing Errors Found
73. BBI Financial Rptg – No. Revenue Errors Found
74. BBI Process Improvements – Hours Saved
75. BBI Settlement Accuracy ($)
76. BBI Settlements – Internal Failures by $ Value (000's)
77. BBI Settlements – Timeliness of Processing by # Late

Payments

78. BBI Settlements – Value Added Errors Pre-Settlement
79. BBI Settlements Accuracy (# of Settlements) by % Accurate
80. BBI Settlements: Errors Found Before Settlement
81. MIC Unbillable Writeoffs (Service Ful)
82. MIC: Average Age of Messages
83. MIC: BST Penalty Payments
84. MIC: Recovered Revenue per MIC Employee
85. MIC: Unbillable Msg Rev (BST + IXC) – Error Rate
86. MIC: Unbillable Msg Revenue (BST)
87. No. of 5040 (CRIS) Adjustments – ICS
88. No. of 5040 (CRIS) Adjustments – Total
89. No. of 5040 Adjustments – BBS
90. No. of 5040 Adjustments – Consumer
91. No. of 5040 Adjustments – SBS
92. No. of Days to Process Refunds
93. No. of DJM Errors (Usage)
94. Number of CRIS Service Orders on Hold File
95. Number of Days to Release Misc. Bills
96. Pct of Bills No Adj – BBS
97. Pct of Bills No Adj – Consumer
98. Pct of Bills No Adj – SBS
99. Pct of Code Memos Updated to DRIS Data Base by

Milestone 3

100. Pct of CRIS Bills No Adj – ICS
101. Pct of CRIS Bills No Adj – Total
102. Pending Deposits > 60 Days

103. RUB: Flex Unbillables
104. RUB: Gateway Quality Index
105. RUB: Usage Refunds – Timeliness of Resolution
106. RUB: Usage Refunds/Recoveries – Accounts Impacted
107. Settlement Account Writeoffs
108. Unbillable Message Revenue – BBS
109. Unbillable Message Revenue – Consumer
110. Unbillable Message Revenue – ICS
111. Unbillable Message Revenue – SBS
112. Account Inq Responsiveness – BOCRIS/Ref/Database
113. Account Inq Responsiveness - Cellular
114. Account Inq Responsiveness – Misc Bill (Adj)
115. Account Inq Responsiveness – Misc Bill (Ref/Dep)
116. Account Inq Responsiveness – Misc Bill (Tax)
117. Account Inq Responsiveness – CRIS Bill Ver
118. Account Inq Responsiveness – CRIS Hold File
119. Account Inquiry Responsiveness - Journals
120. Acct Inquiry Responsiveness - MIC
121. Acct Inquiry Responsiveness – Usage Proc
122. Bill Release – 8.5 X 11 Bills (5WD)
123. Bill Release – 8.5 X 11 Bills (6WD)
124. Bill Release – CABS Bills
125. Bill Release – CLUB Bills (5WD)
126. Bill Release – CLUB Bills (6WD)
127. Bill Release – RSB (6WD)
128. Bill Release – RSB (7WD)
129. Bill Release – Std CRIS Bills (5WD)
130. Bill Release – Std CRIS Bills (6WD)
131. Bill Transmission – EDI (5WD)
132. Bill Transmission – EDI (6WD)
133. CABS Bill Release (Service Ful)
134. CLEC Invoice Delivery (Impact99)
135. CRIS Bill Release (Service Ful)
136. Invalid Account Inquiries
137. No. of DJM Errors (CRIS Database)

138. Release of CRIS Bills (Composite)
139. Release of Treatment Notices
140. CATTS Measurements
141. CEO Measurements
142. UNE Measurements
143. Detail/CMRS Measurements
144. ARTSS: AMA Records Processed
145. ARTSS: ALPHA Usage Not Posted by 7:00AM
146. ARTSS: Bill Periods Missed
147. ARTSS: Switches More Than 48 Hours Behind
148. ARTSS: Revenue Journalized Due to Lost or Uncollectible AMA Usage
149. ARTSS: Duplicate Usage Data Released
150. ARTSS: AMA Usage Omitted from Processing
151. ARTSS: IBIS Cases Issued
152. ARTSS: IBIS Cases Closed
153. ARTSS: REM Tickets Generated
154. ARTSS: Security Data Requests
155. ARTSS: Budget Actuals
156. Daily Status Report
157. Corporate Impact Award Commitment
158. BBI Wholesale Hold File: Monthly Top 10 Error Codes (All Centers)
159. **BBI Wholesale Hold File: Monthly top 5 Error Codes For Each Individual Center**
160. BBI Wholesale Hold File: Error Code Types For Each Center Over 3 Month Period
161. BBI Wholesale Hold File: # of Hold File Errors Received Monthly
162. BBI Wholesale Hold File: # of Hold File Errors Corrected Monthly
163. BBI Wholesale Rate File: Number of Monthly CLEC Contract and Tariff Updates
164. BBI Wholesale Rate File: Number of Total CLEC Contract and Tariff Updates
165. BBI Wholesale Rate File: Number of Monthly BIBS Rage File Usage Updates
166. BBI Wholesale Rage File: Number of BIBS Rate File Usage Updates
167. BBI Wholesale Bill Verification: Number of J&N Bills Received Per Month
168. BBI Wholesale Bill Verification: Number of CABS Bills Received Per Month
169. PERQ Non-Management Performance Evaluation

Management Commitments
CRIS Service Order Hold File – Orders Posted Per Hour
CRIS Rate Database – Number of Updates Per Rate Manager on Monthly Basis
Report Number BG1 – Bell Revenue – all carriers
Report Number BG2 – Bell Revenue – by carrier
Report Number BG3 – Written Off – Bell Revenue – all carriers
Report Number BG 4 – Written Off – Bell Revenue – by carrier
Report Number BG5 – Meet Point Billing – Billed Bell Revenue – all carriers
Report Number BG 6 – Meet Point Billing – Billed Bell Revenue – all carriers
Report Number BG 7 – Detailed – Billed Bell Revenue – all OLECs
Report Number BG 8 – Detailed – Billed Bell Revenue – All OLECs
Report Number BG 9 – Summary – Billed Bell Revenue – all OLECs
Report Number BG 10 – Summary – Billed Bell Revenue – all OLECs
Monthly SIG and SAW Queries
CATTS 101 – Percent of Out of Control Compares
CATTS 102 – Percent of Minutes of Use at Risk
CATTS 103 – Percent of MOUs at Risk – Sourced
CATTS 104 – Bill Impacting Access Minutes of Use
CATTS 105 – Unsourced Access Minutes or Use
CATTS 106 – Percent of Minutes of Use at Risk
CATTS 103A – Percent of MOUs at Risk - Sourced
CATTS Open RCAs (101-106)
CATTS Closed RCAs (101-106)
Rpt. #301M - % Absolute Bill Adjusted
301M RCA Report
Rpt. #501 - Prior Period Usage Billed - Detail Bell and Indep
Rpt. #502 - Prior Period Usage Billed - Summary within 30 days of IBC Bill Date
Rpt. #503 - Prior Period Usage Billed - Summary Without MOU
PP Usage RCAs (500s)
Late ICO (500s)
MOU List (500s)
Rpt. #600M - Usage Reconciliation (Monthly)
Rpt. #600C - Usage Reconciliation (Cycle)
Usage Rec RCAs (600s)

204. Rpt. #901 - Mechanized MAVRIC
205. Rpt. #902 - Manual MAVRIC
206. Rpt. #903 - CABS Rate Table Update
207. Change Mgmt. Notification
208. Self Report
209. Trunk Port Trending
210. Change Mgmt. Log
211. SOT Results
212. LIDB
213. Process Improvement Log
214. Switched Financial
215. Inward Operator Services
216. Process Improvements
217. Summary
218. CCS7/Link
219. PICC
220. 301M PICC

221. PICC Self Report
222. PICC Reconciliation Report
223. PICC Balance Sheet
224. PICC Volume Expense Summary
225. PICC RCA
226. Comparison Report
227. Comparison Report Explanation
228. Retail Usage: Total Number of Accounts Impacted by Incorrect Billing
229. Average Number of Days An Account Impacted by Incorrect Billing
230. Monthly Number of SMDR Recreates and Recoveries
231. Monthly Number of Usage-Related Account Inquiries
232. Gateway Quality Index
233. Number of CRIS Billing Errors
234. Number of CRIS Account Inquiries
235. Number of CRIS Hold Bills

Performance Productivity Measures – BBS Customer Care
Service Order Metrics
Service Order Quality
Speed of Error Correction
Service Orders
Service Order Updates
Service Orders/ CSA
Revenue
Average Booked Revenue (Net)
Average Booked Revenue (Net)/CSA
Average Booked Revenue (Net) /SO
Aspirational Measures
Show Me The Money (SMTM) - Revenue Referral Program
Expired Contract Renewal
Preeminent Service - Sales Program
Service Level - SBS Mid-Market Call Ctrs.
% of Calls Answered in 60 Seconds
% of Calls Abandoned (>60 sec.)
% of Transfers
Overflow In
Average Talk Time (mm:ss)
Total Calls
Average Available CSA
Service Level - Vendor Service Centers
% of Calls Answered in 60 Seconds
% of Calls Abandoned (>60 sec.)

% of Transfers
Average Talk Time (mm:ss)
Total Calls
Average Available CSA
Envision Productivity
CSA Productivity
SC Productivity
SPP Results
Transactional Provisioning (POTS)
Transactional Provisioning (Spcls)
Billing Metrics
Essex Disconnect Activity
IBIS Billing Errors Correction Rate
BARS Errors
BARS Errors
5297 Q A Summary
Statusing
Customer Readiness (DD-2)

TN Residence Service Centers

Productivity and Performance Measures:

Access – percent of incoming calls abandoned by customer
Average Talk Time – average time spent talking to a customer on a call
Availability – percent of time representative is available to answer calls
Adherence – percent measure of adherence to a pre-determined schedule
Average Handling Time – total time to handle a customer call including closed-key or follow-up
Attendance – measure of frequency and type of absences from scheduled work

Number of Calls Handled – average number of calls handled per available employee
Transferred Calls – number of calls initially received in one gate and ultimately transferred to another
Call Types – identification of incoming call type
Service Order Error Rate – measure of input errors on service orders

Customer Satisfaction – follow-up interviews with customers to measure service satisfaction
Sales – various measures of sales effectiveness including revenue per call, revenue per employee, units per employee
Offer Rates – measure of employee performance in offering products to customers
Order types – identification of various types of orders received from customers
Churn – measure of turnover frequency of key products
Appeals – measure of number of customer appeals to higher management or regulatory authorities
Employee Satisfaction – internal survey of employee satisfaction with work environment
Attrition – measure of employee turnover
Overtime – measure of number of hours worked by employee over scheduled hours

For Small Business in TN:
PERFORMANCE:
Sales
Revenue (annual billed revenue, revenue per order)
Products (ADSL, Packages, Contracts, Pagers, Wireless, Internet Access, Lines)
Quality of Service Delivered
Service Order errors not resolved
Repair commitments changed
Repair commitments unprocessed
PRODUCTIVITY:
Absences
Orders per employee
Average Speed of Answer

REQUEST: Identify all of the internal reports that BellSouth utilizes to communicate and analyze the data generated by the internal performance measures identified in the preceding interrogatory.

RESPONSE: See BellSouth's response to 1st Data Request, Item No. 13.

REQUEST: Please identify all modifications to BellSouth's systems, processes, and procedures necessary to collect and present data in reports that will comply with the permanent set of performance measurements adopted by the Tennessee regulatory Authority in Docket No. 01-00193 and

(a) provide a detailed schedule for completing each modification listed;

(b) describe the recourses necessary to complete each modification listed; an

(c) if any listed modifications cannot be completed within 30 days, please state the reason(s) for the delay in completing that modification.

RESPONSE:

Please refer to BellSouth's Motion for Reconsideration filed in Docket No. 01-00193 on May 29, 2002, provided in Request for Documents, Item No. 1. BellSouth is still in the process of developing the requirements for the changes ordered by the TRA as described in paragraph III of the Motion.

REQUEST: Provide a complete description of each Performance Metrics defect correction and feature enhancement scheduled for implementation in Test Director, Team Connection or other Performance Metrics tracking systems.

RESPONSE: Please refer to BellSouth's response to Item No. 17

REQUEST: Provide a complete description of each Performance Metrics defect correction and feature enhancement implemented from October 2001 to the present and tracked in Test Director, Team Connection or other Performance Metrics tracking system.

RESPONSE: Please see documents provided in BellSouth's response to Request for Documents, Item No. 1 for the Performance Metrics defect correction and feature enhancement implemented from October 2001 to the present and tracked in Test Director.

REQUEST: Provide copies of all meeting minutes from October 2001 to the present of the Performance Metrics Production Change Control Board described in Exception 119 of the Florida Third Party Test.

RESPONSE: Please see response to Request for Documents, Item No. 1 for the meeting minutes from the Performance Metrics Production Change Control Board, described in Exception 119 of the Florida Third Party Test.

REQUEST: Provide BellSouth tracking or other issues logs for open issues, observations and exceptions in the current performance metrics audit in Georgia.

RESPONSE: Please see BellSouth's response to Request for Documents, Item No. 1 for documents responsive to this request. This information is proprietary and is being provided subject to the execution of an appropriate non-disclosure agreement.

REQUEST: Provide BellSouth's Network Services Dispatch Priority List associated with maintenance activities. This list should detail how BellSouth prioritizes all CLEC trouble tickets.

RESPONSE: See BellSouth's response to 1st Data Request, Item No. 55.

REQUEST: Provide the date by which completion notices for orders completed in one month, but notice provided in another will be added to the Average Completion Notice Interval Measure.

RESPONSE: This issue is expected to be implemented with July 2002 data.

REQUEST: Provide the date by which completion notices for orders classified, as "projects" will be added to the Average Completion Notice Interval Measure.

RESPONSE: Orders classified as projects are not excluded from any Provisioning measure, however, because Projects are excluded in Ordering, these orders may not have been previously included in the ACNI measure. To determine if the LSR was received by mechanized or non-mechanized methods, the completion notice has to be matched to the original LSR that only appears in the ordering measures. Some LSRs, including projects, are legitimately excluded from the ordering measures but are included in provisioning measures. Completion notices for these LSRs could not be matched to the LSR so they were excluded. However, LSRs excluded from ordering raw data are placed in an "error" file, so BellSouth will begin looking in this error file to match LSRs to completion notices. This enhancement, effective with January data, added additional SOs to the ACNI volume; however, it should not have a disproportionate impact on the reported interval.

REQUEST: Provide the date by which BellSouth will report performance for the Average Jeopardy Notice Interval Measure in compliance with its published business rules which require that BellSouth measure from the date and time the notice is released to the CLEC until 5pm on the commitment date of the order.

RESPONSE: BellSouth currently report the Average Jeopardy Notice Interval (AJNI) measure as part of the Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notice measure. BellSouth currently reports the Average Jeopardy Notice Interval Measure in compliance with its published business rules which require that BellSouth measure from the date and time the notice is released to the CLEC until 5pm on the commitment date of the order.

REQUEST: Provide BellSouth's sampling methodology for the % Database Update Accuracy Measure.

RESPONSE: Please see the attached document Item24.doc, which contains BellSouth's sampling methodology for the Percent Database Update Accuracy Measure. The Percent Database Update Accuracy measurement is done using service orders from this sample.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 24
ATTACHMENT

% Database Update Accuracy Sampling Methodology

The following "Service Order Accuracy Sampling Methodology" is used to select completed CLEC Service Orders to be used for the Service Order Accuracy measure. The CLEC Service Orders selected that affect Directory Assistance, Directory Listings, or LIDB are used as the sample of CLEC Service Orders for the % Database Update Accuracy measure. Currently, "Directly Listing only" Service Orders are not included in the sampling process but process changes are being implemented to include them in the % Database Update Accuracy measure.

Service Order Accuracy Sampling Methodology

Sample sizes are chosen for each Product Group (Resale Residence, Resale Business, Resale Design, UNE Design, UNE Non-Design, and Local Interconnection Trunks) with a target of a 95% confidence interval of 5% or less. That is, we hope to be 95% certain that the error rate for the universe being sampled is no further than 5% from the sample error rate. Scenario testing with the Hypergeometric distribution (see Exhibit KEJ-1) using error rates slightly greater than the historical tendency helps assure that the final result will be statistically valid at this level. When the sampled Service Orders have been checked for errors, the Hypergeometric distribution is used to calculate the actual confidence limits.

An unordered sample of 150% the prescribed size is generated from Service Order records using computer generated random numbers. That is, the first Service Order on the list is the first one randomly selected, the second Service Order on the list is the second one randomly selected, etc. The reviewers begin with the first Service Order on

the list and attempt to retrieve it for analysis. Should it be unavailable they proceed to the next designated Service Order and continue until they have been able to locate, in order, the prescribed number of Service Orders for the sample. By maintaining the list in the order in which they were selected the randomness of the selections is insured. The 150% is purposely chosen to be excessively large, insuring that there will never be a problem obtaining an adequate sample.

Some sampled Service Orders cannot be used because the Project Management group handles certain types of requests from the CLECs and pass along the requests to the LCSC for order issuance via a spreadsheet and not an actual LSR. Because there is no actual LSR entered into the system, there is no way to compare the request to the service order.

Hypergeometric Calculation of 95% Confidence Interval

Let $N = Universe\ Size$,
$n = Sample\ Size$,
$d = Number\ Defective\ in\ Sample$

$$p = \frac{d}{n} = Fraction\ Defective\ (error\ rate)\ in\ the\ Sample$$

The upper confidence limit is the number of errors there could be in the universe that would give greater than 0.025 probability of getting *d* or fewer errors in a sample of size *n*. It is therefore the largest integer D_U for which:

$$\sum_{i=0}^{d} \frac{C(D_U,i)C(N-D_U,n-i)}{C(N,n)} > 0.025$$

Or (special case) when $p = d = 0$ (a one-sided limit):

$$\sum_{i=0}^{d} \frac{C(D_U,i)C(N-D_U,n-i)}{C(N,n)} > 0.05$$

$$Upper\ Confidence\ Limit\ for\ error\ rate = \frac{D_U}{N}$$

That is, the largest achievable value of the error rate for the universe for which there is more than a 2.5% chance of the actual sample occurring.

Similarly for Lower Confidence Limit:

The lower confidence limit is the number of errors there could be in the universe that would give less than a 0.025 probability of getting *d* or more errors in a sample of size *n*. It is therefore the largest integer D_L for which:

$$\sum_{i=d}^{D_L} \frac{C(D_L,i)C(N-D_L,n-i)}{C(N,n)} < 0.025$$

Probability {*d* or more errors} = 1 – Probability {*d* -1 or fewer errors}
So we want the largest integer D_L for which:

$$1 - \sum_{i=0}^{d-1} \frac{C(D_L,i)C(N-D_L,n-i)}{C(N,n)} < 0.025$$

$$or \quad \sum_{i=0}^{d-1} \frac{C(D_L,i)C(N-D_L,n-i)}{C(N,n)} > 0.975$$

$$Lower\ Confidence\ Limit\ for\ error\ rate = \frac{D_L}{N}$$

For a sample of size *n*, where we have observed *d* defectives, we are now 95% certain that the error rate for the universe, p_u, satisfies:

$$\frac{D_L}{N} \le p_u \le \frac{D_U}{N}$$

When choosing sample sizes for subsequent sampling we repeat this process, varying (usually increasing) *n* and *d*, but keeping $\frac{d}{n}$ "slightly greater than the historical tendency" until we achieve $\frac{D_U}{N} - \frac{d}{n} < 0.05$ and $\frac{d}{n} - \frac{D_L}{N} < 0.05$. That is, until the confidence interval width is less than 5% in each direction.

REQUEST: Describe in which performance measures BellSouth reports its rejection and FOC performance for each type of LSR submitted to the Complex Resale Support Group (CRSG).

RESPONSE: LSRs submitted to the CRSG and included in Performance Measurements results are currently reported in BellSouth's SQM in the Non-Mechanized categories for Percent Rejected Service Requests, Reject Interval, Firm Order Confirmation Timeliness, and Firm Order Confirmation and Reject Response Completeness under the following products:

Resale Design (Specials)
UNE Loop + Port Combinations
xDSL
Local Interoffice Transport

Additionally xDSL and Local Interoffice Transport are reported in BellSouth's SQM in Service Inquiry with LSR Firm Order Confirmation Response Time - Manual.

REQUEST: Please provide BellSouth's rejection and FOC performance for LSRs processed by the Complex Resale Support Group (CRSG) for Tennessee for the months of January-April, 2002.

RESPONSE: BellSouth does not have this LSR data processed separately, by Service Centers, as BellSouth Performance Measures do not include the CRSG as a defined level of disaggregation. LSRs processed by the CRSG and reported in monthly results for Reject Interval and FOC Timeliness are included in Resale Design (Special), UNE Loop + Port Combinations, xDSL, and Local Interoffice Transport. They are classified as non-mechanized LSRs.

However, in order to make an effort to respond, BellSouth has provided the rejection and FOC performance for these LSRs.

Service inquires processed by the CRSG and reported in monthly results are included in Resale Design (Special), UNE Loop + Port Combinations, xDSL, and Local Interoffice Transport. However less than 2.5% of the reported UNE Loop + Port Combinations received in January through March are LSRs processed by the CRSG.

BellSouth's rejection and FOC performance for LSRs for these categories includes the LSRs processed by the Complex Resale Support Group (CRSG) for Tennessee for the months of January-April, 2002 is as follows:

Reject Interval - Non-Mechanized
Resale Design (Specials)/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	100.00%	3	3
Feb-02	85.00%	100.00%	8	8
Mar-02	85.00%	93.33%	28	30
Apr-02	85.00%	100.00%	41	41

Reject Interval - Non-Mechanized
UNE Loop + Port Combinations/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	96.47%	82	85
Feb-02	85.00%	98.97%	96	97
Mar-02	85.00%	97.37%	111	114
Apr-02	85.00%	98.65%	73	74

Reject Interval - Non-Mechanized
xDSL (ADSL, HDSL and UCL)/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	100.00%	12	12
Feb-02	85.00%	97.73%	43	44
Mar-02	85.00%	100.00%	32	32
Apr-02	85.00%	100.00%	17	17

Reject Interval - Non-Mechanized
Local Interoffice Transport/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	100.00%	1	1
Feb-02	85.00%	100.00%	4	4
Mar-02	85.00%	100.00%	40	40
Apr-02	85.00%	100.00%	11	11

FOC Timeliness - Non-Mechanized
Resale Design (Specials)/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	94.74%	18	19
Feb-02	85.00%	100.00%	8	8
Mar-02	85.00%	92.86%	26	28
Apr-02	85.00%	100.00%	79	79

FOC Timeliness - Non-Mechanized
UNE Loop + Port Combinations/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	98.73%	78	79
Feb-02	85.00%	96.00%	72	75
Mar-02	85.00%	98.88%	88	89
Apr-02	85.00%	97.54%	119	122

FOC Timeliness - Non-Mechanized
xDSL (ADSL, HDSL and UCL)/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	100.00%	78	78
Feb-02	85.00%	100.00%	145	145
Mar-02	85.00%	100.00%	95	95
Apr-02	85.00%	100.00%	48	48

FOC Timeliness - Non-Mechanized
Local Interoffice Transport/TN (%)

	Benchmark	CLEC	Numerator	Volume
Jan-02	85.00%	100.00%	1	1
Feb-02	85.00%			
Mar-02	85.00%	100.00%	41	41
Apr-02	85.00%	100.00%	13	13

REQUEST: Describe why BellSouth populates the equity column in its (Monthly State Summary (MSS) performance reports with "Yes" for the Mean Held Orders Interval Measure even though there are no CLEC held orders.

RESPONSE: BellSouth populates the equity column in its Monthly State Summary (MSS) performance reports with "Yes" for the Mean Held Orders Interval Measure because BellSouth had no held orders for the report period. Therefore, BellSouth achieved the performance standard for the measurement and populated a "Yes" in the equity column in the MSS report.

REQUEST: Does BellSouth exclude outages of less than 20 minutes from the Interface Availability Measure? If yes, provide, by month and by interface, for the months of January-April 2002, the number of outages of less than 20 minutes.

RESPONSE: BellSouth does not exclude outages of less than 20 minutes. One minute is the lowest unit of measure for outages. If an outage is less than a minute, the outage will be measured as a one-minute outage.

REQUEST: Describe any differences in the data included in the LSRs in the denominator of the % Rejected LSRs measure (Total Mechanized) and the number of LSRs included in the "Total Mech LSRs" in the flow-through report.

RESPONSE: Flow-Through "Total Mech LSRs" includes projects, PMAP % Rejected LSRs does not.

Flow-Through "Total Mech LSRs" includes LSRs with negative FOC or reject intervals, % Rejected LSRs does not.

Flow-Through "Total Mech LSRs" includes LSRs where a product code could not be identified, PMAP % Rejected LSRs does not.

Flow-Through "Total Mech LSRs" includes LSRs for which a state was not identified, % Rejected LSRs does not.

REQUEST: Describe any differences in the data included in the LSRs in the denominator of the LNP % Rejected LSRs measure (Total Mechanized) and the number of LSRs included in the "Total Mech LSRs" in the LNP flow-through report.

RESPONSE: LNP Flow-Through 'Total Mech LSRs' includes all LSRs that meet the following conditions:

1.) Received by the LNP Gateway in the reporting month

2.) Received a Clarification or FOC by the time the snapshot of the data is taken.

LNP % Rejected LSRs includes LSRs received by TAG or EDI gateways in the reporting month.

LNP Flow-Through 'Total Mech LSRs' includes LSRs with negative intervals, LNP % Rejected LSRs excludes LSRs with negative intervals.

LNP Flow-Through 'Total Mech LSRs' includes LSRs with a SUP of 01 (cancel). LNP % Rejected LSRs excludes LSRs with a SUP of 01.

LNP Flow-Through 'Total Mech LSRs' includes projects, LNP % Rejected LSRs excludes projects.

REQUEST: Describe any differences in the data included in the LSRs in the fully mechanized Reject Interval measure and the LSRs in the auto-clarifications of the flow-through report.

RESPONSE: Flow-Through Auto-clarifications includes projects, PMAP fully mechanized Reject Interval does not.

Flow-Through Auto-clarifications includes LSRs with negative reject intervals, fully mechanized Reject Interval does not.

Flow-Through Auto-clarifications includes LSRs for which a product code could not be identified, PMAP fully mechanized Reject Interval does not.

Flow-Through Auto-clarifications includes LSRs that were auto-clarified in error and then corrected by a service representative, PMAP fully mechanized Reject Interval does not.

Flow-Through Auto-clarifications does not include any LSRs that were clarified by a service representative, PMAP fully mechanized Reject Interval includes LSRs that were clarified by a service representative, but were not properly assigned to a specific service representative.

Flow-Through Auto-clarifications does not include any LSRs that went to planned manual fallout, PMAP fully mechanized Reject Interval includes LSRs that went to planned manual fallout and were clarified by a service representative, but were not properly assigned to a specific service representative.

Flow-Through Auto-clarifications excludes LSRs received in previous months, fully mechanized Reject Interval does not.

Flow-Through Auto-clarifications includes LSRs for which a state could not be identified, fully mechanized Reject Interval does not.

REQUEST: Describe any differences in the data included in the LSRs in the fully mechanized LNP Reject Interval measure and the LSRs in the auto-clarifications of the LNP flow-through report.

RESPONSE: LNP Flow-Through Auto-clarifications excludes LSRs received in previous months. Fully mechanized LNP Reject Interval includes LSRs received in previous months and rejected in the current month.

LNP Flow-Through Auto-clarifications include LSRs with negative intervals. Fully mechanized LNP Reject Interval excludes LSRs with negative intervals.

LNP Flow-Through Auto-clarifications includes LSRs with a SUP of 01 (cancel). Fully mechanized LNP Reject Interval excludes LSRs with a SUP of 01.

LNP Flow-Through Auto-clarifications includes projects. Fully mechanized LNP Reject Interval excludes projects.

LNP Flow-Through Auto-clarifications counts LSRs which meet the following criteria from tables in the LNP Gateway: tranacktype = AH, errorlevel = AUTO and errorsource = A. Fully mechanized LNP Reject Interval counts LSRs which meet the following criteria from EDI or TAG logs: tran_set_pur_cd = 'CLARIFICATION' and cuid = unassign. These differences in logic have resulted in the following differences in the counts of LSRs:

1.) LNP Flow-Through Auto-clarifications contains some LSRs which may have been clarified by a Service Representative.

2.) LNP Flow-Through Auto-clarifications contains some LSRs that fell for Planned Manual handling.

These issues will not impact the reported Percent Flow-Through results.

REQUEST: Describe any differences in the data included in the LSRs in the partially mechanized Reject Interval measure and the LSRs included in the "CLEC caused fallout" of the flow-through report.

RESPONSE: Flow-Through "CLEC-Caused fallout" includes projects, PMAP Reject Interval does not.

Flow-Through "CLEC-Caused fallout" includes LSRs with negative reject intervals, Reject Interval does not.

Flow-Through "CLEC-Caused fallout" includes LSRs for which a product code could not be identified, PMAP Reject Interval does not.

Flow-Through "CLEC-Caused fallout" includes LSRs that are dropped to the LCSC via the "TSIGNOUT" queue, PMAP Reject Interval also includes TSIGNOUT LSRs, but only those that are assigned to a specific service representative.

Flow-Through "CLEC-Caused fallout" excludes LSRs that were auto-clarified, Reject Interval includes LSRs that are auto-clarified if they are subsequently routed to a service representative for handling.

Flow-Through "CLEC-Caused fallout" excludes LSRs that went to planned manual fallout, PMAP Reject Interval does not.

Flow-Through "CLEC-Caused fallout" excludes LSRs received in previous months, Reject Interval does not.

Flow-Through "CLEC-Caused fallout" includes LSRs for which a state could not be identified, Reject Interval does not.

REQUEST: Describe any differences in the data included in the LSRs in the partially mechanized LNP Reject Interval measure and the LSRs included in the "CLEC caused fallout" of the LNP flow-through report.

RESPONSE: LNP CLEC-Caused Fallout excludes LSRs received in previous months. Partially mechanized LNP Reject Interval includes LSRs received in previous months.

LNP CLEC-Caused Fallout includes LSRs with negative intervals. Partially mechanized LNP Reject Interval excludes LSRs with negative intervals.

LNP CLEC-Caused Fallout includes LSRs with a SUP of 01 (cancel). Partially mechanized LNP Reject Interval excludes LSRs with a SUP of 01.

LNP CLEC-Caused Fallout includes projects. Partially mechanized LNP Reject Interval excludes projects.

LNP CLEC-Caused Fallout excludes LSRs that fell out for Planned Manual handling. Partially mechanized LNP Reject Interval includes LSRs that fell out for Planned Manual handling.

LNP CLEC-Caused Fallout includes LSRs where the tranacktype = AH and the LSR was not assigned to Auto-clarifications or Planned Manual. Partially mechanized LNP Reject Interval includes LSRs that were clarified in the EDI/TAG gateway and the cuid <> unassign. The tranacktype does not have to be AH.

This difference in logic can cause the following difference in LSR counts:

1.) If an LSR gets both a clarification and a FOC (the LSR is clarified in error and the Service Representative fixes it), the LNP Gateway keeps only the last response type which is the FOC, and the cuid will not be "unassign", so the LSR will not be counted in CLEC Caused fallout, but in BellSouth Caused fallout. The LSR will be counted in Partially mechanized LNP Reject Interval because it gets the clarification indicator from the EDI / TAG gateway which keeps all responses.

REQUEST: Describe any differences in the data included in the LSRs in the fully mechanized FOC timeliness measure and the LSRs included in the "Issued Service Orders" of the flow-through report.

RESPONSE: Flow-Through "Issued Service Orders" includes projects, PMAP fully mechanized FOC Timeliness does not.
Flow-Through "Issued Service Orders" includes LSRs with negative FOC intervals, fully mechanized FOC Timeliness does not.
Flow-Through "Issued Service Orders" includes LSRs for which a product code could not be identified, PMAP fully mechanized FOC Timeliness does not.

Flow-Through "Issued Service Orders" includes LSRs that were FOC'd and the service order number is properly recorded in LEO. PMAP fully mechanized FOC Timeliness includes all LSRs that were FOC'd whether or not the service order number is properly recorded in LEO.

Flow-Through "Issued Service Orders" includes LSRs that were "Dummy FOC'd" ('%DUMMY FOC SENT%'), while PMAP fully mechanized FOC Timeliness includes slightly fewer LSRs that were "Dummy FOC'd" ('%DUMMY FOC SENT').

Flow-Through "Issued Service Orders" excludes FOC'd LSRs that drop to the LCSC via the "TSIGNOUT" queue as well as LSRs classified as "Planned Manual Fallout" via the SQM. PMAP fully mechanized FOC Timeliness includes those FOC'd TSIGNOUT and "Planned Manual Fallout" LSRs that are not assigned to a specific service representative.

Flow-Through "Issued Service Orders" excludes LSRs received in previous months, PMAP fully mechanized FOC Timeliness does not.

Flow-Through "Issued Service Orders" includes LSRs for which a state was not identified, fully mechanized FOC Timeliness does not.

REQUEST: Describe any differences in the data included in the LSRs in the fully mechanized LNP FOC timeliness measure and the LSRs included in the "Issued Service Orders" of the LNP flow-through report.

RESPONSE: RESPONSE: LNP "Issued Service Orders" excludes LSRs received in previous months. Fully mechanized LNP FOC Timeliness includes LSRs received in previous months and FOC'd in the current month.

LNP "Issued Service Orders" includes LSRs with negative intervals. Fully mechanized LNP FOC Timeliness excludes LSRs with negative intervals.

LNP "Issued Service Orders" includes LSRs with a SUP of 01 (cancel). Fully mechanized LNP FOC Timeliness excludes LSRs with a SUP of 01.

LNP "Issued Service Orders" includes projects. Fully mechanized LNP FOC Timeliness excludes projects.

LNP "Issued Service Orders" includes LSRs that were not classified as Auto-clarification or Planned Manual, and met one of the following conditions:

1.) REQTYPE = CB

   a. FOC was transmitted in response to LSR

   b. The trigger service order associated with the LSR was generated mechanically.

2.) REQTYPE = BB

   a. FOC was transmitted in response to LSR

   b. All service orders associated with the LSR were generated mechanically.

3.) CUID = unassign

Fully mechanized LNP FOC Timeliness includes LSRs where cuid = unassign and either:

1.) Tranacktype <> RD and there is no EDI / TAG gateway timestamp

2.) FOC was sent at the EDI / TAG gateway.

These differences in logic can result in the following differences in LSR counts:

1.) If the disconnect order for a REQTYPE CB LSR was generated manually, the LSR would be counted in LNP Flow-Through Issued SOs, but not in the Fully mechanized FOC Timeliness measure.

2.) If the Tranacktype value was AH, indicating a clarification, and there was not an inbound timestamp or a outbound FOC timestamp in the EDI / TAG gateway, the LSR would be counted as both a fully mechanized reject and a fully mechanized FOC.

REQUEST: Describe any differences in the completed orders used in the calculation of the missed appointments measure and the completed orders used in the denominator of the Average Completion Notice Interval Measure.

RESPONSE: The Percent Missed Appointment utilizes the completion interval for the denominator (All completed orders within the reporting period). Average Completion Notice Interval utilizes the completion notice interval for the denominator (All completed orders which receive a notice within the reporting period).

REQUEST: Describe BellSouth's policy on providing raw data for LSRs that are documented exclusions from performance measures. For example, LSRs classified as "projects" are documented exclusions from the Reject Interval and FOC Timeliness measures. BellSouth currently refuses to provide raw data for these "project" LSRs.

RESPONSE: BellSouth provides all the SQM Report Supporting Data used to calculate the results in each measure. Some data listed as an exclusion is currently "excluded" before the files are built for the calculation of the report. This is done to limit the size of the supporting data "raw data" files and to make the report run more efficiently. Actually the data is not "excluded" by the code, most of these items are not selected by the code for inclusion in the report. For instance a report statement might say "Select all N, T and C orders with a completion date during the report period". That would mean canceled orders would not be selected from the database for inclusion in the file used to calculate the report because it would not have a completion date.

However, based on requests from some CLECs who have the capability to manipulate exceedingly large files, BellSouth is developing the capability to produce supporting data files that include all data used in the report or excluded from the report by the SQMP that exists in the PMAP Warehouse. BellSouth will furnish to a requesting CLEC three months each year the SQMP Supporting Data Files and files with the data listed in the Exclusion Section of that state's SQMP. This will include "projects" which are large complex requests and are assigned to project managers by the CLEC and BellSouth who negotiate FOC and provisioning intervals. Projects are excluded from the Ordering Measures but are included in the Provisioning Measures.

REQUEST: Describe any differences in the data included in the LSRs in the denominator of the Acknowledgement Message Completeness measure and the number of LSRs included in the "Total Mech LSRs" in the Flow Through Report and LNP Flow Through Report.

RESPONSE: EDI returns one acknowledgment for each 'group' of LSRs within an Envelope. Flow-Through and LNP Flow-Through 'Total Mech LSRs' counts each individual LSR, Acknowledgment Message Completeness counts the one acknowledgment.

Neither Flow-Through nor LNP Flow-Through 'Total Mech LSRs' includes Fatal Rejects. Acknowledgment Message Completeness includes Fatal Rejects.

LNP 'Total Mech LSRs' only includes those LSRs which received a FOC or reject response in the reporting month. Acknowledgment Message Completeness includes those LSRs that did not necessarily receive a FOC or reject response in the reporting month.

Some LSRs are fatally rejected by TAG before they get to LEO. Those LSRs are not included in the Flow-Through or LNP Flow-Through 'Total Mech LSRs', but they are included in Acknowledgment Message Completeness.

REQUEST: Does BellSouth have internal criteria that it uses to evaluate the performance of the CLEC Care Organization, both individually and collectively? If so, please specify such criteria in detail.

RESPONSE: All individuals have quarterly and annual commitments used to evaluate individual performance. These commitments vary from employee to employee based on job title, and or job grade. Basically these individual commitments are no different than other BellSouth organizations.

REQUEST: How does BellSouth structure its compensation plan for CLEC Care Associates?

RESPONSE: Compensation of CLEC Care team members are based on the following:
Overall leverage: 85% base salary / 15% variable

The variable piece is allocated as follows:
ICS Revenue: 25%
Individual Strategic Objectives: 52.5%
Customer Satisfaction: 7.5%
Discretionary (can be added to group revenue or Strategic): 15%

REQUEST: In what areas of expertise are CLEC Care Organization Associates trained? Please provide a detailed description.

RESPONSE: There is a 2-year "certification" training program that CLEC Care employees are currently undertaking.

REQUEST: From January 2002 to April 2002, for each individual state in BellSouth's region and for the BellSouth region in total, please identify the achieved flow through rate and the CLEC error excluded flow through rate, by interface (i.e., LENS, TAG, EDI, and all interfaces) for the following categories:

a) LNP;

b) UNE;

c) Business Resale;

d) Residence Resale; and

e) Total (i.e., UNE, Business Resale, and Residential Resale combined)

RESPONSE: Provided in the attached files are the achieved flow through rates and CLEC error excluded flow through rates for each individual state in BellSouth's region and for the BellSouth region in total by interface (EDI, LENS, TAG) for LNP, UNE, Business Resale, Residence Resale and Aggregate from January 2002 through April 2002.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 43
ATTACHMENT

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
JANUARY, 2002		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
ALABAMA																
EDI Subtotal			1,940		1,940	205	288	10	1,437	588	484	104	849	55.20%	59.08%	63.69%
TAG Subtotal				4,568	4,568	346	777	36	3,409	834	536	298	2,575	74.49%	75.54%	82.77%
LENS Subtotal		18,841			18,841	1,731	1,347	72	15,691	1,449	1,142	307	14,242	83.21%	90.77%	92.58%
TOTAL INTERFACES		**18,841**	**1,940**	**4,568**	**25,349**	**2,282**	**2,412**	**118**	**20,537**	**2,871**	**2,162**	**709**	**17,666**	**79.90%**	**86.02%**	**89.10%**
FLORIDA																
EDI Subtotal			16,830		16,830	692	4,587	39	11,512	5,866	1,422	4,444	5,646	72.76%	49.04%	79.88%
TAG Subtotal				8,118	8,118	829	1,114	122	6,053	1,340	912	428	4,713	73.02%	77.86%	83.79%
LENS Subtotal		113,006			113,006	11,748	16,385	881	83,992	16,373	12,244	4,129	67,619	73.81%	80.51%	84.67%
TOTAL INTERFACES		**113,006**	**16,830**	**8,118**	**137,954**	**13,269**	**22,086**	**1,042**	**101,557**	**23,579**	**14,578**	**9,001**	**77,978**	**73.69%**	**76.78%**	**84.25%**
GEORGIA																
EDI Subtotal			53,382		53,382	2,998	6,211	121	44,052	7,723	5,204	2,519	36,329	81.58%	82.47%	87.47%
TAG Subtotal				12,627	12,627	1,231	2,530	97	8,769	2,043	1,270	773	6,726	72.89%	76.70%	84.12%
LENS Subtotal		43,962			43,962	4,633	3,427	252	35,650	3,621	2,785	836	32,029	81.20%	89.84%	92.00%
TOTAL INTERFACES		**43,962**	**53,382**	**12,627**	**109,971**	**8,862**	**12,168**	**470**	**88,471**	**13,387**	**9,259**	**4,128**	**75,084**	**80.56%**	**84.87%**	**89.02%**
KENTUCKY																
EDI Subtotal			1,723		1,723	51	415	2	1,255	140	101	39	1,115	88.00%	88.84%	91.69%
TAG Subtotal				1,186	1,186	114	242	5	825	138	84	54	687	77.63%	83.27%	89.11%
LENS Subtotal		11,563			11,563	1,304	910	73	9,276	980	759	221	8,296	80.08%	89.44%	91.62%
TOTAL INTERFACES		**11,563**	**1,723**	**1,186**	**14,472**	**1,469**	**1,567**	**80**	**11,356**	**1,258**	**944**	**314**	**10,098**	**80.71%**	**88.92%**	**91.45%**
LOUISIANA																
EDI Subtotal			1,612		1,612	198	196	2	1,216	355	286	69	861	64.01%	70.81%	75.07%
TAG Subtotal				3,828	3,828	302	611	11	2,904	582	410	172	2,322	76.53%	79.96%	84.99%
LENS Subtotal		30,209			30,209	2,566	1,942	118	25,583	2,038	1,616	422	23,545	84.92%	92.03%	93.58%
TOTAL INTERFACES		**30,209**	**1,612**	**3,828**	**35,649**	**3,066**	**2,749**	**131**	**29,703**	**2,975**	**2,312**	**663**	**26,728**	**83.25%**	**89.98%**	**92.04%**
MISSISSIPPI																
EDI Subtotal			1,274		1,274	151	152	5	966	305	253	52	661	62.07%	68.43%	72.32%
TAG Subtotal				9,689	9,689	522	1,069	52	8,046	869	512	357	7,177	87.41%	89.20%	93.34%
LENS Subtotal		29,832			29,832	1,635	1,549	159	26,489	4,300	3,534	766	22,189	81.11%	83.77%	86.26%
TOTAL INTERFACES		**29,832**	**1,274**	**9,689**	**40,795**	**2,308**	**2,770**	**216**	**35,501**	**5,474**	**4,299**	**1,175**	**30,027**	**81.96%**	**84.58%**	**87.48%**
NORTH CAROLINA																
EDI Subtotal			2,425		2,425	431	207	9	1,778	522	441	81	1,256	59.02%	70.64%	74.01%
TAG Subtotal				3,029	3,029	333	627	26	2,043	695	543	152	1,348	60.61%	65.98%	71.29%
LENS Subtotal		17,789			17,789	1,371	1,232	94	15,092	2,401	1,971	430	12,691	79.16%	84.09%	86.56%
TOTAL INTERFACES		**17,789**	**2,425**	**3,029**	**23,243**	**2,135**	**2,066**	**129**	**18,913**	**3,618**	**2,955**	**663**	**15,295**	**75.03%**	**80.87%**	**83.81%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
JANUARY, 2002		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
SOUTH CAROLINA																
EDI Subtotal			1,403		1,403	112	102	7	1,182	368	307	61	814	66.02%	68.87%	72.61%
TAG Subtotal				4,169	4,169	419	405	30	3,315	957	793	164	2,358	66.05%	71.13%	74.83%
LENS Subtotal		18,140			18,140	1,709	1,185	64	15,182	2,194	1,939	255	12,988	78.07%	85.55%	87.01%
TOTAL INTERFACES		**18,140**	**1,403**	**4,169**	**23,712**	**2,240**	**1,692**	**101**	**19,679**	**3,519**	**3,039**	**480**	**16,160**	**75.38%**	**82.12%**	**84.17%**
TENNESSEE																
EDI Subtotal			2,483		2,483	167	229	16	2,071	669	577	92	1,402	65.33%	67.70%	70.84%
TAG Subtotal				4,484	4,484	443	619	19	3,403	690	506	184	2,713	74.09%	79.72%	84.28%
LENS Subtotal		15,509			15,509	1,291	992	57	13,169	1,230	881	349	11,939	84.61%	90.66%	93.13%
TOTAL INTERFACES		**15,509**	**2,483**	**4,484**	**22,476**	**1,901**	**1,840**	**92**	**18,643**	**2,589**	**1,964**	**625**	**16,054**	**80.60%**	**86.11%**	**89.10%**
UNKNOWN																
EDI Subtotal			680		680	0	235	0	445	162	160	2	283	63.88%	63.60%	63.88%
TAG Subtotal				199	199	2	49	0	148	24	18	6	124	86.11%	83.78%	87.32%
LENS Subtotal		340			340	5	27	0	308	44	44	0	264	84.35%	85.71%	85.71%
TOTAL INTERFACES		**340**	**680**	**199**	**1,219**	**7**	**311**	**0**	**901**	**230**	**222**	**8**	**671**	**74.56%**	**74.47%**	**75.14%**
BELLSOUTH REGION																
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%
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%
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%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
FEBRUARY, 2002		Mechanized Interface Used				LESOG 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
ALABAMA																
EDI Subtotal			1,640		1,640	231	208	15	1,186	234	160	74	952	70.89%	80.27%	85.61%
TAG Subtotal				3,857	3,857	385	645	31	2,796	671	453	218	2,125	71.72%	76.00%	82.43%
LENS Subtotal		16,649			16,649	1,517	1,193	72	13,867	1,435	1,070	365	12,432	82.78%	89.65%	92.08%
TOTAL INTERFACES		**16,649**	**1,640**	**3,857**	**22,146**	**2,133**	**2,046**	**118**	**17,849**	**2,340**	**1,683**	**657**	**15,509**	**80.25%**	**86.89%**	**90.21%**
FLORIDA																
EDI Subtotal			20,304		20,304	1,218	4,810	60	14,216	7,640	2,605	5,035	6,576	63.24%	46.26%	71.63%
TAG Subtotal				6,982	6,982	945	626	111	5,300	1,283	969	314	4,017	67.73%	75.79%	80.57%
LENS Subtotal		112,796			112,796	11,113	19,533	819	81,331	19,097	14,395	4,702	62,234	70.93%	76.52%	81.21%
TOTAL INTERFACES		**112,796**	**20,304**	**6,982**	**140,082**	**13,276**	**24,969**	**990**	**100,847**	**28,020**	**17,969**	**10,051**	**72,827**	**69.98%**	**72.22%**	**80.21%**
GEORGIA																
EDI Subtotal			41,548		41,548	2,485	3,992	75	34,996	4,709	3,071	1,638	30,287	84.50%	86.54%	90.79%
TAG Subtotal				10,908	10,908	1,420	1,654	82	7,752	1,905	1,142	763	5,847	69.53%	75.43%	83.66%
LENS Subtotal		33,873			33,873	3,461	2,892	168	27,352	3,080	2,338	742	24,272	80.72%	88.74%	91.21%
TOTAL INTERFACES		**33,873**	**41,548**	**10,908**	**86,329**	**7,366**	**8,538**	**325**	**70,100**	**9,694**	**6,551**	**3,143**	**60,406**	**81.27%**	**86.17%**	**90.22%**
KENTUCKY																
EDI Subtotal			1,419		1,419	50	390	0	979	129	81	48	850	86.65%	86.82%	91.30%
TAG Subtotal				1,290	1,290	161	161	3	965	129	87	42	836	77.12%	86.63%	90.57%
LENS Subtotal		9,795			9,795	997	768	43	7,987	1,082	754	328	6,905	79.77%	86.45%	90.16%
TOTAL INTERFACES		**9,795**	**1,419**	**1,290**	**12,504**	**1,208**	**1,319**	**46**	**9,931**	**1,340**	**922**	**418**	**8,591**	**80.13%**	**86.51%**	**90.31%**
LOUISIANA																
EDI Subtotal			1,778		1,778	277	176	4	1,321	226	131	95	1,095	72.85%	82.89%	89.31%
TAG Subtotal				3,728	3,728	428	417	27	2,856	571	419	152	2,285	72.96%	80.01%	84.50%
LENS Subtotal		25,861			25,861	1,990	1,684	104	22,083	1,853	1,456	397	20,230	85.45%	91.61%	93.29%
TOTAL INTERFACES		**25,861**	**1,778**	**3,728**	**31,367**	**2,695**	**2,277**	**135**	**26,260**	**2,650**	**2,006**	**644**	**23,610**	**83.40%**	**89.91%**	**92.17%**
MISSISSIPPI																
EDI Subtotal			1,197		1,197	134	128	4	931	184	120	64	747	74.63%	80.24%	86.16%
TAG Subtotal				13,268	13,268	2,157	999	57	10,055	1,038	567	471	9,017	76.80%	89.68%	94.08%
LENS Subtotal		16,173			16,173	1,107	1,439	81	13,546	2,497	1,927	570	11,049	78.46%	81.57%	85.15%
TOTAL INTERFACES		**16,173**	**1,197**	**13,268**	**30,638**	**3,398**	**2,566**	**142**	**24,532**	**3,719**	**2,614**	**1,105**	**20,813**	**77.59%**	**84.84%**	**88.84%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
FEBRUARY, 2002		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
NORTH CAROLINA																
EDI Subtotal			2,450		2,450	377	216	10	1,847	283	193	90	1,564	73.29%	84.68%	89.02%
TAG Subtotal				2,601	2,601	509	434	28	1,630	543	399	144	1,087	54.49%	66.69%	73.15%
LENS Subtotal		15,836			15,836	1,023	1,083	133	13,597	2,767	2,312	455	10,830	76.46%	79.65%	82.41%
TOTAL INTERFACES		**15,836**	**2,450**	**2,601**	**20,887**	**1,909**	**1,733**	**171**	**17,074**	**3,593**	**2,904**	**689**	**13,481**	**73.69%**	**78.96%**	**82.28%**
SOUTH CAROLINA																
EDI Subtotal			1,518		1,518	82	127	4	1,305	208	154	54	1,097	82.30%	84.06%	87.69%
TAG Subtotal				4,494	4,494	586	446	18	3,444	762	572	190	2,682	69.84%	77.87%	82.42%
LENS Subtotal		16,214			16,214	1,416	1,273	90	13,435	2,258	1,986	272	11,177	76.67%	83.19%	84.91%
TOTAL INTERFACES		**16,214**	**1,518**	**4,494**	**22,226**	**2,084**	**1,846**	**112**	**18,184**	**3,228**	**2,712**	**516**	**14,956**	**75.72%**	**82.25%**	**84.65%**
TENNESSEE																
EDI Subtotal			2,598		2,598	218	280	9	2,091	355	251	104	1,736	78.73%	83.02%	87.37%
TAG Subtotal				3,749	3,749	496	391	15	2,847	606	469	137	2,241	69.90%	78.71%	82.69%
LENS Subtotal		15,079			15,079	1,213	1,053	70	12,743	1,489	1,077	412	11,254	83.09%	88.32%	91.27%
TOTAL INTERFACES		**15,079**	**2,598**	**3,749**	**21,426**	**1,927**	**1,724**	**94**	**17,681**	**2,450**	**1,797**	**653**	**15,231**	**80.35%**	**86.14%**	**89.45%**
UNKNOWN																
EDI Subtotal			2,675		2,675	92	680	0	1,903	534	409	125	1,369	73.21%	71.94%	77.00%
TAG Subtotal				303	303	5	38	0	260	38	35	3	222	84.73%	85.38%	86.38%
LENS Subtotal		255			255	4	34	0	217	27	27	0	190	85.97%	87.56%	87.56%
TOTAL INTERFACES		**255**	**2,675**	**303**	**3,233**	**101**	**752**	**0**	**2,380**	**599**	**471**	**128**	**1,781**	**75.69%**	**74.83%**	**79.09%**
BELLSOUTH REGION																
EDI Subtotal		0	77,127	0	77,127	5,164	11,007	181	60,775	14,502	7,175	7,327	46,273	78.95%	76.14%	86.58%
TAG Subtotal		0	0	51,180	51,180	7,092	5,811	372	37,905	7,546	5,112	2,434	30,359	71.33%	80.09%	85.59%
LENS Subtotal		262,531	0	0	262,531	23,841	30,952	1,580	206,158	35,585	27,342	8,243	170,573	76.92%	82.74%	86.18%
TOTAL INTERFACES		**262,531**	**77,127**	**51,180**	**390,838**	**36,097**	**47,770**	**2,133**	**304,838**	**57,633**	**39,629**	**18,004**	**247,205**	**76.55%**	**81.09%**	**86.18%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
MARCH, 2002		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
ALABAMA																
EDI Subtotal			1,886		1,886	274	245	25	1,342	310	206	104	1,032	68.25%	76.90%	83.36%
TAG Subtotal				4,128	4,128	341	634	23	3,130	745	514	231	2,385	73.61%	76.20%	82.27%
LENS Subtotal		15,560			15,560	1,382	1,308	60	12,810	1,162	913	249	11,648	83.54%	90.93%	92.73%
TOTAL INTERFACES		**15,560**	**1,886**	**4,128**	**21,574**	**1,997**	**2,187**	**108**	**17,282**	**2,217**	**1,633**	**584**	**15,065**	**80.58%**	**87.17%**	**90.22%**
FLORIDA																
EDI Subtotal			25,621		25,621	1,894	6,282	72	17,373	8,796	4,383	4,413	8,577	57.74%	49.37%	66.18%
TAG Subtotal				8,016	8,016	1,088	856	177	5,895	1,510	1,110	400	4,385	66.61%	74.39%	79.80%
LENS Subtotal		114,830			114,830	10,789	16,212	1,024	86,805	21,817	15,953	5,864	64,988	70.85%	74.87%	80.29%
TOTAL INTERFACES		**114,830**	**25,621**	**8,016**	**148,467**	**13,771**	**23,350**	**1,273**	**110,073**	**32,123**	**21,446**	**10,677**	**77,950**	**68.88%**	**70.82%**	**78.42%**
GEORGIA																
EDI Subtotal			53,702		53,702	3,914	4,402	409	44,977	7,426	4,844	2,582	37,551	81.09%	83.49%	88.57%
TAG Subtotal				10,954	10,954	1,071	1,949	71	7,863	1,797	1,097	700	6,066	73.67%	77.15%	84.69%
LENS Subtotal		31,890			31,890	3,841	2,900	140	25,009	2,658	2,031	627	22,351	79.19%	89.37%	91.67%
TOTAL INTERFACES		**31,890**	**53,702**	**10,954**	**96,546**	**8,826**	**9,251**	**620**	**77,849**	**11,881**	**7,972**	**3,909**	**65,968**	**79.70%**	**84.74%**	**89.22%**
KENTUCKY																
EDI Subtotal			1,498		1,498	56	236	3	1,203	138	77	61	1,065	88.90%	88.53%	93.26%
TAG Subtotal				1,792	1,792	130	361	5	1,296	276	202	74	1,020	75.44%	78.70%	83.47%
LENS Subtotal		9,821			9,821	1,165	839	37	7,780	902	667	235	6,878	78.97%	88.41%	91.16%
TOTAL INTERFACES		**9,821**	**1,498**	**1,792**	**13,111**	**1,351**	**1,436**	**45**	**10,279**	**1,316**	**946**	**370**	**8,963**	**79.60%**	**87.20%**	**90.45%**
LOUISIANA																
EDI Subtotal			1,867		1,867	232	219	16	1,400	249	171	78	1,151	74.07%	82.21%	87.07%
TAG Subtotal				3,391	3,391	329	434	29	2,599	420	304	116	2,179	77.49%	83.84%	87.76%
LENS Subtotal		24,425			24,425	2,210	1,873	94	20,248	1,688	1,347	341	18,560	83.92%	91.66%	93.23%
TOTAL INTERFACES		**24,425**	**1,867**	**3,391**	**29,683**	**2,771**	**2,526**	**139**	**24,247**	**2,357**	**1,822**	**535**	**21,890**	**82.66%**	**90.28%**	**92.32%**
MISSISSIPPI																
EDI Subtotal			1,464		1,464	191	134	4	1,135	268	204	64	867	68.70%	76.39%	80.95%
TAG Subtotal				8,275	8,275	291	685	86	7,213	932	580	352	6,281	87.82%	87.08%	91.55%
LENS Subtotal		12,290			12,290	990	968	78	10,254	1,259	918	341	8,995	82.50%	87.72%	90.74%
TOTAL INTERFACES		**12,290**	**1,464**	**8,275**	**22,029**	**1,472**	**1,787**	**168**	**18,602**	**2,459**	**1,702**	**757**	**16,143**	**83.57%**	**86.78%**	**90.46%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
MARCH, 2002		Mechanized Interface Used				LESOG Manual	LESOG 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
NORTH CAROLINA																
EDI Subtotal			2,558		2,558	301	261	8	1,988	343	250	93	1,645	74.91%	82.75%	86.81%
TAG Subtotal				2,899	2,899	382	566	22	1,929	514	400	114	1,415	64.41%	73.35%	77.96%
LENS Subtotal		14,537			14,537	1,478	1,165	96	11,798	2,342	1,977	365	9,456	73.24%	80.15%	82.71%
TOTAL INTERFACES		**14,537**	**2,558**	**2,899**	**19,994**	**2,161**	**1,992**	**126**	**15,715**	**3,199**	**2,627**	**572**	**12,516**	**72.33%**	**79.64%**	**82.65%**
SOUTH CAROLINA																
EDI Subtotal			1,617		1,617	134	192	7	1,284	267	202	65	1,017	75.17%	79.21%	83.43%
TAG Subtotal				3,911	3,911	329	583	28	2,971	612	470	142	2,359	74.70%	79.40%	83.39%
LENS Subtotal		13,648			13,648	1,229	1,122	68	11,229	1,508	1,323	185	9,721	79.21%	86.57%	88.02%
TOTAL INTERFACES		**13,648**	**1,617**	**3,911**	**19,176**	**1,692**	**1,897**	**103**	**15,484**	**2,387**	**1,995**	**392**	**13,097**	**78.03%**	**84.58%**	**86.78%**
TENNESSEE																
EDI Subtotal			2,710		2,710	276	230	9	2,195	388	295	93	1,807	75.99%	82.32%	85.97%
TAG Subtotal				4,145	4,145	410	554	23	3,158	752	566	186	2,406	71.14%	76.19%	80.96%
LENS Subtotal		14,563			14,563	1,780	1,085	69	11,629	1,287	999	288	10,342	78.82%	88.93%	91.19%
TOTAL INTERFACES		**14,563**	**2,710**	**4,145**	**21,418**	**2,466**	**1,869**	**101**	**16,982**	**2,427**	**1,860**	**567**	**14,555**	**77.09%**	**85.71%**	**88.67%**
UNKNOWN																
EDI Subtotal			4,512		4,512	43	1,023	0	3,446	1,182	881	301	2,264	71.02%	65.70%	71.99%
TAG Subtotal				377	377	0	70	0	307	44	41	3	263	86.51%	85.67%	86.51%
LENS Subtotal		686			686	28	112	1	545	90	90	0	455	79.41%	83.49%	83.49%
TOTAL INTERFACES		**686**	**4,512**	**377**	**5,575**	**71**	**1,205**	**1**	**4,298**	**1,316**	**1,012**	**304**	**2,982**	**73.36%**	**69.38%**	**74.66%**
BELLSOUTH REGION																
EDI Subtotal		0	97,435	0	97,435	7,315	13,224	553	76,343	19,367	11,513	7,854	56,976	75.16%	74.63%	83.19%
TAG Subtotal		0	0	47,888	47,888	4,371	6,692	464	36,361	7,602	5,284	2,318	28,759	74.87%	79.09%	84.48%
LENS Subtotal		252,250	0	0	252,250	24,892	27,584	1,667	198,107	34,713	26,218	8,495	163,394	76.17%	82.48%	86.17%
TOTAL INTERFACES		**252,250**	**97,435**	**47,888**	**397,573**	**36,578**	**47,500**	**2,684**	**310,811**	**61,682**	**43,015**	**18,667**	**249,129**	**75.79%**	**80.15%**	**85.28%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
APRIL, 2002		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
ALABAMA																
EDI Subtotal			2,138		2,138	218	323	6	1,591	595	243	352	996	68.36%	62.60%	80.39%
TAG Subtotal				5,073	5,073	408	755	53	3,857	813	609	204	3,044	74.96%	78.92%	83.33%
LENS Subtotal		17,612			17,612	1,521	1,415	68	14,608	1,262	1,038	224	13,346	83.91%	91.36%	92.78%
TOTAL INTERFACES		**17,612**	**2,138**	**5,073**	**24,823**	**2,147**	**2,493**	**127**	**20,056**	**2,670**	**1,890**	**780**	**17,386**	**81.16%**	**86.69%**	**90.20%**
FLORIDA																
EDI Subtotal			31,787		31,787	1,730	6,649	254	23,154	10,269	5,969	4,300	12,885	62.60%	55.65%	68.34%
TAG Subtotal				9,080	9,080	1,418	830	123	6,709	1,377	979	398	5,332	68.99%	79.48%	84.49%
LENS Subtotal		112,821			112,821	11,236	13,393	946	87,246	20,878	16,550	4,328	66,368	70.49%	76.07%	80.04%
TOTAL INTERFACES		**112,821**	**31,787**	**9,080**	**153,688**	**14,384**	**20,872**	**1,323**	**117,109**	**32,524**	**23,498**	**9,026**	**84,585**	**69.07%**	**72.23%**	**78.26%**
GEORGIA																
EDI Subtotal			70,296		70,296	3,662	7,910	673	58,051	8,866	5,972	2,894	49,185	83.62%	84.73%	89.17%
TAG Subtotal				11,232	11,232	922	1,648	55	8,607	1,949	1,261	688	6,658	75.31%	77.36%	84.08%
LENS Subtotal		37,206			37,206	3,879	3,115	154	30,058	2,876	2,210	666	27,182	81.70%	90.43%	92.48%
TOTAL INTERFACES		**37,206**	**70,296**	**11,232**	**118,734**	**8,463**	**12,673**	**882**	**96,716**	**13,691**	**9,443**	**4,248**	**83,025**	**82.26%**	**85.84%**	**89.79%**
KENTUCKY																
EDI Subtotal			2,249		2,249	63	249	2	1,935	501	266	235	1,434	81.34%	74.11%	84.35%
TAG Subtotal				2,995	2,995	261	535	10	2,189	409	269	140	1,780	77.06%	81.32%	86.87%
LENS Subtotal		10,996			10,996	1,173	937	42	8,844	898	666	232	7,946	81.21%	89.85%	92.27%
TOTAL INTERFACES		**10,996**	**2,249**	**2,995**	**16,240**	**1,497**	**1,721**	**54**	**12,968**	**1,808**	**1,201**	**607**	**11,160**	**80.53%**	**86.06%**	**90.28%**
LOUISIANA																
EDI Subtotal			2,616		2,616	254	369	7	1,986	654	290	364	1,332	71.00%	67.07%	82.12%
TAG Subtotal				4,315	4,315	532	548	12	3,223	574	420	154	2,649	73.56%	82.19%	86.31%
LENS Subtotal		26,910			26,910	2,094	1,724	93	22,999	1,898	1,578	320	21,101	85.18%	91.75%	93.04%
TOTAL INTERFACES		**26,910**	**2,616**	**4,315**	**33,841**	**2,880**	**2,641**	**112**	**28,208**	**3,126**	**2,288**	**838**	**25,082**	**82.92%**	**88.92%**	**91.64%**
MISSISSIPPI																
EDI Subtotal			1,916		1,916	126	222	8	1,560	428	224	204	1,132	76.38%	72.56%	83.48%
TAG Subtotal				8,967	8,967	221	794	38	7,914	650	518	132	7,264	90.77%	91.79%	93.34%
LENS Subtotal		14,643			14,643	1,228	1,218	69	12,128	1,280	1,042	238	10,848	82.70%	89.45%	91.24%
TOTAL INTERFACES		**14,643**	**1,916**	**8,967**	**25,526**	**1,575**	**2,234**	**115**	**21,602**	**2,358**	**1,784**	**574**	**19,244**	**85.14%**	**89.08%**	**91.52%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
APRIL, 2002		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
NORTH CAROLINA																
EDI Subtotal			2,465		2,465	188	273	11	1,993	324	245	79	1,669	79.40%	83.74%	87.20%
TAG Subtotal				3,446	3,446	306	541	23	2,576	567	449	118	2,009	72.68%	77.99%	81.73%
LENS Subtotal		15,784			15,784	1,479	1,173	101	13,031	2,016	1,708	308	11,015	77.56%	84.53%	86.58%
TOTAL INTERFACES		**15,784**	**2,465**	**3,446**	**21,695**	**1,973**	**1,987**	**135**	**17,600**	**2,907**	**2,402**	**505**	**14,693**	**77.06%**	**83.48%**	**85.95%**
SOUTH CAROLINA																
EDI Subtotal			2,054		2,054	84	302	10	1,658	426	245	181	1,232	78.92%	74.31%	83.41%
TAG Subtotal				3,822	3,822	302	508	13	2,999	609	503	106	2,390	74.80%	79.69%	82.61%
LENS Subtotal		14,354			14,354	1,059	946	43	12,306	1,392	1,208	184	10,914	82.80%	88.69%	90.03%
TOTAL INTERFACES		**14,354**	**2,054**	**3,822**	**20,230**	**1,445**	**1,756**	**66**	**16,963**	**2,427**	**1,956**	**471**	**14,536**	**81.04%**	**85.69%**	**88.14%**
TENNESSEE																
EDI Subtotal			3,814		3,814	228	579	15	2,992	942	417	525	2,050	76.07%	68.52%	83.10%
TAG Subtotal				3,950	3,950	528	546	31	2,845	623	470	153	2,222	69.01%	78.10%	82.54%
LENS Subtotal		16,243			16,243	1,531	1,338	65	13,309	1,113	897	216	12,196	83.40%	91.64%	93.15%
TOTAL INTERFACES		**16,243**	**3,814**	**3,950**	**24,007**	**2,287**	**2,463**	**111**	**19,146**	**2,678**	**1,784**	**894**	**16,468**	**80.18%**	**86.01%**	**90.23%**
UNKNOWN																
EDI Subtotal			8,139		8,139	657	1,436	0	6,046	1,184	953	231	4,862	75.12%	80.42%	83.61%
TAG Subtotal				337	337	7	48	0	282	46	39	7	236	83.69%	83.69%	85.82%
LENS Subtotal		389			389	0	32	0	357	44	44	0	313	87.68%	87.68%	87.68%
TOTAL INTERFACES		**389**	**8,139**	**337**	**8,865**	**664**	**1,516**	**0**	**6,685**	**1,274**	**1,036**	**238**	**5,411**	**76.09%**	**80.94%**	**83.93%**
BELLSOUTH REGION																
EDI Subtotal		0	127,474	0	127,474	7,210	18,312	986	100,966	24,189	14,824	9,365	76,777	77.70%	76.04%	83.82%
TAG Subtotal		0	0	53,217	53,217	4,905	6,753	358	41,201	7,617	5,517	2,100	33,584	76.32%	81.51%	85.89%
LENS Subtotal		266,958	0	0	266,958	25,200	25,291	1,581	214,886	33,657	26,941	6,716	181,229	77.66%	84.34%	87.06%
TOTAL INTERFACES		**266,958**	**127,474**	**53,217**	**447,649**	**37,315**	**50,356**	**2,925**	**357,053**	**65,463**	**47,282**	**18,181**	**291,590**	**77.51%**	**81.67%**	**86.05%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info						LESOG										
JANUARY, 2002		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
ALABAMA																
EDI Subtotal			766		766	20	143	0	603	240	224	16	363	59.80%	60.20%	61.84%
TAG Subtotal				2,124	2,124	44	296	16	1,768	362	213	149	1,406	84.55%	79.52%	86.84%
LENS Subtotal		16,688			16,688	1,422	1,121	47	14,098	1,110	891	219	12,988	84.88%	92.13%	93.58%
TOTAL INTERFACES		**16,688**	**766**	**2,124**	**19,578**	**1,486**	**1,560**	**63**	**16,469**	**1,712**	**1,328**	**384**	**14,757**	**83.98%**	**89.60%**	**91.74%**
FLORIDA																
EDI Subtotal			13,218		13,218	236	4,172	7	8,803	5,143	869	4,274	3,660	76.81%	41.58%	80.81%
TAG Subtotal				2,911	2,911	145	190	11	2,565	401	279	122	2,164	83.62%	84.37%	88.58%
LENS Subtotal		93,103			93,103	7,603	14,118	571	70,811	12,659	9,503	3,156	58,152	77.27%	82.12%	85.95%
TOTAL INTERFACES		**93,103**	**13,218**	**2,911**	**109,232**	**7,984**	**18,480**	**589**	**82,179**	**18,203**	**10,651**	**7,552**	**63,976**	**77.44%**	**77.85%**	**85.73%**
GEORGIA																
EDI Subtotal			9,196		9,196	240	1,587	1	7,368	2,441	1,677	764	4,927	71.99%	66.87%	74.61%
TAG Subtotal				3,157	3,157	173	335	12	2,637	517	282	235	2,120	82.33%	80.39%	88.26%
LENS Subtotal		25,897			25,897	2,759	2,167	75	20,896	2,020	1,648	372	18,876	81.07%	90.33%	91.97%
TOTAL INTERFACES		**25,897**	**9,196**	**3,157**	**38,250**	**3,172**	**4,089**	**88**	**30,901**	**4,978**	**3,607**	**1,371**	**25,923**	**79.27%**	**83.89%**	**87.79%**
KENTUCKY																
EDI Subtotal			1,604		1,604	22	401	0	1,181	121	84	37	1,060	90.91%	89.75%	92.66%
TAG Subtotal				467	467	33	26	0	408	29	23	6	379	87.13%	92.89%	94.28%
LENS Subtotal		8,368			8,368	778	608	26	6,956	603	472	131	6,353	83.56%	91.33%	93.08%
TOTAL INTERFACES		**8,368**	**1,604**	**467**	**10,439**	**833**	**1,035**	**26**	**8,545**	**753**	**579**	**174**	**7,792**	**84.66%**	**91.19%**	**93.08%**
LOUISIANA																
EDI Subtotal			889		889	21	95	0	773	220	191	29	553	72.29%	71.54%	74.33%
TAG Subtotal				2,125	2,125	100	114	4	1,907	245	213	32	1,662	84.15%	87.15%	88.64%
LENS Subtotal		28,005			28,005	2,236	1,726	80	23,963	1,670	1,327	343	22,293	86.22%	93.03%	94.38%
TOTAL INTERFACES		**28,005**	**889**	**2,125**	**31,019**	**2,357**	**1,935**	**84**	**26,643**	**2,135**	**1,731**	**404**	**24,508**	**85.70%**	**91.99%**	**93.40%**
MISSISSIPPI																
EDI Subtotal			780		780	30	91	0	659	200	171	29	459	69.55%	69.65%	72.86%
TAG Subtotal				5,994	5,994	129	647	16	5,202	350	238	112	4,852	92.97%	93.27%	95.32%
LENS Subtotal		12,489			12,489	974	754	45	10,716	1,027	777	250	9,689	84.69%	90.42%	92.58%
TOTAL INTERFACES		**12,489**	**780**	**5,994**	**19,263**	**1,133**	**1,492**	**61**	**16,577**	**1,577**	**1,186**	**391**	**15,000**	**86.61%**	**90.49%**	**92.67%**
NORTH CAROLINA																
EDI Subtotal			1,431		1,431	84	101	2	1,244	359	335	24	885	67.87%	71.14%	72.54%
TAG Subtotal				433	433	65	45	7	316	153	129	24	163	45.66%	51.58%	55.82%
LENS Subtotal		12,855			12,855	772	848	38	11,197	1,524	1,303	221	9,673	82.34%	86.39%	88.13%
TOTAL INTERFACES		**12,855**	**1,431**	**433**	**14,719**	**921**	**994**	**47**	**12,757**	**2,036**	**1,767**	**269**	**10,721**	**79.95%**	**84.04%**	**85.85%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
JANUARY, 2002		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
SOUTH CAROLINA																
EDI Subtotal			845		845	30	45	0	770	221	206	15	549	69.94%	71.30%	72.72%
TAG Subtotal				2,213	2,213	91	181	12	1,929	636	545	91	1,293	67.03%	67.03%	70.35%
LENS Subtotal		16,353			16,353	1,287	1,059	47	13,960	1,918	1,738	180	12,042	79.92%	86.26%	87.39%
TOTAL INTERFACES		**16,353**	**845**	**2,213**	**19,411**	**1,408**	**1,285**	**59**	**16,659**	**2,775**	**2,489**	**286**	**13,884**	**78.08%**	**83.34%**	**84.80%**
TENNESSEE																
EDI Subtotal			1,009		1,009	20	73	0	916	349	328	21	567	61.97%	61.90%	63.35%
TAG Subtotal				991	991	33	50	1	907	89	70	19	818	88.82%	90.19%	92.12%
LENS Subtotal		12,994			12,994	993	752	30	11,219	857	601	256	10,362	86.67%	92.36%	94.52%
TOTAL INTERFACES		**12,994**	**1,009**	**991**	**14,994**	**1,046**	**875**	**31**	**13,042**	**1,295**	**999**	**296**	**11,747**	**85.17%**	**90.07%**	**92.16%**
UNKNOWN																
EDI Subtotal			6		6	0	1	0	5	3	1	2	2	66.67%	40.00%	66.67%
TAG Subtotal				0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal		15			15	5	2	0	8	0	0	0	8	61.54%	100.00%	100.00%
TOTAL INTERFACES		**15**	**6**	**0**	**21**	**5**	**3**	**0**	**13**	**3**	**1**	**2**	**10**	**62.50%**	**76.92%**	**90.91%**
BELLSOUTH REGION																
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%
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%
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%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
FEBRUARY, 2002		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
ALABAMA																
EDI Subtotal			527		527	15	54	1	457	20	15	5	437	93.58%	95.62%	96.68%
TAG Subtotal				1,887	1,887	54	303	12	1,518	328	206	122	1,190	82.07%	78.39%	85.24%
LENS Subtotal		14,315			14,315	1,096	934	47	12,238	1,112	847	265	11,126	85.13%	90.91%	92.93%
TOTAL INTERFACES		**14,315**	**527**	**1,887**	**16,729**	**1,165**	**1,291**	**60**	**14,213**	**1,460**	**1,068**	**392**	**12,753**	**85.10%**	**89.73%**	**92.27%**
FLORIDA																
EDI Subtotal			15,645		15,645	624	4,305	1	10,715	6,751	1,958	4,793	3,964	60.56%	36.99%	66.94%
TAG Subtotal				2,966	2,966	260	207	20	2,479	431	335	96	2,048	77.49%	82.61%	85.94%
LENS Subtotal		91,925			91,925	7,304	17,220	543	66,858	14,505	10,992	3,513	52,353	74.10%	78.30%	82.65%
TOTAL INTERFACES		**91,925**	**15,645**	**2,966**	**110,536**	**8,188**	**21,732**	**564**	**80,052**	**21,687**	**13,285**	**8,402**	**58,365**	**73.10%**	**72.91%**	**81.46%**
GEORGIA																
EDI Subtotal			6,637		6,637	220	763	1	5,653	1,019	580	439	4,634	85.28%	81.97%	88.88%
TAG Subtotal				2,395	2,395	102	195	19	2,079	529	265	264	1,550	80.86%	74.56%	85.40%
LENS Subtotal		22,548			22,548	2,052	1,898	58	18,540	1,672	1,359	313	16,868	83.18%	90.98%	92.54%
TOTAL INTERFACES		**22,548**	**6,637**	**2,395**	**31,580**	**2,374**	**2,856**	**78**	**26,272**	**3,220**	**2,204**	**1,016**	**23,052**	**83.43%**	**87.74%**	**91.27%**
KENTUCKY																
EDI Subtotal			1,254		1,254	16	373	0	865	82	58	24	783	91.37%	90.52%	93.10%
TAG Subtotal				741	741	90	30	2	619	43	37	6	576	81.93%	93.05%	93.96%
LENS Subtotal		7,340			7,340	559	538	24	6,219	700	532	168	5,519	83.49%	88.74%	91.21%
TOTAL INTERFACES		**7,340**	**1,254**	**741**	**9,335**	**665**	**941**	**26**	**7,703**	**825**	**627**	**198**	**6,878**	**84.19%**	**89.29%**	**91.65%**
LOUISIANA																
EDI Subtotal			958		958	21	100	0	837	68	41	27	769	92.54%	91.88%	94.94%
TAG Subtotal				1,996	1,996	135	137	12	1,712	273	218	55	1,439	80.30%	84.05%	86.84%
LENS Subtotal		23,458			23,458	1,587	1,507	54	20,310	1,428	1,131	297	18,882	87.42%	92.97%	94.35%
TOTAL INTERFACES		**23,458**	**958**	**1,996**	**26,412**	**1,743**	**1,744**	**66**	**22,859**	**1,769**	**1,390**	**379**	**21,090**	**87.07%**	**92.26%**	**93.82%**
MISSISSIPPI																
EDI Subtotal			743		743	25	80	0	638	77	44	33	561	89.05%	87.93%	92.73%
TAG Subtotal				2,281	2,281	165	158	3	1,955	191	131	60	1,764	85.63%	90.23%	93.09%
LENS Subtotal		11,034			11,034	628	847	27	9,532	1,206	830	376	8,326	85.10%	87.35%	90.93%
TOTAL INTERFACES		**11,034**	**743**	**2,281**	**14,058**	**818**	**1,085**	**30**	**12,125**	**1,474**	**1,005**	**469**	**10,651**	**85.39%**	**87.84%**	**91.38%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
FEBRUARY, 2002		Mechanized Interface Used				LESOG Manual	LESOG Rejects		LESOG 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
NORTH CAROLINA																
EDI Subtotal			1,461		1,461	71	104	1	1,285	133	104	29	1,152	86.81%	89.65%	91.72%
TAG Subtotal				391	391	143	40	4	204	81	74	7	123	36.18%	60.29%	62.44%
LENS Subtotal		11,245			11,245	599	772	66	9,808	1,819	1,566	253	7,989	78.68%	81.45%	83.61%
TOTAL INTERFACES		**11,245**	**1,461**	**391**	**13,097**	**813**	**916**	**71**	**11,297**	**2,033**	**1,744**	**289**	**9,264**	**78.37%**	**82.00%**	**84.16%**
SOUTH CAROLINA																
EDI Subtotal			945		945	21	69	0	855	91	76	15	764	88.73%	89.36%	90.95%
TAG Subtotal				1,905	1,905	112	146	1	1,646	363	301	62	1,283	75.65%	77.95%	81.00%
LENS Subtotal		14,214			14,214	1,076	1,061	66	12,011	1,902	1,715	187	10,109	78.36%	84.16%	85.50%
TOTAL INTERFACES		**14,214**	**945**	**1,905**	**17,064**	**1,209**	**1,276**	**67**	**14,512**	**2,356**	**2,092**	**264**	**12,156**	**78.64%**	**83.77%**	**85.32%**
TENNESSEE																
EDI Subtotal			739		739	11	68	0	660	51	43	8	609	91.86%	92.27%	93.40%
TAG Subtotal				1,042	1,042	61	39	6	936	100	78	22	836	85.74%	89.32%	91.47%
LENS Subtotal		12,084			12,084	748	750	37	10,549	934	669	265	9,615	87.16%	91.15%	93.49%
TOTAL INTERFACES		**12,084**	**739**	**1,042**	**13,865**	**820**	**857**	**43**	**12,145**	**1,085**	**790**	**295**	**11,060**	**87.29%**	**91.07%**	**93.33%**
UNKNOWN																
EDI Subtotal			431		431	6	79	0	346	255	137	118	91	38.89%	26.30%	39.91%
TAG Subtotal				4	4	3	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
LENS Subtotal		12			12	4	1	0	7	0	0	0	7	63.64%	100.00%	100.00%
TOTAL INTERFACES		**12**	**431**	**4**	**447**	**13**	**80**	**0**	**354**	**256**	**138**	**118**	**98**	**39.36%**	**27.68%**	**41.53%**
BELLSOUTH REGION																
EDI Subtotal		0	29,340	0	29,340	1,030	5,995	4	22,311	8,547	3,056	5,491	13,764	77.11%	61.69%	81.83%
TAG Subtotal		0	0	15,608	15,608	1,125	1,255	79	13,149	2,340	1,646	694	10,809	79.59%	82.20%	86.78%
LENS Subtotal		208,175	0	0	208,175	15,653	25,528	922	166,072	25,278	19,641	5,637	140,794	79.96%	84.78%	87.76%
TOTAL INTERFACES		**208,175**	**29,340**	**15,608**	**253,123**	**17,808**	**32,778**	**1,005**	**201,532**	**36,165**	**24,343**	**11,822**	**165,367**	**79.69%**	**82.05%**	**87.17%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
MARCH, 2002		Mechanized Interface Used				LESOG Manual	LESOG Rejects		LESOG Validated	LESOG 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
ALABAMA																
EDI Subtotal			407		407	11	34	0	362	19	11	8	343	93.97%	94.75%	96.89%
TAG Subtotal				1,821	1,821	37	295	10	1,479	371	236	135	1,108	80.23%	74.92%	82.44%
LENS Subtotal		13,462			13,462	1,016	1,022	34	11,390	802	641	161	10,588	86.47%	92.96%	94.29%
TOTAL INTERFACES		**13,462**	**407**	**1,821**	**15,690**	**1,064**	**1,351**	**44**	**13,231**	**1,192**	**888**	**304**	**12,039**	**86.05%**	**90.99%**	**93.13%**
FLORIDA																
EDI Subtotal			19,987		19,987	1,198	5,711	8	13,070	7,697	3,633	4,064	5,373	52.66%	41.11%	59.66%
TAG Subtotal				2,795	2,795	95	215	11	2,474	439	316	123	2,035	83.20%	82.26%	86.56%
LENS Subtotal		84,020			84,020	6,564	13,244	604	63,608	13,936	10,734	3,202	49,672	74.17%	78.09%	82.23%
TOTAL INTERFACES		**84,020**	**19,987**	**2,795**	**106,802**	**7,857**	**19,170**	**623**	**79,152**	**22,072**	**14,683**	**7,389**	**57,080**	**71.69%**	**72.11%**	**79.54%**
GEORGIA																
EDI Subtotal			5,990		5,990	230	621	1	5,138	1,328	890	438	3,810	77.28%	74.15%	81.06%
TAG Subtotal				1,944	1,944	75	220	14	1,635	431	202	229	1,204	81.30%	73.64%	85.63%
LENS Subtotal		20,717			20,717	1,725	2,025	47	16,920	1,345	1,105	240	15,575	84.62%	92.05%	93.38%
TOTAL INTERFACES		**20,717**	**5,990**	**1,944**	**28,651**	**2,030**	**2,866**	**62**	**23,693**	**3,104**	**2,197**	**907**	**20,589**	**82.97%**	**86.90%**	**90.36%**
KENTUCKY																
EDI Subtotal			1,266		1,266	22	200	0	1,044	88	53	35	956	92.73%	91.57%	94.75%
TAG Subtotal				605	605	54	34	0	517	47	41	6	470	83.19%	90.91%	91.98%
LENS Subtotal		7,227			7,227	562	565	12	6,088	542	432	110	5,546	84.80%	91.10%	92.77%
TOTAL INTERFACES		**7,227**	**1,266**	**605**	**9,098**	**638**	**799**	**12**	**7,649**	**677**	**526**	**151**	**6,972**	**85.69%**	**91.15%**	**92.98%**
LOUISIANA																
EDI Subtotal			953		953	13	117	1	822	90	68	22	732	90.04%	89.05%	91.50%
TAG Subtotal				1,811	1,811	169	96	8	1,538	208	172	36	1,330	79.59%	86.48%	88.55%
LENS Subtotal		21,113			21,113	1,620	1,483	51	17,959	1,182	965	217	16,777	86.65%	93.42%	94.56%
TOTAL INTERFACES		**21,113**	**953**	**1,811**	**23,877**	**1,802**	**1,696**	**60**	**20,319**	**1,480**	**1,205**	**275**	**18,839**	**86.24%**	**92.72%**	**93.99%**
MISSISSIPPI																
EDI Subtotal			677		677	19	51	1	606	103	79	24	503	83.69%	83.00%	86.43%
TAG Subtotal				946	946	44	60	8	834	98	63	35	736	87.31%	88.25%	92.12%
LENS Subtotal		9,276			9,276	542	649	27	8,058	779	577	202	7,279	86.68%	90.33%	92.66%
TOTAL INTERFACES		**9,276**	**677**	**946**	**10,899**	**605**	**760**	**36**	**9,498**	**980**	**719**	**261**	**8,518**	**86.55%**	**89.68%**	**92.22%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
MARCH, 2002		Mechanized Interface Used				LESOG Manual	LESOG 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
NORTH CAROLINA																
EDI Subtotal			1,442		1,442	72	115	0	1,255	156	130	26	1,099	84.47%	87.57%	89.42%
TAG Subtotal				381	381	24	26	0	331	77	67	10	254	73.62%	76.74%	79.13%
LENS Subtotal		10,601			10,601	672	807	61	9,061	1,538	1,301	237	7,523	79.22%	83.03%	85.26%
TOTAL INTERFACES		**10,601**	**1,442**	**381**	**12,424**	**768**	**948**	**61**	**10,647**	**1,771**	**1,498**	**273**	**8,876**	**79.66%**	**83.37%**	**85.56%**
SOUTH CAROLINA																
EDI Subtotal			1,021		1,021	15	101	0	905	129	106	23	776	86.51%	85.75%	87.98%
TAG Subtotal				1,572	1,572	46	119	5	1,402	279	232	47	1,123	80.16%	80.10%	82.88%
LENS Subtotal		11,964			11,964	968	968	38	9,990	1,214	1,100	114	8,776	80.93%	87.85%	88.86%
TOTAL INTERFACES		**11,964**	**1,021**	**1,572**	**14,557**	**1,029**	**1,188**	**43**	**12,297**	**1,622**	**1,438**	**184**	**10,675**	**81.23%**	**86.81%**	**88.13%**
TENNESSEE																
EDI Subtotal			880		880	14	52	0	814	64	49	15	750	92.25%	92.14%	93.87%
TAG Subtotal				958	958	19	62	6	871	119	82	37	752	88.16%	86.34%	90.17%
LENS Subtotal		10,906			10,906	750	718	20	9,418	673	528	145	8,745	87.25%	92.85%	94.31%
TOTAL INTERFACES		**10,906**	**880**	**958**	**12,744**	**783**	**832**	**26**	**11,103**	**856**	**659**	**197**	**10,247**	**87.66%**	**92.29%**	**93.96%**
UNKNOWN																
EDI Subtotal			2,849		2,849	40	461	0	2,348	773	473	300	1,575	75.43%	67.08%	76.90%
TAG Subtotal				0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal		61			61	28	4	1	28	1	1	0	27	48.21%	96.43%	96.43%
TOTAL INTERFACES		**61**	**2,849**	**0**	**2,910**	**68**	**465**	**1**	**2,376**	**774**	**474**	**300**	**1,602**	**74.72%**	**67.42%**	**77.17%**
BELLSOUTH REGION																
EDI Subtotal		0	35,472	0	35,472	1,634	7,463	11	26,364	10,447	5,492	4,955	15,917	69.08%	60.37%	74.35%
TAG Subtotal		0	0	12,833	12,833	563	1,127	62	11,081	2,069	1,411	658	9,012	82.03%	81.33%	86.46%
LENS Subtotal		189,347	0	0	189,347	14,447	21,485	895	152,520	22,012	17,384	4,628	130,508	80.39%	85.57%	88.25%
TOTAL INTERFACES		**189,347**	**35,472**	**12,833**	**237,652**	**16,644**	**30,075**	**968**	**189,965**	**34,528**	**24,287**	**10,241**	**155,437**	**79.16%**	**81.82%**	**86.49%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
APRIL, 2002		Mechanized Interface Used				LESOG Manual	LESOG Rejects		LESOG 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
ALABAMA																
EDI Subtotal			309		309	4	18	0	287	10	7	3	277	96.18%	96.52%	97.54%
TAG Subtotal				1,944	1,944	32	298	19	1,595	393	294	99	1,202	78.66%	75.36%	80.35%
LENS Subtotal		14,612			14,612	1,022	914	41	12,635	722	609	113	11,913	87.96%	94.29%	95.14%
TOTAL INTERFACES		**14,612**	**309**	**1,944**	**16,865**	**1,058**	**1,230**	**60**	**14,517**	**1,125**	**910**	**215**	**13,392**	**87.19%**	**92.25%**	**93.64%**
FLORIDA																
EDI Subtotal			20,747		20,747	934	5,326	18	14,469	8,200	4,391	3,809	6,269	54.07%	43.33%	58.81%
TAG Subtotal				2,511	2,511	111	205	6	2,189	342	240	102	1,847	84.03%	84.38%	88.50%
LENS Subtotal		80,343			80,343	6,575	10,249	461	63,058	12,742	10,026	2,716	50,316	75.19%	79.79%	83.38%
TOTAL INTERFACES		**80,343**	**20,747**	**2,511**	**103,601**	**7,620**	**15,780**	**485**	**79,716**	**21,284**	**14,657**	**6,627**	**58,432**	**72.40%**	**73.30%**	**79.95%**
GEORGIA																
EDI Subtotal			7,386		7,386	215	816	1	6,354	1,976	1,410	566	4,378	72.93%	68.90%	75.64%
TAG Subtotal				2,187	2,187	69	240	6	1,872	616	413	203	1,256	72.27%	67.09%	75.25%
LENS Subtotal		23,626			23,626	1,885	2,137	57	19,547	1,320	1,081	239	18,227	86.00%	93.25%	94.40%
TOTAL INTERFACES		**23,626**	**7,386**	**2,187**	**33,199**	**2,169**	**3,193**	**64**	**27,773**	**3,912**	**2,904**	**1,008**	**23,861**	**82.47%**	**85.91%**	**89.15%**
KENTUCKY																
EDI Subtotal			982		982	10	76	0	896	76	69	7	820	91.21%	91.52%	92.24%
TAG Subtotal				639	639	66	44	2	527	42	34	8	485	82.91%	92.03%	93.45%
LENS Subtotal		7,477			7,477	455	608	12	6,402	397	325	72	6,005	88.50%	93.80%	94.87%
TOTAL INTERFACES		**7,477**	**982**	**639**	**9,098**	**531**	**728**	**14**	**7,825**	**515**	**428**	**87**	**7,310**	**88.40%**	**93.42%**	**94.47%**
LOUISIANA																
EDI Subtotal			974		974	16	162	0	796	94	78	16	702	88.19%	88.19%	90.00%
TAG Subtotal				1,946	1,946	322	111	3	1,510	179	157	22	1,331	73.54%	88.15%	89.45%
LENS Subtotal		23,241			23,241	1,628	1,369	26	20,218	1,175	1,028	147	19,043	87.76%	94.19%	94.88%
TOTAL INTERFACES		**23,241**	**974**	**1,946**	**26,161**	**1,966**	**1,642**	**29**	**22,524**	**1,448**	**1,263**	**185**	**21,076**	**86.71%**	**93.57%**	**94.35%**
MISSISSIPPI																
EDI Subtotal			445		445	6	31	1	407	43	30	13	364	91.00%	89.43%	92.39%
TAG Subtotal				884	884	47	71	4	762	75	64	11	687	86.09%	90.16%	91.48%
LENS Subtotal		11,317			11,317	702	912	24	9,679	751	661	90	8,928	86.76%	92.24%	93.11%
TOTAL INTERFACES		**11,317**	**445**	**884**	**12,646**	**755**	**1,014**	**29**	**10,848**	**869**	**755**	**114**	**9,979**	**86.86%**	**91.99%**	**92.97%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
APRIL, 2002		Mechanized Interface Used				LESOG Manual	LESOG Rejects		LESOG 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
NORTH CAROLINA																
EDI Subtotal			1,464		1,464	43	150	0	1,271	117	104	13	1,154	88.70%	90.79%	91.73%
TAG Subtotal				395	395	25	41	2	327	58	52	6	269	77.75%	82.26%	83.80%
LENS Subtotal		11,610			11,610	639	777	41	10,153	1,253	1,090	163	8,900	83.73%	87.66%	89.09%
TOTAL INTERFACES		**11,610**	**1,464**	**395**	**13,469**	**707**	**968**	**43**	**11,751**	**1,428**	**1,246**	**182**	**10,323**	**84.09%**	**87.85%**	**89.23%**
SOUTH CAROLINA																
EDI Subtotal			1,075		1,075	10	152	4	909	132	114	18	777	86.24%	85.48%	87.21%
TAG Subtotal				1,531	1,531	47	133	3	1,348	286	253	33	1,062	77.97%	78.78%	80.76%
LENS Subtotal		12,792			12,792	809	807	26	11,150	1,092	968	124	10,058	84.99%	90.21%	91.22%
TOTAL INTERFACES		**12,792**	**1,075**	**1,531**	**15,398**	**866**	**1,092**	**33**	**13,407**	**1,510**	**1,335**	**175**	**11,897**	**84.39%**	**88.74%**	**89.91%**
TENNESSEE																
EDI Subtotal			810		810	14	96	0	700	59	52	7	641	90.66%	91.57%	92.50%
TAG Subtotal				749	749	24	53	3	669	54	44	10	615	90.04%	91.93%	93.32%
LENS Subtotal		12,413			12,413	785	842	26	10,760	510	413	97	10,250	89.54%	95.26%	96.13%
TOTAL INTERFACES		**12,413**	**810**	**749**	**13,972**	**823**	**991**	**29**	**12,129**	**623**	**509**	**114**	**11,506**	**89.62%**	**94.86%**	**95.76%**
UNKNOWN																
EDI Subtotal			3,252		3,252	54	416	0	2,782	710	505	205	2,072	78.75%	74.48%	80.40%
TAG Subtotal				29	29	6	1	0	22	0	0	0	22	78.57%	100.00%	100.00%
LENS Subtotal		4			4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
TOTAL INTERFACES		**4**	**3,252**	**29**	**3,285**	**60**	**417**	**0**	**2,808**	**710**	**505**	**205**	**2,098**	**78.78%**	**74.72%**	**80.60%**
BELLSOUTH REGION																
EDI Subtotal		0	37,444	0	37,444	1,306	7,243	24	28,871	11,417	6,760	4,657	17,454	68.39%	60.46%	72.08%
TAG Subtotal		0	0	12,815	12,815	749	1,197	48	10,821	2,045	1,551	494	8,776	79.23%	81.10%	84.98%
LENS Subtotal		197,435	0	0	197,435	14,500	18,615	714	163,606	19,962	16,201	3,761	143,644	82.39%	87.80%	89.86%
TOTAL INTERFACES		**197,435**	**37,444**	**12,815**	**247,694**	**16,555**	**27,055**	**786**	**203,298**	**33,424**	**24,512**	**8,912**	**169,874**	**80.53%**	**83.56%**	**87.39%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
JANUARY, 2002		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
ALABAMA																
EDI Subtotal			222		222	43	33	1	145	79	57	22	66	39.76%	45.52%	53.66%
TAG Subtotal				100	100	30	12	0	58	21	13	8	37	46.25%	63.79%	74.00%
LENS Subtotal		268			268	59	47	6	156	59	42	17	97	48.99%	62.18%	69.78%
TOTAL INTERFACES		**268**	**222**	**100**	**590**	**132**	**92**	**7**	**359**	**159**	**112**	**47**	**200**	**45.05%**	**55.71%**	**64.10%**
FLORIDA																
EDI Subtotal			93		93	9	22	1	61	20	14	6	41	64.06%	67.21%	74.55%
TAG Subtotal				255	255	125	25	3	102	42	14	28	60	30.15%	58.82%	81.08%
LENS Subtotal		6,052			6,052	983	1,060	107	3,902	1,255	887	368	2,647	58.60%	67.84%	74.90%
TOTAL INTERFACES		**6,052**	**93**	**255**	**6,400**	**1,117**	**1,107**	**111**	**4,065**	**1,317**	**915**	**402**	**2,748**	**57.49%**	**67.60%**	**75.02%**
GEORGIA																
EDI Subtotal			97		97	12	16	4	65	19	14	5	46	63.89%	70.77%	76.67%
TAG Subtotal				263	263	94	22	3	144	42	23	19	102	46.58%	70.83%	81.60%
LENS Subtotal		1,101			1,101	234	140	11	716	200	141	59	516	57.91%	72.07%	78.54%
TOTAL INTERFACES		**1,101**	**97**	**263**	**1,461**	**340**	**178**	**18**	**925**	**261**	**178**	**83**	**664**	**56.18%**	**71.78%**	**78.86%**
KENTUCKY																
EDI Subtotal			3		3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
TAG Subtotal				11	11	6	2	0	3	1	1	0	2	22.22%	66.67%	66.67%
LENS Subtotal		519			519	98	68	11	342	108	81	27	234	56.66%	68.42%	74.29%
TOTAL INTERFACES		**519**	**3**	**11**	**533**	**106**	**70**	**11**	**346**	**109**	**82**	**27**	**237**	**55.76%**	**68.50%**	**74.29%**
LOUISIANA																
EDI Subtotal			79		79	7	12	0	60	37	27	10	23	40.35%	38.33%	46.00%
TAG Subtotal				98	98	35	8	0	55	21	12	9	34	41.98%	61.82%	73.91%
LENS Subtotal		357			357	51	37	5	264	66	46	20	198	67.12%	75.00%	81.15%
TOTAL INTERFACES		**357**	**79**	**98**	**534**	**93**	**57**	**5**	**379**	**124**	**85**	**39**	**255**	**58.89%**	**67.28%**	**75.00%**
MISSISSIPPI																
EDI Subtotal			32		32	7	6	0	19	8	7	1	11	44.00%	57.89%	61.11%
TAG Subtotal				38	38	7	11	0	20	12	6	6	8	38.10%	40.00%	57.14%
LENS Subtotal		528			528	72	80	10	366	157	119	38	209	52.25%	57.10%	63.72%
TOTAL INTERFACES		**528**	**32**	**38**	**598**	**86**	**97**	**10**	**405**	**177**	**132**	**45**	**228**	**51.12%**	**56.30%**	**63.33%**
NORTH CAROLINA																
EDI Subtotal			40		40	12	4	0	24	12	5	7	12	41.38%	50.00%	70.59%
TAG Subtotal				87	87	36	6	1	44	13	10	3	31	40.26%	70.45%	75.61%
LENS Subtotal		724			724	241	81	7	395	119	84	35	276	45.92%	69.87%	76.67%
TOTAL INTERFACES		**724**	**40**	**87**	**851**	**289**	**91**	**8**	**463**	**144**	**99**	**45**	**319**	**45.12%**	**68.90%**	**76.32%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
JANUARY, 2002		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (2 Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
SOUTH CAROLINA																
EDI Subtotal			14		14	1	2	0	11	5	3	2	6	60.00%	54.55%	66.67%
TAG Subtotal				65	65	30	5	0	30	14	7	7	16	30.19%	53.33%	69.57%
LENS Subtotal		612			612	254	46	4	308	94	72	22	214	39.63%	69.48%	74.83%
TOTAL INTERFACES		**612**	**14**	**65**	**691**	**285**	**53**	**4**	**349**	**113**	**82**	**31**	**236**	**39.14%**	**67.62%**	**74.21%**
TENNESSEE																
EDI Subtotal			33		33	15	4	0	14	5	3	2	9	33.33%	64.29%	75.00%
TAG Subtotal				75	75	13	10	0	52	19	11	8	33	57.89%	63.46%	75.00%
LENS Subtotal		355			355	77	39	3	236	60	43	17	176	59.46%	74.58%	80.37%
TOTAL INTERFACES		**355**	**33**	**75**	**463**	**105**	**53**	**3**	**302**	**84**	**57**	**27**	**218**	**57.37%**	**72.19%**	**79.27%**
UNKNOWN																
EDI Subtotal			0		0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TAG Subtotal				1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
LENS Subtotal		0			0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL INTERFACES		**0**	**0**	**1**	**1**	**0**	**0**	**0**	**1**	**0**	**0**	**0**	**1**	**100.00%**	**100.00%**	**100.00%**
BELLSOUTH REGION																
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%
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%
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%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
FEBRUARY, 2002		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 Flowthroug h	Base Calculation	Percent Flow Through
ALABAMA																
EDI Subtotal			106		106	14	29	2	61	33	22	11	28	43.75%	45.90%	56.00%
TAG Subtotal				134	134	47	16	1	70	25	12	13	45	43.27%	64.29%	78.95%
LENS Subtotal		236			236	45	36	0	155	35	22	13	120	64.17%	77.42%	84.51%
TOTAL INTERFACES		**236**	**106**	**134**	**476**	**106**	**81**	**3**	**286**	**93**	**56**	**37**	**193**	**54.37%**	**67.48%**	**77.51%**
FLORIDA																
EDI Subtotal			72		72	15	16	1	40	18	8	10	22	48.89%	55.00%	73.33%
TAG Subtotal				126	126	67	14	0	45	16	11	5	29	27.10%	64.44%	72.50%
LENS Subtotal		5,264			5,264	972	951	80	3,261	1,158	822	336	2,103	53.96%	64.49%	71.90%
TOTAL INTERFACES		**5,264**	**72**	**126**	**5,462**	**1,054**	**981**	**81**	**3,346**	**1,192**	**841**	**351**	**2,154**	**53.20%**	**64.38%**	**71.92%**
GEORGIA																
EDI Subtotal			70		70	13	12	0	45	15	9	6	30	57.69%	66.67%	76.92%
TAG Subtotal				241	241	58	20	0	163	64	46	18	99	48.77%	60.74%	68.28%
LENS Subtotal		886			886	175	114	14	583	129	84	45	454	63.67%	77.87%	84.39%
TOTAL INTERFACES		**886**	**70**	**241**	**1,197**	**246**	**146**	**14**	**791**	**208**	**139**	**69**	**583**	**60.23%**	**73.70%**	**80.75%**
KENTUCKY																
EDI Subtotal			4		4	4	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TAG Subtotal				9	9	6	1	0	2	0	0	0	2	25.00%	100.00%	100.00%
LENS Subtotal		474			474	67	61	4	342	107	60	47	235	64.92%	68.71%	79.66%
TOTAL INTERFACES		**474**	**4**	**9**	**487**	**77**	**62**	**4**	**344**	**107**	**60**	**47**	**237**	**63.37%**	**68.90%**	**79.80%**
LOUISIANA																
EDI Subtotal			55		55	14	5	0	36	12	7	5	24	53.33%	66.67%	77.42%
TAG Subtotal				117	117	51	6	1	59	13	7	6	46	44.23%	77.97%	86.79%
LENS Subtotal		396			396	62	42	3	289	76	51	25	213	65.34%	73.70%	80.68%
TOTAL INTERFACES		**396**	**55**	**117**	**568**	**127**	**53**	**4**	**384**	**101**	**65**	**36**	**283**	**59.58%**	**73.70%**	**81.32%**
MISSISSIPPI																
EDI Subtotal			27		27	1	7	0	19	13	11	2	6	33.33%	31.58%	35.29%
TAG Subtotal				54	54	5	12	0	37	22	7	15	15	55.56%	40.54%	68.18%
LENS Subtotal		508			508	81	112	7	308	111	76	35	197	55.65%	63.96%	72.16%
TOTAL INTERFACES		**508**	**27**	**54**	**589**	**87**	**131**	**7**	**364**	**146**	**94**	**52**	**218**	**54.64%**	**59.89%**	**69.87%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
FEBRUARY, 2002		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
NORTH CAROLINA																
EDI Subtotal			68		68	16	9	1	42	14	4	10	28	58.33%	66.67%	87.50%
TAG Subtotal				125	125	51	7	0	67	38	21	17	29	28.71%	43.28%	58.00%
LENS Subtotal		600			600	119	78	13	390	110	70	40	280	59.70%	71.79%	80.00%
TOTAL INTERFACES		**600**	**68**	**125**	**793**	**186**	**94**	**14**	**499**	**162**	**95**	**67**	**337**	**54.53%**	**67.54%**	**78.01%**
SOUTH CAROLINA																
EDI Subtotal			8		8	1	2	0	5	2	1	1	3	60.00%	60.00%	75.00%
TAG Subtotal				81	81	16	10	0	55	21	7	14	34	59.65%	61.82%	82.93%
LENS Subtotal		460			460	149	53	5	253	83	66	17	170	44.16%	67.19%	72.03%
TOTAL INTERFACES		**460**	**8**	**81**	**549**	**166**	**65**	**5**	**313**	**106**	**74**	**32**	**207**	**46.31%**	**66.13%**	**73.67%**
TENNESSEE																
EDI Subtotal			55		55	11	7	0	37	23	15	8	14	35.00%	37.84%	48.28%
TAG Subtotal				88	88	23	2	0	63	18	10	8	45	57.69%	71.43%	81.82%
LENS Subtotal		445			445	97	48	2	298	65	36	29	233	63.66%	78.19%	86.62%
TOTAL INTERFACES		**445**	**55**	**88**	**588**	**131**	**57**	**2**	**398**	**106**	**61**	**45**	**292**	**60.33%**	**73.37%**	**82.72%**
UNKNOWN																
EDI Subtotal			0		0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TAG Subtotal				0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal		0			0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
TOTAL INTERFACES		**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0.00%**	**0.00%**	**0.00%**
BELLSOUTH REGION																
EDI Subtotal		0	465	0	465	89	87	4	285	130	77	53	155	48.29%	54.39%	66.81%
TAG Subtotal		0	0	975	975	324	88	2	561	217	121	96	344	43.60%	61.32%	73.98%
LENS Subtotal		9,269	0	0	9,269	1,767	1,495	128	5,879	1,874	1,287	587	4,005	56.74%	68.12%	75.68%
TOTAL INTERFACES		**9,269**	**465**	**975**	**10,709**	**2,180**	**1,670**	**134**	**6,725**	**2,221**	**1,485**	**736**	**4,504**	**55.14%**	**66.97%**	**75.20%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: January, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
JANUARY, 2002		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
SOUTH CAROLINA																
EDI Subtotal			544		544	81	55	7	401	142	98	44	259	59.13%	64.59%	72.55%
TAG Subtotal				1,891	1,891	298	219	18	1,356	307	241	66	1,049	66.06%	77.36%	81.32%
LENS Subtotal		1,175			1,175	168	80	13	914	182	129	53	732	71.14%	80.09%	85.02%
TOTAL INTERFACES		**1,175**	**544**	**1,891**	**3,610**	**547**	**354**	**38**	**2,671**	**631**	**468**	**163**	**2,040**	**66.78%**	**76.38%**	**81.34%**
TENNESSEE																
EDI Subtotal			1,441		1,441	132	152	16	1,141	315	246	69	826	68.60%	72.39%	77.05%
TAG Subtotal				3,418	3,418	397	559	18	2,444	582	425	157	1,862	69.37%	76.19%	81.42%
LENS Subtotal		2,160			2,160	221	201	24	1,714	313	237	76	1,401	75.36%	81.74%	85.53%
TOTAL INTERFACES		**2,160**	**1,441**	**3,418**	**7,019**	**750**	**912**	**58**	**5,299**	**1,210**	**908**	**302**	**4,089**	**71.15%**	**77.17%**	**81.83%**
UNKNOWN																
EDI Subtotal			674		674	0	234	0	440	159	159	0	281	63.86%	63.86%	63.86%
TAG Subtotal				198	198	2	49	0	147	24	18	6	123	86.01%	83.67%	87.23%
LENS Subtotal		325			325	0	25	0	300	44	44	0	256	85.33%	85.33%	85.33%
TOTAL INTERFACES		**325**	**674**	**198**	**1,197**	**2**	**308**	**0**	**887**	**227**	**221**	**6**	**660**	**74.75%**	**74.41%**	**74.91%**
BELLSOUTH REGION																
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%
LENS Subtotal		61,908	0	0	61,908	7,095	4,243	647	49,923	9,124	7,140	1,984	40,799	74.13%	81.72%	85.11%
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%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: February, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
FEBRUARY, 2002		Mechanized Interface Used				LESOG 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
NORTH CAROLINA																
EDI Subtotal			921		921	290	103	8	520	136	85	51	384	50.59%	73.85%	81.88%
TAG Subtotal				2,085	2,085	315	387	24	1,359	424	304	120	935	60.17%	68.80%	75.46%
LENS Subtotal		3,991			3,991	305	233	54	3,399	838	676	162	2,561	72.30%	75.35%	79.12%
TOTAL INTERFACES		**3,991**	**921**	**2,085**	**6,997**	**910**	**723**	**86**	**5,278**	**1,398**	**1,065**	**333**	**3,880**	**66.27%**	**73.51%**	**78.46%**
SOUTH CAROLINA																
EDI Subtotal			565		565	60	56	4	445	115	77	38	330	70.66%	74.16%	81.08%
TAG Subtotal				2,508	2,508	458	290	17	1,743	378	264	114	1,365	65.40%	78.31%	83.79%
LENS Subtotal		1,540			1,540	191	159	19	1,171	273	205	68	898	69.40%	76.69%	81.41%
TOTAL INTERFACES		**1,540**	**565**	**2,508**	**4,613**	**709**	**505**	**40**	**3,359**	**766**	**546**	**220**	**2,593**	**67.39%**	**77.20%**	**82.61%**
TENNESSEE																
EDI Subtotal			1,804		1,804	196	205	9	1,394	281	193	88	1,113	74.10%	79.84%	85.22%
TAG Subtotal				2,619	2,619	412	350	9	1,848	488	381	107	1,360	63.17%	73.59%	78.12%
LENS Subtotal		2,550			2,550	368	255	31	1,896	490	372	118	1,406	65.52%	74.16%	79.08%
TOTAL INTERFACES		**2,550**	**1,804**	**2,619**	**6,973**	**976**	**810**	**49**	**5,138**	**1,259**	**946**	**313**	**3,879**	**66.87%**	**75.50%**	**80.39%**
UNKNOWN																
EDI Subtotal			2,244		2,244	86	601	0	1,557	279	272	7	1,278	78.12%	82.08%	82.45%
TAG Subtotal				299	299	2	38	0	259	37	34	3	222	86.05%	85.71%	86.72%
LENS Subtotal		243			243	0	33	0	210	27	27	0	183	87.14%	87.14%	87.14%
TOTAL INTERFACES		**243**	**2,244**	**299**	**2,786**	**88**	**672**	**0**	**2,026**	**343**	**333**	**10**	**1,683**	**79.99%**	**83.07%**	**83.48%**
BELLSOUTH REGION																
EDI Subtotal		0	47,322	0	47,322	4,045	4,925	173	38,179	5,825	4,042	1,783	32,354	80.00%	84.74%	88.89%
TAG Subtotal		0	0	34,597	34,597	5,643	4,468	291	24,195	4,989	3,345	1,644	19,206	68.12%	79.38%	85.17%
LENS Subtotal		45,087	0	0	45,087	6,421	3,929	530	34,207	8,433	6,414	2,019	25,774	66.76%	75.35%	80.07%
TOTAL INTERFACES		**45,087**	**47,322**	**34,597**	**127,006**	**16,109**	**13,322**	**994**	**96,581**	**19,247**	**13,801**	**5,446**	**77,334**	**72.11%**	**80.07%**	**84.86%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
MARCH, 2002		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
ALABAMA																
EDI Subtotal			1,392		1,392	236	194	25	937	273	182	91	664	61.37%	70.86%	78.49%
TAG Subtotal				2,176	2,176	234	337	13	1,592	356	264	92	1,236	71.28%	77.64%	82.40%
LENS Subtotal		1,753			1,753	266	249	20	1,218	302	227	75	916	65.01%	75.21%	80.14%
TOTAL INTERFACES		**1,753**	**1,392**	**2,176**	**5,321**	**736**	**780**	**58**	**3,747**	**931**	**673**	**258**	**2,816**	**66.65%**	**75.15%**	**80.71%**
FLORIDA																
EDI Subtotal			5,565		5,565	670	562	64	4,269	1,085	742	343	3,184	69.28%	74.58%	81.10%
TAG Subtotal				5,105	5,105	967	625	163	3,350	1,050	783	267	2,300	56.79%	68.66%	74.60%
LENS Subtotal		25,781			25,781	3,336	2,108	326	20,011	6,615	4,348	2,267	13,396	63.55%	66.94%	75.50%
TOTAL INTERFACES		**25,781**	**5,565**	**5,105**	**36,451**	**4,973**	**3,295**	**553**	**27,630**	**8,750**	**5,873**	**2,877**	**18,880**	**63.51%**	**68.33%**	**76.27%**
GEORGIA																
EDI Subtotal			47,625		47,625	3,666	3,761	407	39,791	6,078	3,943	2,135	33,713	81.59%	84.73%	89.53%
TAG Subtotal				8,840	8,840	953	1,713	57	6,117	1,329	868	461	4,788	72.45%	78.27%	84.65%
LENS Subtotal		10,146			10,146	1,810	795	80	7,461	1,181	840	341	6,280	70.32%	84.17%	88.20%
TOTAL INTERFACES		**10,146**	**47,625**	**8,840**	**66,611**	**6,429**	**6,269**	**544**	**53,369**	**8,588**	**5,651**	**2,937**	**44,781**	**78.76%**	**83.91%**	**88.79%**
KENTUCKY																
EDI Subtotal			232		232	34	36	3	159	50	24	26	109	65.27%	68.55%	81.95%
TAG Subtotal				1,179	1,179	70	326	5	778	229	161	68	549	70.38%	70.57%	77.32%
LENS Subtotal		2,173			2,173	476	238	23	1,436	289	186	103	1,147	63.41%	79.87%	86.05%
TOTAL INTERFACES		**2,173**	**232**	**1,179**	**3,584**	**580**	**600**	**31**	**2,373**	**568**	**371**	**197**	**1,805**	**65.49%**	**76.06%**	**82.95%**
LOUISIANA																
EDI Subtotal			872		872	214	95	12	551	147	93	54	404	56.82%	73.32%	81.29%
TAG Subtotal				1,460	1,460	127	318	20	995	199	124	75	796	76.03%	80.00%	86.52%
LENS Subtotal		2,973			2,973	529	347	39	2,058	429	336	93	1,629	65.32%	79.15%	82.90%
TOTAL INTERFACES		**2,973**	**872**	**1,460**	**5,305**	**870**	**760**	**71**	**3,604**	**775**	**553**	**222**	**2,829**	**66.53%**	**78.50%**	**83.65%**
MISSISSIPPI																
EDI Subtotal			752		752	168	76	3	505	152	115	37	353	55.50%	69.90%	75.43%
TAG Subtotal				7,282	7,282	238	622	77	6,345	820	509	311	5,525	88.09%	87.08%	91.56%
LENS Subtotal		2,450			2,450	309	261	36	1,844	350	245	105	1,494	72.95%	81.02%	85.91%
TOTAL INTERFACES		**2,450**	**752**	**7,282**	**10,484**	**715**	**959**	**116**	**8,694**	**1,322**	**869**	**453**	**7,372**	**82.31%**	**84.79%**	**89.46%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: March, 2002

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
MARCH, 2002		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
NORTH CAROLINA																
EDI Subtotal			1,023		1,023	206	128	8	681	174	112	62	507	61.45%	74.45%	81.91%
TAG Subtotal				2,426	2,426	338	523	21	1,544	414	319	95	1,130	63.23%	73.19%	77.98%
LENS Subtotal		3,324			3,324	675	273	32	2,344	708	609	99	1,636	56.03%	69.80%	72.87%
TOTAL INTERFACES		**3,324**	**1,023**	**2,426**	**6,773**	**1,219**	**924**	**61**	**4,569**	**1,296**	**1,040**	**256**	**3,273**	**59.16%**	**71.63%**	**75.89%**
SOUTH CAROLINA																
EDI Subtotal			559		559	110	86	7	356	132	94	38	224	52.34%	62.92%	70.44%
TAG Subtotal				2,286	2,286	273	461	23	1,529	314	231	83	1,215	70.68%	79.46%	84.02%
LENS Subtotal		1,307			1,307	146	113	24	1,024	213	161	52	811	72.54%	79.20%	83.44%
TOTAL INTERFACES		**1,307**	**559**	**2,286**	**4,152**	**529**	**660**	**54**	**2,909**	**659**	**486**	**173**	**2,250**	**68.91%**	**77.35%**	**82.24%**
TENNESSEE																
EDI Subtotal			1,764		1,764	242	169	8	1,345	308	236	72	1,037	68.45%	77.10%	81.46%
TAG Subtotal				3,103	3,103	365	486	17	2,235	618	474	144	1,617	65.84%	72.35%	77.33%
LENS Subtotal		2,910			2,910	634	313	45	1,918	551	422	129	1,367	56.42%	71.27%	76.41%
TOTAL INTERFACES		**2,910**	**1,764**	**3,103**	**7,777**	**1,241**	**968**	**70**	**5,498**	**1,477**	**1,132**	**345**	**4,021**	**62.89%**	**73.14%**	**78.03%**
UNKNOWN																
EDI Subtotal			1,663		1,663	3	562	0	1,098	409	408	1	689	62.64%	62.75%	62.81%
TAG Subtotal				376	376	0	70	0	306	44	41	3	262	86.47%	85.62%	86.47%
LENS Subtotal		624			624	0	108	0	516	89	89	0	427	82.75%	82.75%	82.75%
TOTAL INTERFACES		**624**	**1,663**	**376**	**2,663**	**3**	**740**	**0**	**1,920**	**542**	**538**	**4**	**1,378**	**71.81%**	**71.77%**	**71.92%**
BELLSOUTH REGION																
EDI Subtotal		0	61,447	0	61,447	5,549	5,669	537	49,692	8,808	5,949	2,859	40,884	78.05%	82.27%	87.30%
TAG Subtotal		0	0	34,233	34,233	3,565	5,481	396	24,791	5,373	3,774	1,599	19,418	72.57%	78.33%	83.73%
LENS Subtotal		53,441	0	0	53,441	8,181	4,805	625	39,830	10,727	7,463	3,264	29,103	65.04%	73.07%	79.59%
TOTAL INTERFACES		**53,441**	**61,447**	**34,233**	**149,121**	**17,295**	**15,955**	**1,558**	**114,313**	**24,908**	**17,186**	**7,722**	**89,405**	**72.17%**	**78.21%**	**83.88%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
APRIL, 2002		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
ALABAMA																
EDI Subtotal			1,722		1,722	181	299	5	1,237	558	217	341	679	63.05%	54.89%	75.78%
TAG Subtotal				3,066	3,066	362	454	34	2,216	402	305	97	1,814	73.12%	81.86%	85.61%
LENS Subtotal		2,679			2,679	413	450	24	1,792	476	385	91	1,316	62.25%	73.44%	77.37%
TOTAL INTERFACES		**2,679**	**1,722**	**3,066**	**7,467**	**956**	**1,203**	**63**	**5,245**	**1,436**	**907**	**529**	**3,809**	**67.15%**	**72.62%**	**80.77%**
FLORIDA																
EDI Subtotal			10,915		10,915	716	1,315	235	8,649	2,052	1,568	484	6,597	74.28%	76.27%	80.80%
TAG Subtotal				6,439	6,439	1,276	609	117	4,437	1,007	726	281	3,430	63.14%	77.30%	82.53%
LENS Subtotal		27,218			27,218	3,691	2,268	374	20,885	6,816	5,587	1,229	14,069	60.26%	67.36%	71.58%
TOTAL INTERFACES		**27,218**	**10,915**	**6,439**	**44,572**	**5,683**	**4,192**	**726**	**33,971**	**9,875**	**7,881**	**1,994**	**24,096**	**63.98%**	**70.93%**	**75.35%**
GEORGIA																
EDI Subtotal			62,758		62,758	3,430	7,050	671	51,607	6,848	4,552	2,296	44,759	84.87%	86.73%	90.77%
TAG Subtotal				8,873	8,873	799	1,393	48	6,633	1,300	825	475	5,333	76.66%	80.40%	86.60%
LENS Subtotal		12,560			12,560	1,716	853	91	9,900	1,408	1,029	379	8,492	75.57%	85.78%	89.19%
TOTAL INTERFACES		**12,560**	**62,758**	**8,873**	**84,191**	**5,945**	**9,296**	**810**	**68,140**	**9,556**	**6,406**	**3,150**	**58,584**	**82.59%**	**85.98%**	**90.14%**
KENTUCKY																
EDI Subtotal			1,259		1,259	51	173	2	1,033	424	197	227	609	71.06%	58.95%	75.56%
TAG Subtotal				2,337	2,337	188	489	8	1,652	361	230	131	1,291	75.54%	78.15%	84.88%
LENS Subtotal		3,093			3,093	625	270	26	2,172	425	287	138	1,747	65.70%	80.43%	85.89%
TOTAL INTERFACES		**3,093**	**1,259**	**2,337**	**6,689**	**864**	**932**	**36**	**4,857**	**1,210**	**714**	**496**	**3,647**	**69.80%**	**75.09%**	**83.63%**
LOUISIANA																
EDI Subtotal			1,591		1,591	233	204	6	1,148	540	197	343	608	58.57%	52.96%	75.53%
TAG Subtotal				2,293	2,293	182	429	8	1,674	380	255	125	1,294	74.75%	77.30%	83.54%
LENS Subtotal		3,312			3,312	420	301	61	2,530	645	493	152	1,885	67.37%	74.51%	79.27%
TOTAL INTERFACES		**3,312**	**1,591**	**2,293**	**7,196**	**835**	**934**	**75**	**5,352**	**1,565**	**945**	**620**	**3,787**	**68.03%**	**70.76%**	**80.03%**
MISSISSIPPI																
EDI Subtotal			1,429		1,429	115	186	7	1,121	359	171	188	762	72.71%	67.98%	81.67%
TAG Subtotal				8,062	8,062	169	722	34	7,137	568	449	119	6,569	91.40%	92.04%	93.60%
LENS Subtotal		2,840			2,840	420	246	31	2,143	409	300	109	1,734	70.66%	80.91%	85.25%
TOTAL INTERFACES		**2,840**	**1,429**	**8,062**	**12,331**	**704**	**1,154**	**72**	**10,401**	**1,336**	**920**	**416**	**9,065**	**84.81%**	**87.16%**	**90.79%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE)
REPORT PERIOD: April, 2002

AGGREGATE ORDER TYPES						LSR PROCESSING								FLOWTHROUGH		
Company Info						LESOG										
APRIL, 2002		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
NORTH CAROLINA																
EDI Subtotal			927		927	124	118	11	674	192	132	60	482	65.31%	71.51%	78.50%
TAG Subtotal				2,902	2,902	255	482	20	2,145	479	378	101	1,666	72.47%	77.67%	81.51%
LENS Subtotal		3,446			3,446	606	314	55	2,471	650	539	111	1,821	61.40%	73.69%	77.16%
TOTAL INTERFACES		**3,446**	**927**	**2,902**	**7,275**	**985**	**914**	**86**	**5,290**	**1,321**	**1,049**	**272**	**3,969**	**66.12%**	**75.03%**	**79.10%**
SOUTH CAROLINA																
EDI Subtotal			937		937	66	140	6	725	284	126	158	441	69.67%	60.83%	77.78%
TAG Subtotal				2,185	2,185	228	357	10	1,590	291	235	56	1,299	73.72%	81.70%	84.68%
LENS Subtotal		1,226			1,226	151	108	15	952	219	170	49	733	69.54%	77.00%	81.17%
TOTAL INTERFACES		**1,226**	**937**	**2,185**	**4,348**	**445**	**605**	**31**	**3,267**	**794**	**531**	**263**	**2,473**	**71.70%**	**75.70%**	**82.32%**
TENNESSEE																
EDI Subtotal			2,943		2,943	204	472	15	2,252	869	352	517	1,383	71.33%	61.41%	79.71%
TAG Subtotal				3,115	3,115	480	486	28	2,121	547	409	138	1,574	63.91%	74.21%	79.37%
LENS Subtotal		3,303			3,303	614	434	32	2,223	532	433	99	1,691	61.76%	76.07%	79.61%
TOTAL INTERFACES		**3,303**	**2,943**	**3,115**	**9,361**	**1,298**	**1,392**	**75**	**6,596**	**1,948**	**1,194**	**754**	**4,648**	**65.10%**	**70.47%**	**79.56%**
UNKNOWN																
EDI Subtotal			4,887		4,887	603	1,020	0	3,264	474	448	26	2,790	72.64%	85.48%	86.16%
TAG Subtotal				305	305	1	47	0	257	45	39	6	212	84.13%	82.49%	84.46%
LENS Subtotal		385			385	0	32	0	353	44	44	0	309	87.54%	87.54%	87.54%
TOTAL INTERFACES		**385**	**4,887**	**305**	**5,577**	**604**	**1,099**	**0**	**3,874**	**563**	**531**	**32**	**3,311**	**74.47%**	**85.47%**	**86.18%**
BELLSOUTH REGION																
EDI Subtotal		0	89,368	0	89,368	5,723	10,977	958	71,710	12,600	7,960	4,640	59,110	81.20%	82.43%	88.13%
TAG Subtotal		0	0	39,577	39,577	3,940	5,468	307	29,862	5,380	3,851	1,529	24,482	75.86%	81.98%	86.41%
LENS Subtotal		60,062	0	0	60,062	8,656	5,276	709	45,421	11,624	9,267	2,357	33,797	65.35%	74.41%	78.48%
TOTAL INTERFACES		**60,062**	**89,368**	**39,577**	**189,007**	**18,319**	**21,721**	**1,974**	**146,993**	**29,604**	**21,078**	**8,526**	**117,389**	**74.87%**	**79.86%**	**84.78%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: JANUARY, 2002

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
JANUARY, 2002					LESOG									
					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
ALABAMA														
EDI Subtotal		78	0	78	47	6	25	17	9	8	8	12.50%	32%	47.06%
TAG Subtotal		0	1,271	1,271	1,179	64	28	9	4	5	19	1.58%	67.86%	82.61%
TOTAL INTERFACES		**78**	**1,271**	**1,349**	**1,226**	**70**	**53**	**26**	**13**	**13**	**27**	**2.13%**	**50.94%**	**67.5%**
FLORIDA														
EDI Subtotal		7,809	0	7,809	2,335	612	4,862	467	175	292	4,395	63.65%	90.39%	96.17%
TAG Subtotal		0	2,957	2,957	1,558	396	1,003	301	131	170	702	29.36%	69.99%	84.27%
TOTAL INTERFACES		**7,809**	**2,957**	**10,766**	**3,893**	**1,008**	**5,865**	**768**	**306**	**462**	**5,097**	**54.83%**	**86.91%**	**94.34%**
GEORGIA														
EDI Subtotal		3,901	0	3,901	1,215	223	2,463	170	80	90	2,293	63.91%	93.1%	96.63%
TAG Subtotal		0	826	826	577	78	171	30	6	24	141	19.48%	82.46%	95.92%
TOTAL INTERFACES		**3,901**	**826**	**4,727**	**1,792**	**301**	**2,634**	**200**	**86**	**114**	**2,434**	**56.45%**	**92.41%**	**96.59%**
KENTUCKY														
EDI Subtotal		1,087	0	1,087	134	40	913	67	44	23	846	82.62%	92.66%	95.06%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**1,087**	**0**	**1,087**	**134**	**40**	**913**	**67**	**44**	**23**	**846**	**82.62%**	**92.66%**	**95.06%**
LOUISIANA														
EDI Subtotal		88	0	88	25	14	49	4	1	3	45	63.38%	91.84%	97.83%
TAG Subtotal		0	818	818	184	71	563	154	137	17	409	56.03%	72.65%	74.91%
TOTAL INTERFACES		**88**	**818**	**906**	**209**	**85**	**612**	**158**	**138**	**20**	**454**	**56.68%**	**74.18%**	**76.69%**
MISSISSIPPI														
EDI Subtotal		17	0	17	14	1	2	0	0	0	2	12.50%	100%	100%
TAG Subtotal		0	28	28	14	6	8	1	0	1	7	33.33%	87.5%	100%
TOTAL INTERFACES		**17**	**28**	**45**	**28**	**7**	**10**	**1**	**0**	**1**	**9**	**24.32%**	**90%**	**100%**
NORTH CAROLINA														
EDI Subtotal		699	0	699	324	85	290	116	82	34	174	30.00%	60%	67.97%
TAG Subtotal		0	88	88	49	11	28	9	6	3	19	25.68%	67.86%	76%
TOTAL INTERFACES		**699**	**88**	**787**	**373**	**96**	**318**	**125**	**88**	**37**	**193**	**29.51%**	**60.69%**	**68.68%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: JANUARY, 2002

AGGREGATE ORDER TYPES					LSR PROCESSING							FLOWTHROUGH		
Company Info					LESOG									
JANUARY, 2002					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
SOUTH CAROLINA														
EDI Subtotal		254	0	254	133	28	93	28	14	14	65	30.66%	69.89%	82.28%
TAG Subtotal		0	304	304	248	31	25	8	5	3	17	6.30%	68%	77.27%
TOTAL INTERFACES		**254**	**304**	**558**	**381**	**59**	**118**	**36**	**19**	**17**	**82**	**17.01%**	**69.49%**	**81.19%**
TENNESSEE														
EDI Subtotal		314	0	314	157	49	108	27	19	8	81	31.52%	75%	81%
TAG Subtotal		0	98	98	73	8	17	6	3	3	11	12.64%	64.71%	78.57%
TOTAL INTERFACES		**314**	**98**	**412**	**230**	**57**	**125**	**33**	**22**	**11**	**92**	**26.74%**	**73.6%**	**80.7%**
UNKNOWN														
EDI Subtotal		2	0	2	0	0	2	0	0	0	2	100.00%	100%	100%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**2**	**0**	**2**	**0**	**0**	**2**	**0**	**0**	**0**	**2**	**100.00%**	**100%**	**100%**
BELLSOUTH REGION														
EDI Subtotal		14,249	0	14,249	4,384	1,058	8,807	896	424	472	7,911	62.20%	89.83%	94.91%
TAG Subtotal		0	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%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: FEBRUARY, 2002

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
FEBRUARY, 2002					LESOG									
					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
ALABAMA														
EDI Subtotal		23	0	23	12	6	5	2	1	1	3	18.75%	60%	75%
TAG Subtotal		0	1,062	1,062	974	58	30	8	3	5	22	2.20%	73.33%	88%
TOTAL INTERFACES		**23**	**1,062**	**1,085**	**986**	**64**	**35**	**10**	**4**	**6**	**25**	**2.46%**	**71.43%**	**86.21%**
FLORIDA														
EDI Subtotal		6,713	0	6,713	1,949	585	4,179	261	73	188	3,918	65.96%	93.75%	98.17%
TAG Subtotal		0	3,558	3,558	1,581	423	1,554	397	168	229	1,157	39.81%	74.45%	87.32%
TOTAL INTERFACES		**6,713**	**3,558**	**10,271**	**3,530**	**1,008**	**5,733**	**658**	**241**	**417**	**5,075**	**57.37%**	**88.52%**	**95.47%**
GEORGIA														
EDI Subtotal		2,802	0	2,802	902	239	1,661	108	34	74	1,553	62.39%	93.5%	97.86%
TAG Subtotal		0	680	680	502	48	130	28	15	13	102	16.48%	78.46%	87.18%
TOTAL INTERFACES		**2,802**	**680**	**3,482**	**1,404**	**287**	**1,791**	**136**	**49**	**87**	**1,655**	**53.25%**	**92.41%**	**97.12%**
KENTUCKY														
EDI Subtotal		1,140	0	1,140	123	71	946	47	28	19	899	85.62%	95.03%	96.98%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**1,140**	**0**	**1,140**	**123**	**71**	**946**	**47**	**28**	**19**	**899**	**85.62%**	**95.03%**	**96.98%**
LOUISIANA														
EDI Subtotal		79	0	79	21	6	52	6	1	5	46	67.65%	88.46%	97.87%
TAG Subtotal		0	735	735	217	64	454	101	92	9	353	53.32%	77.75%	79.33%
TOTAL INTERFACES		**79**	**735**	**814**	**238**	**70**	**506**	**107**	**93**	**14**	**399**	**54.66%**	**78.85%**	**81.1%**
MISSISSIPPI														
EDI Subtotal		11	0	11	9	0	2	2	1	1	0	0.00%	0%	0%
TAG Subtotal		0	11	11	3	2	6	1	1	0	5	55.56%	83.33%	83.33%
TOTAL INTERFACES		**11**	**11**	**22**	**12**	**2**	**8**	**3**	**2**	**1**	**5**	**26.32%**	**62.5%**	**71.43%**
NORTH CAROLINA														
EDI Subtotal		739	0	739	339	92	308	118	76	42	190	31.40%	61.69%	71.43%
TAG Subtotal		0	46	46	26	3	17	3	2	1	14	33.33%	82.35%	87.5%
TOTAL INTERFACES		**739**	**46**	**785**	**365**	**95**	**325**	**121**	**78**	**43**	**204**	**31.53%**	**62.77%**	**72.34%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: FEBRUARY, 2002

AGGREGATE ORDER TYPES					LSR PROCESSING							FLOWTHROUGH		
Company Info					LESOG									
FEBRUARY, 2002					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
SOUTH CAROLINA														
EDI Subtotal		226	0	226	86	20	120	14	7	7	106	53.27%	88.33%	93.81%
TAG Subtotal		0	215	215	188	1	26	4	3	1	22	10.33%	84.62%	88%
TOTAL INTERFACES		**226**	**215**	**441**	**274**	**21**	**146**	**18**	**10**	**8**	**128**	**31.07%**	**87.67%**	**92.75%**
TENNESSEE														
EDI Subtotal		258	0	258	119	28	111	26	12	14	85	39.35%	76.58%	87.63%
TAG Subtotal		0	146	146	73	16	57	20	15	5	37	29.60%	64.91%	71.15%
TOTAL INTERFACES		**258**	**146**	**404**	**192**	**44**	**168**	**46**	**27**	**19**	**122**	**35.78%**	**72.62%**	**81.88%**
UNKNOWN														
EDI Subtotal		2	0	2	0	1	1	0	0	0	1	100.00%	100%	100%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**2**	**0**	**2**	**0**	**1**	**1**	**0**	**0**	**0**	**1**	**100.00%**	**100%**	**100%**
BELLSOUTH REGION														
EDI Subtotal		11,993	0	11,993	3,560	1,048	7,385	584	233	351	6,801	64.20%	92.09%	96.69%
TAG Subtotal		0	6,453	6,453	3,564	615	2,274	562	299	263	1,712	30.71%	75.29%	85.13%
TOTAL INTERFACES		**11,993**	**6,453**	**18,446**	**7,124**	**1,663**	**9,659**	**1,146**	**532**	**614**	**8,513**	**52.65%**	**88.14%**	**94.12%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: MARCH, 2002

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
MARCH, 2002					LESOG									
					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
ALABAMA														
EDI Subtotal		60	0	60	31	23	6	3	1	2	3	8.57%	50%	75%
TAG Subtotal		0	977	977	917	45	15	4	3	1	11	1.18%	73.33%	78.57%
TOTAL INTERFACES		**60**	**977**	**1,037**	**948**	**68**	**21**	**7**	**4**	**3**	**14**	**1.45%**	**66.67%**	**77.78%**
FLORIDA														
EDI Subtotal		6,115	0	6,115	1,830	453	3,832	278	95	183	3,554	64.87%	92.75%	97.4%
TAG Subtotal		0	4,134	4,134	1,886	475	1,773	570	239	331	1,203	36.15%	67.85%	83.43%
TOTAL INTERFACES		**6,115**	**4,134**	**10,249**	**3,716**	**928**	**5,605**	**848**	**334**	**514**	**4,757**	**54.01%**	**84.87%**	**93.44%**
GEORGIA														
EDI Subtotal		2,158	0	2,158	745	165	1,248	123	68	55	1,125	58.05%	90.14%	94.3%
TAG Subtotal		0	652	652	462	58	132	37	21	16	95	16.44%	71.97%	81.9%
TOTAL INTERFACES		**2,158**	**652**	**2,810**	**1,207**	**223**	**1,380**	**160**	**89**	**71**	**1,220**	**48.49%**	**88.41%**	**93.2%**
KENTUCKY														
EDI Subtotal		1,564	0	1,564	177	70	1,317	69	51	18	1,248	84.55%	94.76%	96.07%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**1,564**	**0**	**1,564**	**177**	**70**	**1,317**	**69**	**51**	**18**	**1,248**	**84.55%**	**94.76%**	**96.07%**
LOUISIANA														
EDI Subtotal		135	0	135	34	11	90	9	4	5	81	68.07%	90%	95.29%
TAG Subtotal		0	1,148	1,148	235	72	841	151	128	23	690	65.53%	82.05%	84.35%
TOTAL INTERFACES		**135**	**1,148**	**1,283**	**269**	**83**	**931**	**160**	**132**	**28**	**771**	**65.78%**	**82.81%**	**85.38%**
MISSISSIPPI														
EDI Subtotal		72	0	72	6	3	63	4	3	1	59	86.76%	93.65%	95.16%
TAG Subtotal		0	36	36	26	1	9	2	2	0	7	20.00%	77.78%	77.78%
TOTAL INTERFACES		**72**	**36**	**108**	**32**	**4**	**72**	**6**	**5**	**1**	**66**	**64.08%**	**91.67%**	**92.96%**
NORTH CAROLINA														
EDI Subtotal		576	0	576	248	58	270	66	46	20	204	40.96%	75.56%	81.6%
TAG Subtotal		0	58	58	23	14	21	5	2	3	16	39.02%	76.19%	88.89%
TOTAL INTERFACES		**576**	**58**	**634**	**271**	**72**	**291**	**71**	**48**	**23**	**220**	**40.82%**	**75.6%**	**82.09%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: MARCH, 2002

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
MARCH, 2002					LESOG										
					Manual	Rejects	Validated	Errors							
Name	RESH / OCN	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	Percent Flow Through
SOUTH CAROLINA														
EDI Subtotal		241	0	241	88	24	129	20	11	9	109	52.40%	84.5%	90.83%
TAG Subtotal		0	220	220	187	10	23	2	1	1	21	10.05%	91.3%	95.45%
TOTAL INTERFACES		**241**	**220**	**461**	**275**	**34**	**152**	**22**	**12**	**10**	**130**	**31.18%**	**85.53%**	**91.55%**
TENNESSEE														
EDI Subtotal		422	0	422	173	39	210	66	41	25	144	40.22%	68.57%	77.84%
TAG Subtotal		0	125	125	50	29	46	12	7	5	34	37.36%	73.91%	82.93%
TOTAL INTERFACES		**422**	**125**	**547**	**223**	**68**	**256**	**78**	**48**	**30**	**178**	**39.64%**	**69.53%**	**78.76%**
UNKNOWN														
EDI Subtotal		12	0	12	2	1	9	2	0	2	7	77.78%	77.78%	100%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**12**	**0**	**12**	**2**	**1**	**9**	**2**	**0**	**2**	**7**	**77.78%**	**77.78%**	**100%**
BELLSOUTH REGION														
EDI Subtotal		11,355	0	11,355	3,334	847	7,174	640	320	320	6,534	64.13%	91.08%	95.33%
TAG Subtotal		0	7,350	7,350	3,786	704	2,860	783	403	380	2,077	33.15%	72.62%	83.75%
TOTAL INTERFACES		**11,355**	**7,350**	**18,705**	**7,120**	**1,551**	**10,034**	**1,423**	**723**	**700**	**8,611**	**52.33%**	**85.82%**	**92.25%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: APRIL, 2002

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
APRIL, 2002					LESOG									
					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
ALABAMA														
EDI Subtotal		65	0	65	32	4	29	1	1	0	28	45.90%	96.55%	96.55%
TAG Subtotal		0	908	908	837	54	17	8	4	4	9	1.06%	52.94%	69.23%
TOTAL INTERFACES		**65**	**908**	**973**	**869**	**58**	**46**	**9**	**5**	**4**	**37**	**4.06%**	**80.43%**	**88.1%**
FLORIDA														
EDI Subtotal		6,077	0	6,077	1,497	456	4,124	366	126	240	3,758	69.84%	91.13%	96.76%
TAG Subtotal		0	3,530	3,530	1,372	478	1,680	668	254	414	1,012	38.36%	60.24%	79.94%
TOTAL INTERFACES		**6,077**	**3,530**	**9,607**	**2,869**	**934**	**5,804**	**1,034**	**380**	**654**	**4,770**	**59.48%**	**82.18%**	**92.62%**
GEORGIA														
EDI Subtotal		3,687	0	3,687	887	293	2,507	208	94	114	2,299	70.09%	91.7%	96.07%
TAG Subtotal		0	493	493	342	63	88	29	15	14	59	14.18%	67.05%	79.73%
TOTAL INTERFACES		**3,687**	**493**	**4,180**	**1,229**	**356**	**2,595**	**237**	**109**	**128**	**2,358**	**63.80%**	**90.87%**	**95.58%**
KENTUCKY														
EDI Subtotal		2,210	0	2,210	396	91	1,723	88	52	36	1,635	78.49%	94.89%	96.92%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**2,210**	**0**	**2,210**	**396**	**91**	**1,723**	**88**	**52**	**36**	**1,635**	**78.49%**	**94.89%**	**96.92%**
LOUISIANA														
EDI Subtotal		325	0	325	35	17	273	35	30	5	238	78.55%	87.18%	88.81%
TAG Subtotal		0	1,520	1,520	337	80	1,103	188	159	29	915	64.85%	82.96%	85.2%
TOTAL INTERFACES		**325**	**1,520**	**1,845**	**372**	**97**	**1,376**	**223**	**189**	**34**	**1,153**	**67.27%**	**83.79%**	**85.92%**
MISSISSIPPI														
EDI Subtotal		161	0	161	22	9	130	29	24	5	101	68.71%	77.69%	80.8%
TAG Subtotal		0	19	19	2	2	15	0	0	0	15	88.24%	100%	100%
TOTAL INTERFACES		**161**	**19**	**180**	**24**	**11**	**145**	**29**	**24**	**5**	**116**	**70.73%**	**80%**	**82.86%**
NORTH CAROLINA														
EDI Subtotal		557	0	557	241	69	247	81	40	41	166	37.14%	67.21%	80.58%
TAG Subtotal		0	25	25	10	4	11	1	0	1	10	50.00%	90.91%	100%
TOTAL INTERFACES		**557**	**25**	**582**	**251**	**73**	**258**	**82**	**40**	**42**	**176**	**37.69%**	**68.22%**	**81.48%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY-LNP)
REPORT PERIOD: APRIL, 2002

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
APRIL, 2002					LESOG									
					Manual	Rejects	Validated	Errors						
Name	RESH / OCN	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	Percent Flow Through
SOUTH CAROLINA														
EDI Subtotal		246	0	246	77	28	141	28	13	15	113	55.67%	80.14%	89.68%
TAG Subtotal		0	253	253	232	7	14	0	0	0	14	5.69%	100%	100%
TOTAL INTERFACES		**246**	**253**	**499**	**309**	**35**	**155**	**28**	**13**	**15**	**127**	**28.29%**	**81.94%**	**90.71%**
TENNESSEE														
EDI Subtotal		293	0	293	155	36	102	33	18	15	69	28.51%	67.65%	79.31%
TAG Subtotal		0	191	191	67	13	111	23	13	10	88	52.38%	79.28%	87.13%
TOTAL INTERFACES		**293**	**191**	**484**	**222**	**49**	**213**	**56**	**31**	**25**	**157**	**38.29%**	**73.71%**	**83.51%**
UNKNOWN														
EDI Subtotal		3	0	3	1	0	2	0	0	0	2	66.67%	100%	100%
TAG Subtotal		0	0	0	0	0	0	0	0	0	0	%	%	%
TOTAL INTERFACES		**3**	**0**	**3**	**1**	**0**	**2**	**0**	**0**	**0**	**2**	**66.67%**	**100%**	**100%**
BELLSOUTH REGION														
EDI Subtotal		13,624	0	13,624	3,343	1,003	9,278	869	398	471	8,409	69.21%	90.63%	95.48%
TAG Subtotal		0	6,939	6,939	3,199	701	3,039	917	445	472	2,122	36.80%	69.83%	82.66%
TOTAL INTERFACES		**13,624**	**6,939**	**20,563**	**6,542**	**1,704**	**12,317**	**1,786**	**843**	**943**	**10,531**	**58.78%**	**85.50%**	**92.59%**

REQUEST: From January 2002 to April 2002, for each individual state in BellSouth's region and for the BellSouth region in total, please identify the volume of LSRs (segregated by manual and electronic) and the volume of issued service orders by interface (i.e., LENS, TAG, EDI, and all interfaces) for the following categories:

a. LNP;
b. UNE;
c. Business Resale;
d. Residence Resale; and
e. Total (i.e., UNE, Business Resale, and Residential Resale combined)

RESPONSE: Please find attached BellSouth's aggregate volume for LSRs submitted manually from January 2002 to April 2002. The aggregate volumes include the following categories: LNP, UNE, Business Resale, and Residence Resale. Also included are the service order volumes for the respective categories.

State level details are currently being developed and a supplemental response will be provided as soon as possible.

Please see response to Data Request No. 43 for the volume of LSRs submitted electronically and the volume of issued service orders as requested.

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Jan 02 Aggregate	Total Manual LSR Volume	Service Order Volume
LNP	6326	641
Business	2732	355
Residence	2233	440
UNE	23768	10913
TOTAL	35059	12349

Feb 02 Aggregate	Total Manual LSR Volume	Service Order Volume
LNP	5138	470
Business	2146	263
Residence	1871	313
UNE	21692	8983
TOTAL	30847	10029

March 02 Aggregate	Total Manual LSR Volume	Service Order Volume
LNP	4821	534
Business	2274	318
Residence	1657	322
UNE	23000	9033
TOTAL	31752	10207

Apr 02 Aggregate	Total Manual LSR Volume	Service Order Volume
LNP	5354	779
Business	2289	251
Residence	2240	344
UNE	21408	9582
TOTAL	31291	10956

REQUEST: For each month since January 2002 to April 2002, please provide BellSouth's monthly wholesale revenues (or billings) for each state in its nine state region (and its regional total) in each of the following areas: residential resale, business resale, unbundled network elements, and interconnection. Also, please describe BellSouth's understanding of the reasons causing any significant change (i.e., 15 percent or greater) in Tennessee from one month to another (e.g., January 2002 to February, 2002) in any area.

RESPONSE: Please see the attached spreadsheets.

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	Jan 02	Feb 02	TN % INC/DEC	Mar 02	TN % INC/DEC	Apr 02	TN % INC/DEC
Residential resale							
Alabama	988,359	1,041,522		1,038,750		1,001,212	
Florida	6,791,461	6,203,506		4,709,140		4,573,989	
Georgia	1,671,893	1,695,152		1,685,320		1,640,132	
Kentucky	673,078	636,553		600,482		694,948	
Louisiana	1,614,102	1,678,669		1,695,007		1,661,764	
Mississippi	1,411,870	1,174,844		1,071,312		1,051,373	
North Carolina	616,029	644,872		666,317		658,537	
South Carolina	977,129	1,000,190		1,007,723		1,000,416	
Tennessee	717,524	733,224	2.19%	740,765	1.03%	736,933	-0.52%
Total BST	15,461,445	14,808,532		13,214,816		13,019,304	
Business resale							
Alabama	982,878	1,076,831		923,374		3,821,348	
Florida	5,939,865	5,346,589		3,778,112		5,139,009	
Georgia	2,967,620	2,820,234		2,620,816		2,413,711	
Kentucky	720,485	683,767		581,863		588,681	
Louisiana	1,274,573	1,455,780		1,312,020		1,211,268	
Mississippi	1,584,073	1,422,425		1,391,888		1,210,702	
North Carolina	1,502,582	1,506,360		1,351,458		1,274,159	
South Carolina	1,055,554	1,077,293		909,219		846,198	
Tennessee	886,029	952,739	7.53%	818,635	-14.08%	850,098	3.84%
Total BST	16,913,659	16,342,018		13,687,385		17,355,174	
Unbundled network elements (Includes Reciprocal Compensation)							
Alabama	2,102,243	2,371,489		2,215,581		5,337,912	
Florida	8,751,319	10,385,314		10,763,463		613,725	
Georgia	8,780,892	9,053,069		9,093,646		9,349,713	
Kentucky	1,038,114	1,080,794		1,189,269		1,308,428	
Louisiana	1,899,702	1,968,853		2,012,042		2,004,746	
Mississippi	1,369,183	1,813,514		1,871,552		1,875,900	
North Carolina	3,204,282	3,302,181		3,387,861		3,041,611	
South Carolina	1,899,667	1,948,748		2,014,934		1,972,608	
Tennessee	2,854,614	2,789,119	-2.29%	3,039,466	8.98%	3,212,055	5.68%
Total BST	31,900,016	34,713,080		35,587,815		28,716,695	
Interconnection							
Alabama	63,942	(200)		201,647		73,404	
Florida	388,028	1,973,754		(20,059)		860,899	
Georgia	51,553	104,069		594,655		(69,460)	
Kentucky	159,635	(19,626)		49,415		18,082	
Louisiana	138,971	377,354		430,928		162,639	
Mississippi	154,682	(2,772)		83,419		48,236	
North Carolina	(19,062)	399,252		472,575		327,099	
South Carolina	190,143	192,468		168,216		105,965	
Tennessee	1,002,034	(184,304)	-118.39%	266,453	244.57%	377,441	41.65%
Total BST	2,129,924	2,839,996		2,247,248		1,904,306	

Following are explanations for Tennessee significant changes (greater than 15%) from one month to another:

Interconnection

The monthly variations in Interconnection revenues are due primarily to monthly differences in co-location space preparation fees associated with CLEC central office space requirements. Since the co-location space preparation fees are based on carrier requests to BellSouth for space in BellSouth's central offices, the associated BellSouth revenues can vary significantly from month to month based on the space needs of these carriers. In addition, in February 2002, a part of the decrease in Interconnection revenues is due to a true-up in AT&T co-location space preparation fees booked in prior months. Likewise, the March 2002 increase over February 2002 is due in part to the AT&T co-location space preparation fee true-up booked in February 2002. The remaining monthly revenue differences for March 2002 and April 2002 are due to normal monthly variances in co-location space requested by the CLEC's.

REQUEST: Please describe BellSouth's current plans to replace existing OSS with different OSS solutions, including but not limited to the anticipated technology to be used, functionality, and implementation schedule.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The following describes BellSouth's current plans to replace existing OSS.

BellSouth Inside Ticket Transfer System (BITTS). The FOMS interface will replace the current terminal emulation that is being performed by BellSouth Inside Ticket Transfer System (BITTS), thereby allowing retirement of the BITTS hardware and associated processing. The Integrated Dispatch System/Force(IDS) project will replace the dispatch function of the LMOS/FE/Mapper and consolidates all dispatch functions into one system. In the process it retires BITTS possibly in 2003.

COSMOS - SWITCH replaced the inventory and assignment functions of COSMOS and FOMS replaced the mainframe work management functions of COSMOS. COSMOS was completed in 2002.

Direct Order Entry (DOE) and Service Order Negotiation System (SONGS) - Retail centers are scheduled to eliminate reliance on systems in 2003. Wholesale/Interconnection plans for elimination of reliance on DOE and SONGS is scheduled within the WITT project—approximated as late as 2004 or after. Network centers will be migrated after the 2004 date. Although the Appointment Control System (ACS) initiative is currently on hold, completion of the initiative would retire Direct Order Entry (DOE).

Direct Order Entry (DOE) Support Application (DSAP) & Dispatch System Enhancements (DSE) - The BellSouth Appointment Control System (ACS) will provide appointments and reservation numbers for Service Activation and Service Assurance dispatchable tasks. The ACS System will be a component of Integrated Dispatch System (IDS) already implemented. Replacement with ACS is anticipated sometime in the future. Although the Appointment Control System (ACS) initiative is currently on hold, completion of the initiative would retire Direct Order Entry (DOE) Support Application (DSAP). Since ticket status will still be provided to the Business Office via the Dispatch System Enhancements (DSE) tool, ACS will not retire DSE.

A. **Integrated Test System (ITS)** - Special service circuit testing is currently provided through Telcordia's Integrated Test system (ITS) and is deployed throughout the BellSouth Region. The ITS system provides users with full integration to Remote Test Units and other OS systems needed to perform special service circuit testing. Telcordia's Integrated Testing and Analysis System (INTAS) product will replace the legacy Integrated Test System (ITS) to provide remote testing for special services. INTAS was purchased as an off the shelf product that would retain the existing functionality found in ITS. INTAS project is still pending.

B.

Loop Maintenance Operating System (LMOS Mapper) - The Integrated Dispatch System (IDS) initiative replaces the dispatch functionality of the "Mapper" component in the Loop Maintenance Operating System (LMOS). However, since the Automatic Correlation (ACORR) functionality will continue until the LMOS Replacement Project (LRP) initiative replaces it, there are no LMOS/Mapper retirements associated with the IDS initiative. LMOS/Mapper replacement is still pending.

Network Fault Management (NFM) -
In 2001, Telcordia's NMA Switch software was installed, and the migration process began. NMA will provide a single view of the entire Narrowband network and position BellSouth for full Broadband monitoring and surveillance. Full migration to NMA and de-installation of NFM are still pending.

Work Force Administration – Dispatch In & Out (WFA-DI & DO) - The Special Services conversion from Work Force Administration – Dispatch Out (WFA-DO) to IDS is scheduled to begin 2003. Upon completion of the Specials conversion, WFA-DO will be retired. IDS interface will be activated as part of the Work Force Administration – Dispatch In (WFA-DI) replacement. The IDS conversion for the Network Infrastructure Systems Center (NISC) and WFA-DI is currently scheduled to complete by year-end 2003. Upon successful conversion, the WFA-DI hardware will be retired.

RSAG - replacement is planned in a 3 to 5 year timeframe via ALOC, which is a Telcordia application of which there is no additional information at this time.

Signaling Traffic Management Operations System (STMOS)
It is proposed that Signaling Traffic Management Operations System (STMOS) be retired. An evaluation of STMOS concluded that the system could be retired with minimal risk to service objectives and achievement of significant expense reduction. CCS7 alarms would continue to be monitored through a Telcordia Network Monitoring and Analysis (NMA) system feed in both the NMC and NRC.

BellSouth will migrate the current wholesale functionality from the Encore Platform to the, desired state of Architecture, which has been defined as the Integrated Digital Network (IDN) Solution. In an effort to achieve the desired state for the wholesale Service Management Layer (SML), this project will provide for the migration of the Encore platform to the IDN solution over the next 24 - 36 months

1. Architecture

- Move the wholesale architecture to the BellSouth desired method of operation (DMO) as quickly as possible making sure that functionality is not lost and all new products moved to the IDN platform have flow through with scalability to retail volumes.
- Develop DMO plans consistent with the BellSouth standards.

II. GUIDING PRINCIPLES

1. Current functionality cannot be lost when transitioning to the IDN solution
2. Functional gaps critical to the migration for support functionality & products onto the IDN
3. All products placed on the IDN platform will be mechanized.
4. Migrate all targeted products off Encore to IDN in 24-36 months.
5. CLEC impact will be minimized
6. Disruptions to the Local Carrier Service Center (LCSC) operations will be controlled & minimized
7. Adhere to all current Encore & IDN release procedures & baselined milestones.
8. Four categories will be prioritized by the Business Unit utilizing the current Change Management Process
    - Network and Carrier Services Priority List
    - Change Management Request
    - Mandates
    - Non-mechanized & Partially mechanized

The following components will be replaced during the migration from Encore to the IDN desired state solution:

- Telecommunications Access Gateway (TAG) including the Based Line Products (BLP)
- Local Service Request Router (LSRR)
- Local Exchange Ordering system (LEO/LEO) Online
- Local Exchange Service Order Generator (LESOG)
- Provisioning Analysts Workstation (PAWS) – the functionality used by the LCSC will be removed from PAWS
- CLEC Service Order Tracking System (CSOTS)
- Direct Order Entry Service/Order Negotiation System (DOE/SONGS) – replacement for wholesale order entry
- Local Order Number (LON)

The following new components will be added to the IDN desired state solution:

- Work Item Manager (WIM) - will replace PAWS for LCSC functionality only. WIM will also replace some of the functionality currently provided by LEO Online.

Complex Message Generator (CMG) - will support

9. **PRE** – Programmable Rules Engine (PRE), PAR, Service Order Generator (SOG) and Due Date Calculator (DDC) functionality.
   - Request Database
   - Service Order Editor
   - Notification Editor
   - Enterprise Foundation Components

The following components currently exist and will remain after the migration is complete:

- CBS/EFC – Common Business Services/Enterprise Foundation Components in the Message Broker Data Bus.
- Local Exchange Navigation System LENS – LENS will be modified to support the new platform and to address the dependencies in LEO.
- Legacy Systems (Customer Record Information System CRIS, Application for Telephone Number Load Administration and Selection ATLAS, Product/Services Inventory Management System PIMS, Distributed Support Application DSAP, Regional Street Address Guide RSAG)
- Service Gate Gateway SGG
- Delivery Order Manager (DOM)
- DOE/SONGS – (will be replaced for wholesale)
- Performance Measure and Analysis Platform PMAP Reports

REQUEST: Identify the OSS performance measures that relate to: (a) testing of advanced services; and (b) the resale of advance services.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth does not have any "OSS Performance Measures" that "relate to the testing of advance services". The BellSouth's Performance Measures described in its Service Quality Measurement Plan (SQM) captures all the activities associated with the pro-ordering, ordering, provisioning which may include testing of a service or loop if required, maintenance and billing of all services requested by a CLEC including "Advanced Services".

REQUEST: Please describe in detail the process BellSouth uses to migrate a customer from Bellsouth to a CLEC when the CLEC requests the migration "as specified" in an order for UNE-P service. Please include in your description of an explanation of all internal Bellsouth orders (such as "D" orders and "N" orders or the single "C" order) used to facilitate the migration and the provisioning systems those orders flow through.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

For a manually submitted Local Service Requests (LSRs) received by BellSouth's LCSC error free, the representative enters the request into DOE/SONGS. CLECs may also electronically submit Retail to UNE-P conversion LSRs "as specified". These electronic requests may be submitted via BellSouth's Local Exchange Navigation System ("LENS"), Electronic Data Interchange ("EDI"), Telecommunications Access Gateway ("TAG").

Certain USOCs used to provide BellSouth Retail and Resale services are not transferable or applicable to a UNE account. Those USOCs will be deleted from the "C" order that is generated for the UNE-P account. Other USOCs and services that are also not applicable for conversion to UNE-P, if ordered will result in a clarification back to the CLEC. A list of these USOCs and services can be found in the "2 wire Voice Grade UNE Loop/Port Switched Combinations (Business, Residence, and Line Side PBX" at:
www.interconnection.bellsouth.com/products/html/unes.html

(Continued)

Upon receipt of a complete and correct LSR from the CLEC, the ordering process will proceed. A "C" order is issued to disconnect the Retail service from a BellSouth account. and change the basic class of service from flat-rate to measured and establishes UNE-P service for the CLEC.

The order then flows to the Loop Facility Assignment System (LFACS) to validate the facility information. The orders then flow to the BellSouth SWITCH, where the line class code is changed from "flat rate" to "measured" and the order flows to the BellSouth switch for a

translation change on the due date. The order completes on the due date and flows to the Customer Record Information System (CRIS) for billing local usage.

Business rules for ordering UNE-Ps electronically/manually are located on the BellSouth Interconnection Web Site, BellSouth Business Rules for Local Ordering, Section 10.2.
http://www.interconnection.bellsouth.com/guides/html/leo.html

This process becomes effective when Single C functionality is implemented for Tennessee on August 4, 2002. See BellSouth's previous response to Tennessee Regulatory Authority, Docket No. 01-000362, AT&T, SECCA, WorldCom, Time Warner, XO & Covad 's, 1st Interrogatories, August 21, 2001, Item 42.

REQUEST: If an electronic UNE-P migration LSR as specified falls out for manual processing, does the BellSouth service representative use the service address provided on the CLEC LSR to create the "D" and the "N" order or the "single "C" order? If not, from what database or system does the representative obtain the service address for the "D"order, for the "N" order or for the single "C" order?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Unless the CLEC specifies that the end user is moving, the service representative uses the existing address on the Customer Service Record (CSR). If validation of the address should be required, RSAG is the system used by the LCSC to verify addresses

REQUEST: Since BellSouth's implementation of the "single 'C'" order, some AT&T customers have lost dial tone at the time of conversion. Please describe the implementation process of the "single 'C'" and provide explanation of why a customer would lose dial tone.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Out of 18,230 orders issued for AT&T only 29 lines experienced a conversion related trouble which is a 0.16& trouble rate.
Of these 29 lines, 13 were on the same service order.
3 of these had a service representative error on the service order. The remaining were due to the facility assignments being changed.

See attached analysis.

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1. Service Order: CY4KQTF6 Completion Date: 4/02/2002
   MBTN: 407 942-0150 **Outages caused: 2**

Analysis: The PIC did not update in switch translations during the conversion process.

2. Service Order: CO84DFW5 Completion Date: 4/05/2002
   MBTN: 770 422-8978 **Outages caused: 1**

Analysis: Frame Tie Pairs were added to the facility assignment, and the Central Office Equipment and assigned facilities did not change but had Out and In activity.

3. Service Order: CP3QPB92 Completion Date: 4/05/2002
   MBTN: 770 535-1172 **Outages caused: 1**

Analysis: The assigned facilities changed.

4. Service Order: CO7N7DP9 Completion Date: 4/10/2002
   MBTN: 770 389-4156 **Outages caused: 1**
   Analysis: The Central Office Equipment and assigned facilities changed.

5. Service Order: COC17HM5 Completion Date: 4/12/2002
   MBTN: 770 774-0024 **Outages caused: 1**
   Analysis: The assigned facilities changed.

6. Service Order: COFNXWP9 Completion Date: 4/12/2002
   MBTN: 770 474-4909 **Outages caused: 1**
   Analysis: The Central Office Equipment and assigned facilities changed.

7. Service Order: COY34713 Completion Date: 4/12/2002
   MBTN: 404 249-1475 **Outages caused: 1**

Analysis: Frame Tie Pairs were removed from the facility assignment, and the Central Office Equipment and assigned facilities did not change but had Out and In activity.

8. Service Order: CPCXXXL3 Completion Date: 4/18/2002
   MBTN: 770 784-5402 **Outages caused: 1**
   Analysis: The Central Office Equipment and assigned facilities changed.

9. Service Order: CP0F4871 Completion Date: 4/22/2002
   MBTN: 912 898-0449 **Outages caused: 1**

Analysis: Service denied by BST Business Office in error after the conversion completed.

10. Service Order: CO1N3FN5 Completion Date: 4/23/2002
    MBTN: 404 605-0977 **Outages caused: 1**

Analysis: The Central Office Equipment and assigned facilities changed.

11. Service Order: COM08445 Completion Date: 4/23/2002
MBTN: 770 736-0132 **Outages caused: 1**
Analysis: The assigned facilities changed.

12. Service Order: CPDTNFK7 Completion Date: 4/24/2002
MBTN: 912 233-2639 **Outages caused: 1**
Analysis: The assigned facilities changed.

13. Service Order: CRFG5MY2 Completion Date: 4/29/2002
MBTN: 954 346-8375 **Outages caused: 13**
Analysis: A LCSC Service Representative made an error removing 13 lines from the customer's account on the conversion order.

14. Service Order: CO7BPVW1 Completion Date: 4/29/2002
MBTN: 770 474-7912 **Outages caused: 1**
Analysis: The Central Office Equipment and assigned facilities changed.

15. Service Order: CP2RC1X9 Completion Date: 4/29/2002
MBTN: 912 234-6325 **Outages caused: 1**
Analysis: The assigned facilities changed.

16. Service Order: CO8WVF00 Completion Date: 4/30/2002
MBTN: 770 516-2851 **Outages caused: 1**
Analysis: The assigned facilities changed.

REQUEST: How is the LMOS database updated to reflect migration of a BellSouth retail customer to a CLEC serving the customer via UNE-P? If the "N" order falls into a hold file, is the update to the database delayed? If the "N" and the "D" order complete separately, how does that affect the manner in which trouble tickets are handled in the LMOS database?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

(A.) When a BellSouth retail customer migrates to CLEC UNE-P service, the LMOS database (Host) is updated nightly by a batch program via the completed (CPX) service order to reflect the change in service provider.

(B) Yes, but only on that particular "N" order. The LMOS database (Host) is updated nightly by a batch program of completed (CPX) orders only. If that particular "N" order falls out into a "HOLD FILE" status, then the CPX status of that "N" order is delayed and subsequently the LMOS Host update of that "N" order is delayed.

(C) There are procedures in place in BellSouth's Customer Wholesale Interconnection Network Services (CWINS) Center to handle trouble tickets for customers that do not have an LMOS record due to service order activity at time of trouble receipt. If the "N" order and the "D" order completes separately, there is also a Mechanized Trouble Analysis System (MTAS) interface program that uses service order information to generate trouble history for customers if a trouble is generated before the LMOS database is updated.

REQUEST: What is the complete list of functions for wholesale provisioning of line sharing and what are the associated task times?

RESPONSE: See Attachment No. 1. This data was taken from file TNLineSh.xls of BellSouth Compliance Filing dated June 4, 2002 in TRA Docket No. 00-00544.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 52
ATTACHMENT

Tennessee
Inputs for Nonrecurring Costs
Study Period: 2000 - 2002
TN

					Time in Hours (Hrs)									
Item / Description				Cost Element	(For use w/ one NR)		First		Additional		Initial		Subsequent	
Element	Description	JFC / JG / WS	Source	Life (mos.)	Install	Disconnect	Install	Disconnect	Install	Disconnect	Install	Disconnect	Install	Disconnect
J.4	**LINE SHARING SPLITTER - in the Central Office**													
J.4.1	**Line Sharing Splitter - per BST Splitter System 96-Line Capacity (Shelf-at-a-time) in the CO w/Bantam Test Jack**													
	COSMOS / SWITCH	JG56	Network	46										
	Verify & research data on LSOD				4.0000	0.0000								
	Build splitter inventory													
	Input frame locations & remarks													
	Circuit Capacity Mgmt (CCM)	340X	Engineering		3.0000	0.0000								
	Receive, review, clarify, process LSOD													
	Review BCTS for spare capacity													
	Prepare BER													
	Determine bay location (site visit possible)													
	Prepare pending job in BCTS													
	Prepare TEC, authorization, obtain approval, transmit to turf vendor													
	Receive, review, and clarify EIU													
	Prepare and do job closeout paperwork													
	Prepare COSMOS assignment sheet, remove pending job from BCTS													
	Forward assignment sheet to CRSG													
	Clarify assignments with COSMOS													
	Complex Resale Support Group	221X	Engineering		0.7400	0.0000								
	Log in tracking system													
	Print ordering document													
	Prepare folder & deliver to System Designer													
	File closed out PONs													
	Complex Resale Support Group	SDWC	Engineering		0.6700	0.0000								
	Check for spares in SWITCH													
	Send order to CCM when spares not available													
	Send splitter change info to COSMOS/SWITCH													
	Send order to LCSC													
	Follow-up LCSC/COSMOS & send assignments to CLEC													
	Local Carrier Service Center	230X	Service Order		0.5000	0.0000								
	Claim LSR													
	Screen LSR for Activity													
	Process SO in system(s)													
	Billing Order													
	Provisioning Order(s)													
	Resolve errors													
	FOC/Clarify													
	Answer Calls													

J.4.199	**Line Sharing Splitter - per BST Splitter System 96-Line Capacity (Shelf-at-a-time) in the CO w/Bantam Test Jack Disconnect**					
	COSMOS / SWITCH	JG56	Network	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgnt (CCM)	34XX	Engineering		0.0000	3.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	221X	Engineering		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	SDWC	Engineering		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	230X	Service Order		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.2	**Line Sharing Splitter - per BST Splitter System 24-Line Capacity in the CO w/Bantam Test Jack**					
	COSMOS / SWITCH	JG56	Network	46	4.0000	0.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgnt (CCM)	34XX	Engineering		3.0000	0.0000
	Receive, review, clarify, process LSOD					
	Review BCTS for spare capacity					
	Prepare BER					
	Determine bay location (site visit possible)					
	Prepare pending job in BCTS					
	Prepare TEO, authorization, obtain approval, transmit to turf vendor					
	Receive, review, and clarify EIU					
	Prepare and do job closeout paperwork					
	Prepare COSMOS assignment sheet, remove pending job from BCTS					
	Forward assignment sheet to CRSG					

	Clarify assignments with COSMOS					
	Complex Resale Support Group	221X	Engineering		0.7400	0.0000
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	SDWC	Engineering		0.6700	0.0000
	Check for spares in SWITCH					
	Send order to CCM when spares not available					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send assignments to CLEC					
	Local Carrier Service Center	230X	Service Order		0.5000	0.0000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.299	**Line Sharing Splitter - per BST Splitter System 24-Line Capacity in the CO w/Bantam Test Jack Disconnect**					
	COSMOS / SWITCH	JG56	Network	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgnt (CCM)	34XX	Engineering		0.0000	3.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	221X	Engineering		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	SDWC	Engineering		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	230X	Service Order		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					

	Provisioning Order(s)							
	Resolve errors							
	FOC/Clarify							
	Answer Calls							
J.4.3	**Line Sharing Splitter - per Line Activation in the Central Office**							
	Circuit Capacity Mgmt (CCM)	34XX	Engineering	46	0.0833	0.0000	0.0208	0.0000
	Involved on a "Fallout" basis only due to CFA problems with splitter assignment and/or the collocation ca/pr assignment							
	Assignment Facility Inventory Group	4M1X	Engineering		0.0467	0.0000	0.0467	0.0000
	EWO - building inventory, PF order released, error/query sent							
	TAG - facility change, order placed in PF status							
	RMA - loop assigned, order placed in PF status, error/query sent							
	Work Management Center	4W0X	Connect & Test		0.0500	0.0000	0.0500	0.0000
	Monitor pending load for PD orders that pop in on due date & handle							
	Monitor technicians progress throughout the day & redistribute work as necessary							
	Perform daily conference calls to discuss service orders missed the previous day							
	Handle incoming escalation - mechanized & by phone							
	Verify technician availability by using LMOS DCA							
	Monitor IFST for completion errors							
	CO Install & Mtce Field - Ckt & Fac	431X	Connect & Test		0.2500	0.0000	0.1000	0.0000
	Print Order							
	Wire / Removal							
	Update Dispatch System							
	Circuit Capacity Mgmt (CCM)	34XX	LST - Engineering (15 min x 10%)		0.0250	0.0000	0.0250	0.0000
	Involved on a "Fallout" basis only due to CFA problems with splitter assignment and/or the collocation ca/pr assignment							
	Assignment Facility Inventory Group	4M1X	LST - Eng (8 min x 35%fallout x 10%)		0.0047	0.0000	0.0047	0.0000
	Assign pair change out on service order (SO)							
	CO Install & Mtce Field - Ckt & Fac	431X	LST - Connect & Test (# min x 10%)		0.0330	0.0000	0.0450	0.0000
	Print Order							
	Wire/Removal							
	Update dispatch system							
	Installation & Maintenance	410X	LST - Connect & Test (60 min x 10%)		0.0600	0.0000	0.0600	0.0000
	Interpret & close out service order							
	Identify facilities at cut point							
	Contact central office & coordinate cut							
	Re-terminate customer to "cut to" facilities							
	Installation & Maintenance	410X	LST - Travel (30 min x 10%)		0.0500	0.0000	0.0000	0.0000
	Determine driving route from current location to work site							
	Drive to work site							
	Place & store necessary work area protection							
	Local Carrier Service Center	230X	Service Order		0.4500	0.0000	0.0450	0.0000
	Claim LSR							
	Screen LSR for Activity							
	Process SO in system(s)							
	Billing Order							
	Provisioning Order(s)							
	Resolve errors							

	FOC/Clarify							
	Answer Calls							
J.4.398	**Line Sharing Splitter - per Line Activation in the Central Office Testing**			46				
	CO Install & Mtce Field - Ckt & Fac	431X	Connect & Test		0.1667	0.0000	0.0667	0.0000
	Pre-test							
	Test Circuit							
	CO Install & Mtce Field - Ckt & Fac	431X	LST - Connect & Test (# min x 10%)		0.0220	0.0000	0.0300	0.0000
	Pre-Test							
	Installation & Maintenance	410X	LST - Connect & Test (60 min x 10%)		0.0400	0.0000	0.0400	0.0000
	Test "Cut to" facilities							
J.4.399	**Line Sharing Splitter - per Line Activation in the Central Office Disconnect**			46	0.0000	0.0833	0.0000	0.0208
	Circuit Capacity Mgnt (CCM)	34XX	Engineering					
	Involved on a "Fallout" basis only due to CFA problems with splitter assignment and/or the collocation ca/pr assignment							
	Assignment Facility Inventory Group	4M1X	Engineering		0.0000	0.0467	0.0000	0.0467
	EWO - building inventory, PF order released, error/query sent							
	TAG - facility change, order placed in PF status							
	RMA - loop assigned, order placed in PF status, error/query sent							
	Work Management Center	4WXX	Connect & Test		0.0000	0.0500	0.0000	0.0500
	Monitor pending load for PD orders that pop in on due date & handle							
	Monitor technicians progress throughout the day & redistribute work as necessary							
	Perform daily conference calls to discuss service orders missed the previous day							
	Handle incoming escalation - mechanized & by phone							
	Verify technician availability by using LMOS DCA							
	Monitor IFST for completion errors							
	CO Install & Mtce Field - Ckt & Fac	431X	Connect & Test		0.0000	0.2000	0.0000	0.0833
	Print Order							
	Wire / Removal							
	Update Dispatch System							
	Local Carrier Service Center	230X	Service Order		0.0000	0.4500	0.0000	0.0450
	Claim LSR							
	Screen LSR for Activity							
	Process SO in system(s)							
	Billing Order							
	Provisioning Order(s)							
	Resolve errors							
	FOC/Clarify							
	Answer Calls							
J.4.4	**Line Sharing Splitter per Subsequent Activity per Line Rearrangement**			46				
	Assignment Facility Inventory Group	4M1X	Engineering		0.0467	0.0000	0.0467	0.0000
	Assign pair change out on service order							
	Work Management Center	4WXX	Connect & Test		0.1000	0.0000	0.1000	0.0000
	Monitor pending load for PD orders that pop in on due date & handle							
	Monitor technicians progress throughout the day & redistribute work as necessary							
	Perform daily conference calls to discuss service orders missed the previous day							
	Handle incoming escalation - mechanized & by phone							

	Verify technician availability by using LMOS DCA									
	Monitor IFST for completion errors									
	CO Install & Mtce Field - Ckt & Fac	431X	Connect & Test				0.3700	0.0000	0.1500	0.0000
	Print Order									
	Wire / Removal									
	Update Dispatch System									
	Local Carrier Service Center	230X	Service Order				0.4500	0.0000	0.0450	0.0000
	Claim LSR									
	Screen LSR for Activity									
	Process SO in system(s)									
	Billing Order									
	Provisioning Order(s)									
	Resolve errors									
	FOC/Clarify									
	Answer Calls									
J.4.498	Line Sharing Splitter per Subsequent Activity per Line Rearrangement Testing			46						
	CO Install & Mtce Field - Ckt & Fac	431X	Connect & Test				0.2467	0.0000	0.1000	0.0000
	Pre-Test									
	Test Circuit									
J.4.499	Line Sharing Splitter per Subsequent Activity per Line Rearrangement Disconnect									
	Local Carrier Service Center	230X	Service Order	46			0.0000	0.4500	0.0000	0.0450
	Claim LSR									
	Screen LSR for Activity									
	Process in system(s)									
	Billing Order									
	Provisioning Disconnects									
	Resolve errors									
	FOC/Clarify									
	Answer Calls									
J.4.6	Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per LSOD)			46						
	Circuit Capacity Mgmt (CCM)	340X	Service Order		1.0000	0.0000				
	Receipt of LSOD									
	Forward data to and from the CRSG and COSMOS for reallocation of ca. prs.									
	Complex Resale Support Group	221X	Engineering		0.7400	0.0000				
	Log in tracking system									
	Print ordering document									
	Prepare folder & deliver to System Designer									
	File closed out PONs									
	Complex Resale Support Group	SDWC	Engineering		0.6700	0.0000				
	Check for spares in SWITCH									
	Send order to CCM when spares not available									
	Send splitter change info to COSMOS/SWITCH									
	Send order to LCSC									
	Follow-up LCSC/COSMOS & send assignments to CLEC									

J.4.699	**Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per LSOD)- Disconnect**			46										
	Circuit Capacity Mgnt (CCM)	34XX	Service Order		0.0000	0.2500								
	Receipt of LSOD													
	Forward data to and from the CRSG and COSMOS for reallocation of ca. prs.													
	Complex Resale Support Group	221X	Engineering		0.0000	0.7400								
	Log in tracking system													
	Print ordering document													
	Prepare folder & deliver to System Designer													
	File closed out PONs													
	Complex Resale Support Group	SDWC	Engineering		0.0000	0.6700								
	Check SWITCH to make sure splitters are shown													
	Send splitter change info to COSMOS/SWITCH													
	Send order to LCSC													
	Follow-up LCSC/COSMOS & send completion notice to CLEC													
J.4.7	**Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per occurrence of each group of 24 lines (48 pairs))**													
	COSMOS / SWITCH	JG56	Network	46	1.5000	0.0000								
	Build splitter facilities inventory													
	Input frame locations & remarks													
J.4.799	**Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per occurrence of each group of 24 lines (48 pairs))**													
	COSMOS / SWITCH	JG56	Network	46	0.0000	0.2500								
	Build splitter facilities inventory													
	Input frame locations & remarks													
J.4.8	**Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per order of J.4.7)**													
	Local Carrier Service Center	230X	Service Order	46									0.5000	0.0000
	Claim LSR													
	Screen LSR for Activity													
	Process SO in system(s)													
	Billing Order													
	Provisioning Order(s)													
	Resolve errors													
	FOC/Clarify													
	Answer Calls													
J.4.899	**Line Sharing - per CLEC/DLEC Owned Splitter in the Central Office (per order of J.4.7) Disconnect**													
	Local Carrier Service Center	230X	Service Order	46									0.0000	0.5000
	Claim LSR													
	Screen LSR for Activity													
	Process Disconnect in system(s)													
	Billing Order													
	Provisioning Disconnect Order(s)													
	Resolve errors													
	FOC/Clarify													
	Answer Calls													

J.4.32	**Line Sharing Splitter - per BST Splitter System: Port-at-a-time in the Central Office w/Bantam Test Jack**					
	COSMOS / SWITCH	**JG56**	**Network**	46		
	Verify & research data on LSOD				4.0000	0.0000
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	**34XX**	**Engineering**		0.6000	0.0000
	Receive, review, clarify, process LSOD					
	Review BCTS for spare capacity					
	Prepare BER					
	Determine bay location (site visit possible)					
	Prepare pending job in BCTS					
	Prepare TEO, authorization, obtain approval, transmit to turf vendor					
	Receive, review, and clarify EIU					
	Prepare and do job closeout paperwork					
	Prepare COSMOS assignment sheet, remove pending job from BCTS					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	**Engineering**		0.7400	0.0000
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	**Engineering**		0.6700	0.0000
	Check for spares in SWITCH					
	Send order to CCM when spares not available					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send assignments to CLEC					
	Local Carrier Service Center	**230X**	**Service Order**		0.5000	0.0000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.3299	**Line Sharing Splitter - per BST Splitter System: Port-at-a-time in the Central Office w/Bantam Test Jack Disconnect**					
	COSMOS / SWITCH	**JG56**	**Network**	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	**34XX**	**Engineering**		0.0000	0.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					

	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	**Engineering**		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	**Engineering**		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	**236X**	**Service Order**		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.33	**Line Sharing Splitter - per BST Splitter System 96-Line Capacity (Shelf-at-a-time) in the CO w/o Bantam Test Jack**					
	COSMOS / SWITCH	**JG56**	Network	46		
	Verify & research data on LSOD					
	Build splitter inventory				4.0000	0.0000
	Input frame locations & remarks					
	Circuit Capacity Mgnt (CCM)	**34XX**	Engineering		3.1667	0.0000
	Receive, review, clarify, process LSOD					
	Review BCTS for spare capacity					
	Prepare BER					
	Determine bay location (site visit possible)					
	Prepare pending job in BCTS					
	Prepare TEO, authorization, obtain approval, transmit to turf vendor					
	Receive, review, and clarify EIU					
	Prepare and do job closeout paperwork					
	Prepare COSMOS assignment sheet, remove pending job from BCTS					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	Engineering		0.7400	0.0000
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	Engineering		0.6700	0.0000
	Check for spares in SWITCH					
	Send order to CCM when spares not available					
	Send splitter change info to COSMOS/SWITCH					

	Send order to LCSC					
	Follow-up LCSC/COSMOS & send assignments to CLEC					
	Local Carrier Service Center	230X	Service Order		0.5000	0.0000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.3399	Line Sharing Splitter - per BST Splitter System 96-Line Capacity shelf-at-a-time in the CO (per shelf) w/o Bantam Test Jack Disconnect					
	COSMOS / SWITCH	JG56	Network	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	34XX	Engineering		0.0000	3.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	221X	Engineering		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	SDWC	Engineering		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	230X	Service Order		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process Disconnect Order in system(s)					
	Billing Order					
	Provisioning Disconnect Order					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.34	Line Sharing Splitter - per BST Splitter System: Port-at-a-time in the CO w/o Bantam Test Jack					
	COSMOS / SWITCH	JG56	Network	46		
	Verify & research data on LSOD				4.0000	0.0000
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	34XX	Engineering		0.7667	0.0000
	Receive, review, clarify, process LSOD					
	Review BCTS for spare capacity					
	Prepare BER					
	Determine bay location (site visit possible)					
	Prepare pending job in BCTS					
	Prepare TEO, authorization, obtain approval, transmit to turf vendor					
	Receive, review, and clarify EIU					
	Prepare and do job closeout paperwork					
	Prepare COSMOS assignment sheet, remove pending job from BCTS					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	221X	Engineering		0.7400	0.0000
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	SDWC	Engineering		0.6700	0.0000

	Check for spares in SWITCH					
	Send order to CCM when spares not available					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send assignments to CLEC					
	Local Carrier Service Center	**230X**	**Service Order**		0.5000	0.0000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.3499	**Line Sharing Splitter - per BST Splitter System: Port-at-a-time in the CO w/o Bantam Test Jack Disconnect**					
	COSMOS / SWITCH	**JG56**	**Network**	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	**34XX**	**Engineering**		0.0000	0.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	**Engineering**		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	**Engineering**		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	**230X**	**Service Order**		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.35	**Line Sharing Splitter - per BST Splitter System 24-Line Capacity in the CO w/o Bantam Test Jack**					
	COSMOS / SWITCH	**JG56**	**Network**	46	4.0000	0.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	**34XX**	**Engineering**		3.1667	0.0000
	Receive, review, clarify, process LSOD					
	Review BCTS for spare capacity					
	Prepare BER					
	Determine bay location (site visit possible)					
	Prepare pending job in BCTS					
	Prepare TEO, authorization, obtain approval, transmit to turf vendor					
	Receive, review, and clarify EIU					
	Prepare and do job closeout paperwork					
	Prepare COSMOS assignment sheet, remove pending job from BCTS					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	**Engineering**		0.7400	0.0000
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	**Engineering**		0.6700	0.0000

	Check for spares in SWITCH					
	Send order to CCM when spares not available					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send assignments to CLEC					
	Local Carrier Service Center	**230X**	**Service Order**		0.5000	0.0000
	Claim LSR					
	Screen LSR for Activity					
	Process SO in system(s)					
	Billing Order					
	Provisioning Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					
J.4.3599	**Line Sharing Splitter - per BST Splitter System 24-Line Capacity in the CO w/o Bantam Test Jack Disconnect**					
	COSMOS / SWITCH	**JG56**	**Network**	46	0.0000	2.0000
	Verify & research data on LSOD					
	Build splitter inventory					
	Input frame locations & remarks					
	Circuit Capacity Mgmt (CCM)	**34XX**	**Engineering**		0.0000	3.0000
	Receive, review, clarify, process LSOD					
	Prepare COSMOS assignment sheet					
	Forward assignment sheet to CRSG					
	Clarify assignments with COSMOS					
	Complex Resale Support Group	**221X**	**Engineering**		0.0000	0.7400
	Log in tracking system					
	Print ordering document					
	Prepare folder & deliver to System Designer					
	File closed out PONs					
	Complex Resale Support Group	**SDWC**	**Engineering**		0.0000	0.6700
	Check SWITCH to make sure splitters are shown					
	Send splitter change info to COSMOS/SWITCH					
	Send order to LCSC					
	Follow-up LCSC/COSMOS & send completion notice to CLEC					
	Local Carrier Service Center	**230X**	**Service Order**		0.0000	0.5000
	Claim LSR					
	Screen LSR for Activity					
	Process Disconnect Order					
	Billing Order					
	Provisioning Disconnect Order(s)					
	Resolve errors					
	FOC/Clarify					
	Answer Calls					

REQUEST: What efforts, if any, is BellSouth undertaking to lower the provisioning interval of lines shared loops? Please provide any and all documents containing information which supporting your response.

RESPONSE: BellSouth objects to this request to the extent it implies that BellSouth's provisioning interval is inadequate.

BellSouth is currently assessing the viability of lowering the provisioning interval of line shared loops. In that regard, BellSouth is investigating the affect of the various processes, flows, systems, etc. on the current interval.

REQUEST: What process does BellSouth use to track and inventory to assignments to customer facilities located in CLEC collocation cages?

RESPONSE: We use TIRKS (Trunks Integrated Recordkeeping System), LFACS, SWITCH (FOMS), and LMOS.

REQUEST: In BellSouth documentation, BellSouth's maintenance priorities are listed as emergency customers first and regular maintenance priorities next. What are Bellsouth's regular maintenance priorities and in what order are the troubles associated with each type of customer service platform, e.g., UNE-Loop, UNE-Platform, DS1, resale, etc., handled?

RESPONSE: An algorithm is used to calculate maintenance priorities which includes several factors:

- Commitment
- Driving distance
- Type of service

Non-Design Type of Service Priorities

1. Hot Cuts (SL1 & SL2), First AM & HOT (PD7, PDX) dispatches (resale, UNE-P, SL1, retail)
2. SL2 Maintenance
3. Business OOS (includes UNE, ADSL, resale, UNE-P, retail)
4. Business affecting (includes UNE, ADSL, resale, UNE-P, retail)
5. Residence OOS (includes resale, UNE-P, retail)
6. Residence affecting service (includes resale, UNE-P, retail)
7. Cutover buried service wires

RESPONSE: (Cont.)

Design – Special Services

1. First AM dispatches

   a) DS3 and above / DS1

   b) DS3 and above (UNE, BBS)

   c) DSO and below (UNE, BBS)

REQUEST: What process does BellSouth use to insure that all CLEC disconnect orders are worked and that billing has ceased for the associated facilities/services?

RESPONSE: All CLEC disconnect orders that have been received by the billing system appear on the daily service order extract file from SOCS (Service Order Communication System). The billing system reads this file on a daily basis and provides a status back to SOCS for each order that is to be processed by billing. The status values assigned by billing include "Re-circulate", "Error" and "Complete". A status of "Re-circulate" indicates to SOCS that the order has not been processed by the billing system and should be re-sent to the billing system for processing the next day.

A status of "Error" indicates that the order has been assigned a billing system hold file error, the order should be corrected, and the order should be re-sent to the billing system for processing. Steps are taken within the BellSouth billing groups to track and correct all orders that receive hold file errors. In addition, management regularly reviews hold file correction results for timeliness and/or accuracy.

The "Complete" status indicates that the billing system has completed processing of the order, the information from the order has been posted to the customer service record (CSR), and the order should be removed from SOCS and the extract file. Billing ceases for the associated facilities/services after the information has been posted to the CSR. All orders that have completed provisioning continue to appear in SOCS and on the extract file until the orders receive the "Complete" status from the billing system.

REQUEST: What process does BellSouth use for handling trouble reports filed by CLECs on the same day as the transition of service is performed?

RESPONSE: BellSouth provides CLECs with a process to handle service troubles on the "same day as the transition of service is performed" in a non-discriminatory manner equivalent to the process BellSouth provides itself. BellSouth's trouble handling process also provides CLECs with an estimated time to repair, an appointment time or a commitment time in accordance with the provisions of our "Operational Understanding" as agreed upon by the CLECs and BellSouth.

BellSouth's CWINS (Customer Wholesale Interconnection Network Services) Center call receipt representatives have been trained to receive such same day conversion troubles and each trouble receives immediate escalation to a first level manager. BellSouth provides the CLEC end users' trouble report with priority handling as is done with BellSouth's large business end users' trouble reports. Upon request, BellSouth provides CLECs with trouble status and accepts further escalation per the Operational Understanding agreement. BellSouth will promptly notify the CLEC of trouble resolution.

The Operational Understanding may be accessed via the Internet at http://www.interconnection.bellsouth.com.

REQUEST: What prevents BellSouth performing a database facilities check prior to returning a firm order commitment to CLECs in states other than Florida?

RESPONSE: BellSouth was ordered by the Florida PSC to perform an electronic facilities check prior to returning a firm order confirmation (FOC) - Docket No. 000121-TP, Order No. PSC-01-1819-FOF-TP. Complying with this order will negatively impact the FOC Timeliness metric since additional work (the electronic facilities check) is required prior to sending the FOC. The magnitude of this impact can not be assessed until the facilities check feature is implemented and data collected. This feature was implemented (for Florida LSRs only) with Release 10.5 on June 1, 2002.

REQUEST: Under what circumstances does BellSouth require a dispatch for the maintenance of a UNE-P customer and what rates are applicable to such dispatch?

RESPONSE: BellSouth's testing and comprehensive trouble isolation logic in TAFI (Trouble Analysis Facilitation Interface) is the primary factor in determining the circumstances by which a dispatch is required for the maintenance of a UNE-P customer. Dispatchable circumstances for the maintenance of a UNE-P customer are the same as those BellSouth provides its retail customers since BellSouth utilizes TAFI for its end user trouble reporting as well as for CLEC trouble reporting.

In the event a CLEC requests a "dispatch" on behalf of their UNE-P end-user, BellSouth will initiate a dispatch upon the CLEC's request. Authorization for BellSouth to dispatch to the CLEC's end user premises that results in CPE, CLEC or No Trouble Found (NTF) will be considered an implied dispatch by receipt of a trouble report. The CLEC will be responsible for any applicable billing associated with the dispatch request. Billing will be applied using the same rates BellSouth charges its end user customers. Rates can be found in the General Subscriber Services Tariff (GSST).

REQUEST: State whether you contend that cageless physical collocation may not be provisioned in a shorter interval than caged physical collocation. If so, state each and every fact that supports your position.

RESPONSE: BellSouth does not contend that cageless physical collocation may not be provisioned in a shorter interval than caged physical collocation. Most of the state commissions in the BellSouth Region that have ordered specific provisioning intervals for physical collocation have recognized that additional time is required to construct the cage for a CLEC that requests a caged enclosure for its collocation arrangement. Therefore, BellSouth would support a cageless collocation interval of sixty (60) calendar days from receipt of a Bona Fide Firm Order and a caged collocation interval of ninety (90) calendar days from receipt of a Bona Fide Firm Order in the state of Tennessee. This is consistent with the intervals ordered by the state commissions in Georgia, Kentucky, Louisiana, Mississippi and South Carolina.

REQUEST: State what federal universal service funds have been received by BellSouth during the last twelve months. Of the funds received, what has been spent or is designated to be spent for facilities that support or use BellSouth's retail DSL service?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant nor reasonably calculated to lead to the discovery of admissible evidence.

Universal Service Funds have not been spent, nor designated to be spent, for facilities that support or use BellSouth's retail DSL service.

REQUEST: How many CLEC customers have been rejected for DSL service because a loop needed to be conditioned? Of those rejected, how many of the customers were able to get DSL service because BellSouth located another loop for them that did not require conditioning?

RESPONSE: For Shared Loops (line sharing and line splitting): It is the CLEC's responsibility to determine the suitability of the loop (including qualifying the loop by performing a Loop Make Up ("LMU")) for the CLEC's intended purpose, prior to submitting an order for a shared loop. In the event a CLEC submits an order for a loop that is not qualified, BellSouth will notify the CLEC that the loop is not compatible for shared loops, provide the reason the loop is not compatible, and cancel the CLEC's order for the shared loop.

Because it is the CLEC's responsibility to qualify the loop prior to submitting an order, there should be no "rejects" for DSL service because a loop needed to be conditioned. BellSouth in unable to determine how may times a CLEC has performed a LMU and found a loop that needed to be conditioned in order to be compatible with the CLEC's intended purpose. There have been no requests for Loop Modification for line shared loops in Tennessee this entire year.

REQUEST: Where has BellSouth deployed xDSL?

RESPONSE: Please check the following URL for the latest xDSL coverage in Tennessee:

http://www.bellsouth.com/broadband/dsl_solutions/discover/coverage/states/tn.html

REQUEST: What are the task times/functions required to provision a stand-alone loop for a CLEC?

RESPONSE: See attached.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 64
ATTACHMENT

NONRECURRING COST STUDY INPUT	----ASSUMES ELECTRONIC SERVICE ORDER ENTRY----					
2 WIRE VOICE LOOP - SL1 (non-designed circuit)				LOCATION LIFE (MOS):	29	
STATE:	TN					
COST ELEMENT #:	A.1.1					
LEVEL:	1997 - 1999			(A)		(B)
				INSTALL		DISCONNECT
				WORKTIMES (HRS)		WORKTIMES (HRS)
DESCRIPTION	SME	JFC	FIRST	ADDTL	FIRST	ADDTL
SERVICE ORDER						
LCSC receives ASR & issues service order	Interconn Svcs	2300	0.0500	0.0500	0.0500	0.0500
WMC coordinates dispatched technicians	Network	4WXX	0.2500	0.0000	0.2500	0.0000
ACAC receives svc order & assigns resources to coordinate	Network	471X	0.0550	0.0550	0.0000	0.0000
ENGINEERING						
AFIG handles requests for manual assistance (RMA) from HAL	Network	400X	0.2000	0.2000	0.0000	0.0000
OSPE reviews request & handles RMAs	Network	32XX	0.1000	0.1000	0.0000	0.0000
CONNECT & TURN-UP TEST						
CO I&M Field - Circuit & Fac wires circuit at collocation site	Network	431X	0.0583	0.0583	0.0333	0.0333
ACAC handles overall coordination	Network	471X	0.0000	0.0000	0.0000	0.0000
I&M makes x-conn @ x-box, tests circuit w/CO @ prem & x-box, tags circuit & completes order	Network	410X	0.3175	0.3175	0.0000	0.0000
TRAVEL						
I&M (incidental travel time which is not captured in NID/drop investment)	Network	410X	0.0667	0.0000	0.0000	0.0000
ASSUMPTIONS:						
1) I&M (connect & travel) time assumes 20% of the non-designed loops are new which require new facilities & a dispatch (80% of the non-designed loops will be CT'd or pre-existing).						
2) I&M assumes tagging on 20% of loops requiring a dispatch--remaining loops will be tagged at next prem visit. If CTSP requires tagging of loops not requiring a dispatch, BST will bill the CTSP a T&M charge.						
3) OSPE engineering time assumes a 10% fall-out rate requiring manual intervention (RMA) - occurs with unbundling when loop terminates other than in the switch.						
4) CO I&M Field (connect & test) assumes 10% of total CO I&M Field time carried in other transport elements.						
5) Incremental manual order coordination by the ACAC (connect & test) is charged separately. Incremental time associated with handling CTSP specified conversion time is also charged separately.						
6) Any IMC or Network Svcs-Clerical time is reflected in WMC time.						
7) Loop will be ordered via an electronic interface.						

REQUEST: What percentage of the time does BellSouth meet its cooperative acceptance testing (with coordinated installation) commitments on time for CLECs? To the extent that BellSouth performs an acceptance testing process for its retail customers, what percentage of the time does BellSouth meet its retail testing commitments?

RESPONSE:

BellSouth currently only tracks "% Cooperative Testing Offered" results for our xDSL products. No comparable service is provided on the Retail side (we test the circuits during installation, but do not provide cooperative testing). The benchmark (since there is no Retail analog) is 95%. Below are the results over the last 6 months:

% Cooperative Testing Offered - xDSL (Objective = 95%)

Aggregate	State	METRICS	Nov-01	Dec-01	Jan-02	Feb-02	Mar-02	Apr-02	Total
All CLECs	TN	# Successful Tests	90	62	64	95	116	69	496
		# Of Circuits	91	62	64	95	118	69	499
		% Tested	98.9%	100.0%	100.0%	100.0%	98.3%	100.0%	99.4%

REQUEST: What is BellSouth's process for tracking and inventorying specific information regarding the customer's to which it has circuit facilities (CFAs) assigned?

RESPONSE: The CLEC name is automatically derived from the service order and recorded in the TIRKS data base, along with the CFA provided by the CLEC, for any service requests processed through TIRKS. CLEC-specific information is not recorded in LFACS or SWITCH. However, we do not "track" or "inventory" specific customer/CLEC information in any of these data bases.

REQUEST: What are BellSouth's plans for CLECs ordering of high capacity UNEs (e.g., DS1 Loop or EEL – DS1 Loop + DS1 Interoffice Transport)?

a) If a mechanized Local Service Request process is in BellSouth's plans, will BellSouth require all CLECs to invest in a new LSR Process and/or will BellSouth allow a CLEC to continue to utilize ACMS to order high capacity UNEs (and EELs) under its Interconnection Agreements?

RESPONSE: BellSouth provided electronic ordering of high capacity UNEs Enhanced Extended Links (EELs) via Change request CR0078 effective June 3, 2002 with Release 10.5. CLECs will be able to submit Local Service Request (LSR) for EELs using current "Designed Loop" LSR fields through all existing interfaces that accept requests for Designed Loop Service. CLECs will not have to invest in an ordering interface other than the interface(s) it currently uses for submission of LSRs.

As to the use of ACMS to order high capacity UNEs and EELs, the answer will depend on the specific interconnection agreement. BellSouth would expect all CLECs to move to ordering via the LSR, but to the extent any current interconnection agreement provides otherwise, we will honor the agreement for its term.

REQUEST: Please describe in detail how a "line loss" notification is generated and what systems are involved in its generation.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The Loss Notification report – commonly referred to as the "Line Loss" report -- is a daily report of completed disconnect or partial disconnect orders for Competitive Local Exchange Carrier (hereafter referred to as CLEC) Service Orders. The report provides notification to CLECs that they have lost an entire account or portion of an account. This report is updated daily with accounts that have completed the ordering and the first pass of the billing process. Only line loss accounts that carry the CLEC's RESH (Reseller Sharer), ORESH (Outward Reseller Sharer), AECN (Alternate Exchange Carrier Number) or OAECN (Outward Alternate Exchange Carrier Number) are viewable on their web report. CLECs can view this report on the Internet at https://pmap.bellsouth.com. Information captured on this report remains for seven (7) calendar days before it is deleted.

Specifications:

1. Extract nightly from SOCS completed service order activity for C (Change) and D (Disconnect) order types. This data is loaded into the PMAP web tables by approximately 10:00 am central time, barring any unforeseen circumstances. The extract is based on the following order characteristics:

    - Telephone number is not null

    - SOCS status of CP (Completed order- order has been worked or completed) or PC (Post Completion – post completion order)

    - First character in Order Number is a 'C' or a 'D'

Presence of a Disconnect Reason (DCR) or Partial Disconnect Reason (PDCR) in the Bill Section, with the exception of 'BR' and 'BC'. A 'BR' is a BellSouth to Resale order and a 'BC' is a BellSouth to CLEC order. These are both CLEC gains, therefore are not reported on the Line Loss report. A DCR is a complete or pure disconnect and can be a 'D' order or a 'C' order. A PDCR is a partial disconnect and is a 'C' order.

The data from SOCS is extracted into the PMAP web database. More information about what happens to the data from here can be found in Docket No. 97-00309, Item No. 70.

REQUEST: Please describe the exact "triggering event" or "triggering events" for a line loss notification.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The trigger event for a line to go through the Loss Notification process begins when the status of the service order changes to a 'PC' or a 'CP' and there is a value in the DCR or PDCR field. Having a value in the DCR or PDCR field exclusively designates an order as a line loss order. The appropriate company designation is also necessary on the order so that the correct CLEC is provided their line loss information.

REQUEST: Please describe the processes and systems used to post line loss notifications to the website.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

There is a nightly extract of completed service order activity from SOCS to the PMAP web database. The Loss Notification reports on the web consist of lines with a status of 'CP' or 'PC' and with a DCR (Disconnect Reason) or PDCR (Partial Disconnect Reason).

After all data is in the web database, all that is left is for that data to be displayed properly on the web. When a CLEC logs in to the web site and goes to the Loss Notification Report (under the Operational Reports link), they will only see data for their specified OCNs (Operating Company Numbers). At the top of the web page is a drop down box for the user to choose which specific OCN's losses to view or the user can choose "All OCNs" for that company. The line loss data is displayed on the web in four (4) different sections.

The sections display data for the following types of line losses (beginning at the top of the html page):

- Abandon Station
- Request to Transfer
- Transferred in Error
- Other reasons than those listed above

The line loss information shown on the html version of the report includes the main Telephone Number, subscriber Name and Completion Date of the disconnect. If a user selects the 'Excel" link at the top of the line loss html page, a more detailed excel version of this same report will be brought up. Information on the excel report is Telephone Number, ORESH, AECN, DCR, PDCR, Completion Date, Name, Order Number and Application Date.

REQUEST: What event (Service Order Completion, CSR update, etc.) triggers the notification of BellSouth retail that a customer has left and when does this happen (e.g. FOC, SOC)?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The wholesale pmap web site does not provide a loss notification report to BellSouth's retail units.

REQUEST: Please describe in detail the manner in which BellSouth's "winback centers" or other winback personnel are informed that a BellSouth retail customer has left.

CONSUMER RESPONSE:

When a retail customer disconnects service, BellSouth uses a retail deduction process to identify possible losses to CLECs.

The retail deduction process:

1. This retail deduction process identifies all disconnect orders issued by the retail unit specific time period.

2. Accumulates all disconnect orders with retail disconnect codes inserted by the retail service representative during a specific time period.

3. Subtracts the disconnect orders identified in #1 from the total retail disconnect order population from the same time period in #1.

4. The result of the subtraction are identified as possible disconnects to CLECs.

SMALL BUSINESS RESPONSE:

When a retail customer disconnects service, BellSouth enters one of several disconnect codes into that customer's retail billing records. BellSouth's retail data was then used to identify which of these former customers would have met the eligibility requirements of the promotion at the time they disconnected their service with BellSouth. This data is then sent to a vendor that maintains a database that it uses to create customer lists used for telemarketing, direct mail, and market research programs.

REQUEST: Is winback literature (e.g. letters to the end user) automatically triggered or is manual intervention required?

RESPONSE: A Switch Acknowledgement letter is generated from the process described in item 72. This letter reaches the former customer approximately 10 days after the disconnect service order is completed. The switch Acknowledgement letter is not considered winback literature (see Attached Switch Acknowledgement letter). Depending on an assessment of the competitive market, Winback literature may be sent out to customers. Currently in Tennessee, BellSouth has elected to send out winback literature approximately 14 days after the distribution of the Switch Acknowledgement letter.(see Attached winback literature)

- The Small Business Loss Notification Letters are distributed by the Customer Informational Distribution (CID) Program. These letters are automatically generated based on service order activity where there is a DCR FID with data of BR or BC.
- The Loss Notification Letter is sent to the customer who switches his services from BellSouth to another Local Exchange carrier. The purpose of the letter is to confirm the switch in service with the customer in an effort to assist with the prevention of slamming/cramming. The CRIS Distribute Files are used to process the Loss Notification Letters. These files are received daily Monday through Friday.
- Upon receipt of the files, they are held for 8 days before they are processed through the CID Program and forwarded along with other CID files to the print supplier.
- The print supplier processes and places the records in the mail stream within 24 hours.
- Mail can take anywhere from 2 to 5 days to arrive at the customer's location.

The above information applies to BBS customers and CID also distributes the BBS Loss Notification letters.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 73
ATTACHMENT

BELLSOUTH®

P.O. Box 55288
Atlanta, GA 30308-5288

John A. Sample
123 Any Street
Anytown, ST 12345-6789

Dear Valued BellSouth Customer:

We have received your request to switch your local phone service to another carrier. Because we value you as a customer, we are disappointed that you have selected another provider. However, we have transferred your service, per your request. Your final bill should reflect this change.

If we have received a request to switch your local service that you did not authorize, please notify us immediately so that we can correct the error. You can call us at XXX-XXXX Monday through Saturday from 7 a.m.- 7 p.m. We will be glad to transfer your service back to BellSouth.

We appreciate your business and welcome any opportunity to meet your communications needs in the future.

Best regards,

BellSouth

SAS0XXS

BELLSOUTH®

P.O. Box 55288
Atlanta, GA 30308-5288

John A. Sample
123 Any Street
Anytown, ST 12345-6789

Dear Valued Customer:

Though you no longer subscribe to BellSouth for local phone service, you're still important to us. And we want to make sure you're receiving the high-quality service you deserve. Because we value you as a customer, we want to keep you updated on our latest product news.

> **Only BellSouth can now offer an exciting new service – BellSouth® Privacy Director℠ service.*** And we'd like to offer it to you today.

Switch back to BellSouth and the BellSouth® Complete Choice® plan – where you get unlimited local calls plus your choice of calling features – and you can add Privacy Director service for just $1.95 a month.** Customers who don't have the Complete Choice plan pay $5.95 a month for Privacy Director service.

> *Privacy Director service does something no answering machine or messaging service alone can do. It works with Caller ID service to intercept private, unavailable, unknown or blocked calls.† Those callers must identify themselves before the call is sent to you. Your phone rings, you hear who's calling, and, with a single touch, you can accept or ignore the call. It's a great way to detect those annoying calls, especially the ones from telemarketers during dinner.*

Remember, with the Complete Choice plan, any time your calling needs change, so can your choice of features...at no cost to you. Isn't that the kind of flexibility your lifestyle demands?

It's easy to come back to BellSouth, reconnect your Complete Choice plan and add Privacy Director service. Just call us at XXX-XXXX. A Customer Service Representative will help you decide which Complete Choice plan features best meet your current calling needs, and tell you how Privacy Director can enhance your life. We'd love to welcome you back to BellSouth!

Sincerely,

Robert L. Donaldson, Jr.
Senior Director – Consumer Marketing

P.S. Remember, you can add the convenience and peace of mind of Privacy Director service to your home phone for only $1.95 per month – a savings of $4 per month – when you reconnect your BellSouth Complete Choice plan.

*A one-time programming fee of $19.95 will be charged. A small number of calls may not be screened by this service. Requires Caller ID name and number service. May not work with some existing services. Service not available in all areas. **The BellSouth® Complete Choice® plan is available to residential customers only. Features must be compatible and are subject to availability. Some features work only for direct dialed calls between customers where the services are available. Some features require additional equipment/services. Other restrictions apply. †Caller ID service is available at no additional charge as part of the Complete Choice plan or may be purchased separately.

SWP0XXE

BELLSOUTH®

P.O. Box 55288
Atlanta, GA 30308-5288

John A. Sample
123 Any Street
Anytown, ST 12345-6789

Dear Valued Customer:

Though you no longer subscribe to BellSouth for local service, you're still important to us. And we want to make sure you're receiving the high-quality phone service you deserve.

Remember that BellSouth offers many cost-saving service plans in addition to its high-quality phone service. And we'd like to recommend one to you today...one that just might be perfect for your current calling habits.

It's called the BellSouth Essentials℠ package. You get three of our most popular, most convenient calling features...features designed to make your life just a touch easier.

> **BellSouth Essentials** combines **Call Waiting, Call Return *69* and BellSouth® Voice Mail service**** into one great package. And we offer the three services together for less than you'd pay for them individually... ***just $10.50 a month for the entire package!***

"I'm familiar with Call Waiting and Call Return, but what's BellSouth Voice Mail service?" you may ask. Voice Mail service does more than a traditional answering machine, yet there's nothing complicated about it. It takes messages when you're on the phone or online. To retrieve messages from your home phone, simply dial *98. You can also access your messages from just about any touch-tone phone when you're away from home. And you can have up to three private mailboxes so everyone can keep their messages separate.

We'd love to welcome you back to BellSouth, and we hope the BellSouth Essentials package is the ticket that will bring you home. To reconnect your BellSouth local service and add BellSouth Essentials, simply call 000-0000. But please do it today...we miss you!

Sincerely,

Robert L. Donaldson, Jr.
Senior Director, Consumer Marketing

*Long distance or expanded local calling rates may apply. ** Call Forwarding Busy Line and/or Call Forwarding Don't Answer (or Call Forwarding Don't Answer with Ring Control) are required to obtain maximum use of BellSouth Voice Mail service, or any alternative voice mail service. These features, as well as Message Waiting Indication and *98 access, may be ordered as part of your BellSouth® Complete Choice® plan, separately, or as a group (the voice mail companion services package).

SWS0XXE

REQUEST: Please identify all switches in Tennessee that could be impacted by the need to change physical equipment in the central office to provide caller ID. Provide a complete list of NPA/NXX combinations that are included. (Reference correspondence between MCI and BST on CR 0756 for details.)

RESPONSE: There are no switches in Tennessee that could be impacted by the need to change physical equipment in the central office to provide Caller ID as all switches in Tennessee are currently equipped to provide Caller ID service.

REQUEST: In Carrier Notification No. SN91082231 dated March 12, 2001, you stated that Design Layout Records (DLR) would no longer be available to Tennessee or other CLECs who submit Local Service Requests (LSR) through Electronic Data Interchange (EDI), Telecommunications Access Gateway (TAG) or Local Exchange Navigation System (LENS). In what ways, if any, may Tennessee CLECs that submit LSRs through EDI, TAG or LENS print or view DLRs associated with their orders?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

DLRs were never sent electronically via any CLEC interface. The CN says that the new web option is not available for LSRs sent via CLEC interfaces, TAG EDI LENS. The letter says DLRs will no longer be mailed and that the options are Direct Connect or Dial UP Delivery and that if the CLECs are not currently receiving their DLRs in this manner, the CLECs are to contact their Account Team.

REQUEST: If the answer to the previous interrogatory is that there is no way for Tennessee CLECs who submit LSRs through EDI, TAG or LENS to print or view DLRs associated with their orders, has the nonrecurring cost of loops for which DLRs were formally provided been reduced?

RESPONSE: See BellSouth's response to Item No. 75.

REQUEST: Identify the person having the most knowledge of the facts set out in response to the previous two Interrogatories, both of which relate to the circumstances under which BellSouth will provide DLRs to Tennessee CLECs who purchase loop types that call for the delivery of this document.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Allan Tarr

REQUEST: What percentage of BellSouth's Remote Terminals in Tennessee are connected to a Central Office via Digital Loop Carrier (DLC)?

RESPONSE: **70.3%**

Total Crossboxes	Served by both Copper and DLC	Served by DLC only	Served by Copper Only	Served by other than Copper or DLC (Analog)
10730	2296	5248	2975	211

REQUEST: What percentage of BellSouth's Remote Terminals in Tennessee are connected to a Central Office via both DLC and copper wires?

RESPONSE: 21.4%

REQUEST: What percentage of BellSouth's Remote Terminals in Tennessee are connected to a Central Office via only DLC and not copper wires?

RESPONSE: 48.9%

REQUEST: For the categories of Remote Terminals described in the previous three Interrogatories, each of which relates to BellSouth's deployment of various technologies in its Tennessee Remote Terminals, identify any and all documents containing any prediction or projection by BellSouth of future changes in the percentages described in those paragraphs.

RESPONSE: BellSouth has no projections.

REQUEST: Identify the person most knowledgeable about the information requested by the previous four Interrogatories, each of which relates to BellSouth's deployment of various technologies in its Tennessee Remote Terminals.

RESPONSE: Ty Taylor

REQUEST: In your Petition for Stay of the Tennessee Regulatory Authority's Order dated April 10, 2002, you state that "BellSouth has not deployed dual purpose line cards in its NGDLC systems anywhere in Tennessee or elsewhere in BellSouth's nine-state network." Each of the subparts of this interrogatory relate to this statement:

a. What percentage of BellSouth's Remote Terminals in Tennessee are equipped with Next Generation Digital Loop Carrier (NGDLC) technology?
b. What percentage of BellSouth's Remote Terminals in Tennessee are equipped with DSLAMs?
c. For the categories of Remote Terminals described in subparagraphs (a) and (b) immediately above, identify the manufacturer and the model number of each type of NGDLC terminal or DSLAM currently in use in Tennessee.

RESPONSE:

a) By structure - 19.9%; by site – 24.7%
b) By structure – 9.9%; by site – 12.1%
c) NGDLC:

Manufacturer	Model
Marconi	DISC*S
Alcatel	Litespan 2000
Alcatel	Litespan 2012

DSLAM:

Manufacturer	Model
Alcatel	ASAM 7300
Alcatel	ASAM 1000
Inovia	Micro-RAM 1400

	Structures	Sites
Total Remote Terminals	6318	5055
Remote Terminals w/ NGDLC	1256	1250
Remote Terminals w/ DSLAMs	625	612

REQUEST: Identify the person most knowledgeable about the information requested by the immediately preceding Interrogatory.

RESPONSE: Ty Taylor

REQUEST: What percentage of Tennessee access lines are served, in whole or in part, by DLC?

RESPONSE: **38.5%**

Total access lines = 3,000,374

Access lines served by DLC = 1,154,487

REQUEST: What is the total number of loops in Tennessee over which BellSouth currently provides Digital Subscriber Line (DSL) service of any kind or variety? In answering this question, please segregate your answer by Industrial/Consumer ADSL service on the one hand, and Business service ADSL on the other.

RESPONSE: The total number of loops in Tennessee over which BellSouth currently provides Digital Subscriber Line (DSL) service of any kind or variety is:

Residential (Industrial – 1.5 x 256K speed): 51,868
Business (all other speeds): 89

REQUEST: How many BellSouth FastAccess Internet Service customers are served through Digital Subscriber Line Access Multiplexers (DSLAMs) deployed in BellSouth Remote Terminals in Tennessee?

RESPONSE:

15,438 DSL circuits have been provisioned on behalf of BellSouth FastAccess Internet Service customers served through DSLAMS collocated at BellSouth remote terminals in Tennessee.

REQUEST: How many customers in Tennessee does BellSouth provide with Digital Subscriber Line (DSL) service of any kind or variety via NGDLC terminals deployed in Remote Terminals?

RESPONSE:

BellSouth has provisioned no DSL circuits via NGDLC terminals deployed in remote terminals.

:

REQUEST: How many Tennessee customers does BellSouth currently provide with DSL service of any kind or variety over a non-line shared loop?

RESPONSE: BellSouth objects to this request as vague. If the CLECs supplement this request with a more clear request, BellSouth will attempt to respond to it.

REQUEST: In correspondence dated September 6, 2001, from Lynn R. Holmes, BellSouth Vice President for Regulatory and External Affairs, to Commissioner David L. Burgess of the Georgia Public Service Commission, BellSouth states that

> [i]n certain instances . . . copper facilities that have been made spare because the working service has been "thrown" to DLC may not appear in LFACS in the terminal serving the end user because the facilities cannot be used to provide service without engineering and construction work."

Each of the following questions is related to this statement:

a. What criteria are used by BellSouth to determine when to deploy DLC from a Central Office to a Tennessee Remote Terminal?

b. Identify the person or persons who apply the criteria described in response to subparagraph (a) immediately above, in making the decision to deploy DLC from a Central Office to a Tennessee Remote Terminal.

c. What economic or other criteria are used by BellSouth to determine whether to remove from service (by abandonment or by physical removal) the copper that previously served a Tennessee Remote Terminal to which DLC has been run or, alternately, to leave the pre-existing copper in service together with the DLC?

d. Identify the person or persons responsible for making the decision as to whether to remove the pre-existing copper from service in Tennessee under the circumstances described in the immediately preceding subparagraph (c), by using the criteria described in that same subparagraph.

e. If BellSouth retires from service copper serving a Tennessee Remote Terminal following deployment of DLC to that Remote Terminal, what does BellSouth do with the copper? Include in your answer a description of the circumstances under which that copper would be physically removed from the ground or the methods and procedures by which BellSouth would make that copper otherwise unusable by Tennessee CLECs for data transmission.

REQUEST: (continued)

g. In Tennessee, has BellSouth ever removed copper serving a Remote Terminal from its LFACS database following deployment of DLC to that terminal where that copper has not been rendered unusable by a process or processes described in response to the immediately preceding subparagraph (e)?

RESPONSE:

a. Bellsouth uses a document titled "Loop technology Deployment Directives" (LTDD) to determine what type of technology to deploy. To determine when to deploy relief, BellSouth's Loop Capacity Manager uses development logs, planning commission prints, dodge reports and reports showing existing facility exhaust points. Tools that are used in the analysis process include Mechanized feeder Administration ("MFA") and various retrieves from Loop Engineering Assignment Data ("LEAD").

b. The Outside Plant Engineer – Loop Capacity Manager for the specific area being treated is responsible for making these decisions.

c. There are two separate scenarios here. The first scenario deals with replacement of defective or high maintenance plant. This scenario is studied using the Facility Analysis Plan ("FAP") process. This process takes into account the costs of maintaining defective plant. If the costs for maintaining the plant are too large, the most economic alternative is to replace that defective or high maintenance plant. The type of facility that will replace the defective or high maintenance plant is determined by applying the principals in the LTDD.

The second scenario deals with general feeder route relief. A feeder route is defined as an area whose main feeder facilities share a common route back to the central office. A feeder route is treated as a whole for relief purposes. Facility shortages in a feeder route are studied as a whole in order to ensure that the most economical decisions are made. The study tools used can examine the entire route's existing facilities and the projected growth patterns to determine where the existing facilities will exhaust and

the best way to relieve the exhaust situation. The LTDD is used to determine the best technology to use to relieve these shortages.

Each feeder route contains sections that are broken down by taper codes for monitoring purposes. The lines working in these taper codes can be captured from various databases. Analyzing a route can be accomplished in different ways. Some LCMs use MFA and others use EXCEL spreadsheets with data captured from LEIS retrieves. Reviewing the fills along the route indicate the exhaust points that need to be treated.

d. The Outside Plant Engineering FAP engineer and the Outside Plant Engineering Loop Capacity manager share responsibility for deciding how and if defective or high maintenance plant is replaced. The Outside Plant Engineering Loop Capacity manager is responsible for determining the way to obtain general route relief.

e. There are two possible reasons for removing copper from service. The first reason is because the cable is defective. In this case the copper cable is no longer suitable for any type of transmission due to its condition. If possible, the specific portion of the cable that is defective will be retired and removed from the cross-boxes it currently serves. If the cable is good at some point closer to the central office, only the defective section will be retired and the good portion of the cable will be reused. This is accomplished by splicing the newly cut off cable into the sub-feeder cables that feed those cross-boxes closer to the central office. Once these facilities are spliced up they appear in LFACS as feeder facilities to the cross boxes closer to the central office and they will no longer appear in LFACS in the former cross boxes. The defective portion of the cables will be removed from the pole line, underground conduit or from the buried environment (if dictated by law.) Generally underground cables in conduit are removed for salvage value. If the cable is buried, it is normally cut off below ground level and all closures are removed making the cable unusable. If the state or locality requires removal of buried cables they are excavated and removed.

The second reasons is that there are facility shortages in the feeder route and the most economical way to relieve the shortage is the placement of DLC at a point in the feeder route. Economics dictate whether to place DLC as an overlay or as a replacement strategy and the facilities shortages in the entire route have a large bearing on how this is accomplished. It is generally more economical to place a large DLC site and cut over existing cross-boxes to the DLC site, letting the copper pairs be used to relieve facilities shortages in the route. The alternative would be to place many smaller DLC sites to relieve all of the facilities shortages in the route. This option is generally more expensive. Similar to the defective cable scenario discussed above, when a copper cable is displaced by DLC facilities it is usually reused in another part of the route. The copper cables are cut off at some point closer to the central office and the cables that went to the former cross-boxes are retired (and removed if possible.) A major disadvantage to the use of numerous smaller DLC sites is the difficulty and expense of securing rights-of-way.

g. BellSouth interprets this question to ask if BellSouth removes copper pairs from availability at a cross box by removing those pairs from LFACS and then not use the pairs as relief in some other part of the route. If BellSouth correctly interprets the question, the answer is no. BellSouth does not do work, such as place DLC and cutover copper pairs to the DLC unless there is a good reason to do so. The plan for relief of route facilities shortages will determine when and where such cutovers will be performed. In the normal progress of relief strategies, there may be a brief period where copper pairs are cut out of a cross-box as a relief strategy before they are used in another part of the route. This is unavoidable is some cases because the work steps to achieve route relief sometimes needs to be sequenced. One step must be done before another step is done.

REQUEST: In correspondence from Ernest L. Bush, BellSouth Vice President for Long Distance Entry, to Catherine F. Boone of Covad dated March 22, 2002, BellSouth states that in attempting to provision fifty Covad orders of the BellSouth UCL-ND loop offering, BellSouth followed its procedures and provisioned properly only twenty-three of the fifty. BellSouth further states that in response to these problems BellSouth has modified "the process and documented procedures" for provisioning this loop and that all of the personnel involved in attempting to provision these orders "have been trained on the new procedures." Each of the following questions is related to the contents of this correspondence:

a. Describe in detail the steps you are taking or have taken, if any, to increase the percentage of Tennessee UCL-ND loops that you provision properly on or before the due-date for loop delivery to Covad or another CLEC.

b. When will the percentage of Tennessee UCL-ND loops that you provision properly on or before the due-date be equal to or better than the percentage of xDSL loops (taking an average of the percentages associated with all such loop types excluding the UCL-ND loop) that you provision properly on or before the due-date?

RESPONSE:

(a)
When the product was rolled out in 2nd quarter 2001, the field technicians were instructed, via the I&M M&Ps, to contact the CLECs on new and non-coordinated conversions and provide order completion information. However, in December 2001, the BellSouth Non-Design Product Team changed this process in an effort to minimize BST work times and M&Ps were modified to eliminate this contact on these 2 types of orders.

However, in March 2002, the original process of contacting the CLEC on all field-dispatched orders was reinstated. The CLEC should be contacted by the field technician and order closeout information provided, along with a 'complimentary' short from the network interface in requested, unless the CWINS Center is involved in ordered loop testing. In that case, the contact would be made via the CWINS Center.

A brief product description and process changes were provided to I&M Area Managers throughout BST on 3/1/02 via e-mail. Area Managers were requested to disseminate that information to the appropriate Network Managers supervising affected Services Technicians. And I&M M&Ps were updated and posted to a BST web-site accessible to field personnel.

(b) The data for this measure reflects that the 50 orders mentioned where all in 2001. In 2001 this was a new product and the M&P's for provisioning the product where changed several times, changes of this type can easily cause confusion with the technicians as the revisions cannot be covered with all technicians at the same time, but over a period of time. These changes were re-covered with the field technicians and we are continuing to improve on provisioning UCL-ND loops, in fact in the first quarter of 2002 there were only 6 UCL-ND loops requested in Tennessee and all of these were provisioned on time with "0" missed.

REQUEST: Attachment 2, paragraph 2.1.17.9.3 of the Interconnection Agreement between Covad and BellSouth states, in part:
Where a technician is dispatched to provision a loop, the BellSouth technician shall tag a circuit for identification purposes. Where a technician is not dispatched by BellSouth, BellSouth will provide sufficient information to Covad to enable Covad to locate the circuit being provisioned.

The following questions all relate to this Interconnection Agreement extract:

a. For UCL-ND orders placed by Covad to serve Tennessee customers, describe in detail the steps that BellSouth takes to "provide sufficient information to Covad to enable Covad to locate the circuit being provisioned."

b. For UCL-ND orders placed by Covad to serve Tennessee customers, if, for whatever reason or under whatever circumstances, BellSouth fails to "provide sufficient information to Covad to enable Covad to locate the circuit being provisioned," describe in detail the steps that Covad should take to gain access to such information.

RESPONSE:

(a) If a BellSouth technician is routed to the end user location to provision the loop, then the BellSouth technician will tag the loop with the Circuit ID Number and the DEMARC information will be provided to the CLEC. COVAD has access to BST facility records, receives a completion notice signifying that the work is completed and can access BST cable records after the service is provisioned. COVAD also has their own test system that is capable of supplying an audible tone across the circuit to assist in identifying the circuit at the demarcation point. This is the same procedure that would be used by BST to identify proper circuit at the demarcation point.

(b) If the requested loop does not require a dispatch by a BellSouth technician then the Circuit ID number and the DEMARC information will be handled on the next scheduled maintenance visit.

REQUEST: For both line shared and stand-alone loops ordered by Covad to serve Tennessee customers, describe in detail the steps that BellSouth takes before informing Covad of a completed loop order to verify that a loop does not contain load coils.

RESPONSE: When provisioning line sharing in a Central Office, the BellSouth technician performs a load coil test. If a load coil is detected, the technician issues a "jeopardy" against the order. This activity notifies the BellSouth LCSC that that loop has a load coil. The LCSC then notifies the CLEC that the loop has a load coil, via the LON report, and cancels the pending BellSouth service order. BellSouth then places the LSR in jeopardy and waits to hear from the CLEC.

REQUEST: For a Line Sharing order placed by Covad to serve Tennessee consumers, BellSouth generates two orders: (1) a "C" (change) order on the CRIS account to order the physical work to be completed in the Central Office to provision the line shared loop, and (2) an "R" (record) order to CABS in order to generate the appropriate bills to Covad for the loop. Explain in detail all steps that BellSouth takes to ensure the "C" (change) order has been completed and the loop delivered before Covad begins to be billed for the loop.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The same date is placed on both the R and C orders. They are CRO'd, RO'd and sequenced to one another to insure they are completed together. The R order is sequenced to complete after the C order to ensure that the provisioning is completed first.

REQUEST: For a Line Sharing disconnect order placed by Covad, explain in detail all steps that BellSouth takes to ensure billing for the line shared loop ceases upon disconnection, and not at some time after disconnection.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

When BellSouth disconnects the line share, the billing is also disconnected. These orders are also CRO'd, RO'd and sequenced to one another to insure completion is simultaneous.

REQUEST: On what date will BellSouth provide mechanization of the ordering process for the Unbundled Copper Loop — Non-designed (UCL-ND)?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth has targeted the initial mechanization of the UCL-ND for Release 10.6 effective August 25, 2002. This release will allow CLECs to electronically submit LSRs for UCL-ND via the TAG, LENS and EDI interfaces, with the LSR falling to the LCSC for manual handling. Full mechanization, to include flow-through, is targeted for Release 11.0 effective December 8, 2002. This request is being handled via the Change Control Process as CR0541/FTTF-11.

REQUEST: Describe in detail any and all databases which BellSouth uses or has access to for the purpose of qualifying loops for DSL service to Tennessee customers.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth and its customers can qualify loops for DSL service in Tennessee via the following databases: LQS (Loop qualification system) and BIAS (Broadband Inquiry and Activation System).

The following databases are used by BellSouth as inputs into the above databases: LFACS and RSAG.

REQUEST: Describe in detail any and all databases which BellSouth uses or has access to for the purpose of qualifying more than one potential customer at a time for DSL service.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth and its customers can qualify more than one potential customer at a time for DSL service in Tennessee via the following databases: LQS (Loop qualification system) and BIAS (Broadband Inquiry and Activation System).

The following databases are used by BellSouth as inputs into the above databases: LFACS and RSAG.

REQUEST: Describe in detail any and all bulk qualification tools available to BellSouth or its network service providers for use in evaluating whether or not a group of Tennessee customers would qualify for DSL service if they placed an order for such service. For purposes of this Interrogatory and those that follow, a "bulk qualification tool" is any method for determining, before an order is placed and with a process that does not have to be done individually for each potential customer, whether or not ten or more potential DSL customers would qualify for DSL service if they placed an order for such service.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

The databases mentioned in Interrogatory 98 can be used in evaluating whether or not a group of Tennessee customers would qualify for DSL service if they placed an order for such service.

REQUEST: For any bulk qualification tool identified in response to the immediately preceding Interrogatory, identify whether or not that tool is available for the use of Tennessee CLECs.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

All of the bulk qualification tools identified in response 99 are available for the use of Tennessee CLEC's.

REQUEST: Describe in detail the bulk qualification tools that BellSouth makes available to Tennessee CLECs.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth provides CLECs with access to all bulk qualification tools available to BellSouth or its network service providers as described in Interrogatory Number 99 and 100. The process utilized by the CLEC to obtain access and utilize BellSouth's LQS system is the DLEC/CLEC Job Aid for the Loop Qualification System (LQS), which is posted to the BellSouth Interconnection website at http://www.interconnection.bellsouth.com/guides/html/bpobr.html

Additionally, BellSouth provides CLECs access to the Loop Makeup information contained in the Loop Facilities Assignment and Control System (LFACS) via all electronic pre-ordering interfaces (TAG and LENS). Using this functionality, a CLEC may request loop makeup information for individual working lines, or it may request loop makeup on up to ten (10) spare facilities at a specified address. This functionality is described in detail in the D/CLEC Pre-Ordering and Ordering Guide For Electronic Loop Makeup (LMU) posted to the BellSouth Interconnection website at
http://www.interconnection.bellsouth.com/guides/html/bpobr.html

The functionality and use of both LQS and LMU was also described in multiple training sessions that were held during the summer of 2001, including the 2001 CLEC Inforum held July 15 - 17, 2001 in Atlanta and is documented in the BellSouth Loop Makeup Services presentation that is posted to the Interconnection website at http://www.interconnection.bellsouth.com/inforum/index.html.

REQUEST: On what date will BellSouth provide full mechanization of the ordering process for the IDSL/UDC loop?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

BellSouth implemented change request/flow-through task force item 01 (CR0557/FTTF-01), Phase 1, electronic ordering for IDSL/UDC loop in Release 10.3.1 on February 2, 2002 for TAG, LENS, and EDI. Full mechanization, Phase 2, which includes electronic flow-through, was implemented into Release 10.5 effective June 2, 2002.

REQUEST: Can BellSouth retail operations order the conditioning (load coil removal and/or bridged tap removal) of a loop via an electronic interface?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

No, BellSouth's retail operation does not order conditioning of a loop via an electronic interface. BellSouth's retail operation requests product/services not conditioning. When the service order flows to Loop Facilities Assignment Control System (LFACS), the assignment of compatible facilities is based on the Universal Service Order Code (USOC)s found on the service order as part of the provisioning process. If there are no compatible facilities available, the service order will go into "Pending Facilities" (PF) status and will be routed to the Service Advocacy Center (SAC) in Outside Plant Engineering (OSPE). The SAC will follow the tariff for the service ordered to determine whether loop conditioning is applicable as a part of the provisioning process.

Certain designed services, such as DS3 services, may not be ordered without a Service Inquiry to determine if suitable facilities exist prior to the issuance of the firm order. In these cases, the Service Advocacy Center (SAC) determines whether facilities exist that can support the service requested or if special construction and/or special construction charges apply.

REQUEST: On what date will BellSouth provide CLECs with the ability to pre-authorize the conditioning (load coil removal and/or bridged tap removal) of line shared and second-line loop as part of the ordering process?

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

At this time, BellSouth cannot definitively give a date. This change request is being handled via the Change Control Process and is being tracked/worked in the Flow Through Task Force. The ability to pre-authorize loop conditioning on an LSR was requested on change request/flow through task force (CR0622/FTTF-33) as a Type 2 Regulatory request. BellSouth accepted this request and placed it in Candidate Request status. CR0622/FTTF-33 was also prioritized as number 12 of 18 in the most recent FTTF Prioritization Ranking meeting held on April 9, 2002. Future updates to this request, including the targeted and scheduled implementation date will be communicated via Change Control. CR0622/FTTF-33 can be found on BellSouth's Interconnection website at
http://www.interconnection.bellsouth.com/markets/lec/ccp_live/docs/statuses/change_requests/cr0622.pdf

REQUEST: Describe every marketing or sales program in effect in Tennessee as of May 1, 2002 in which BellSouth or a BellSouth affiliate offers a non-regulated service or product which is linked to, or bundled with, the purchase of a regulated telecommunications service. This question is intended to include, but not be limited to, offerings in which:

a. the purchaser of a regulated service is entitled to obtain a non-regulated service or product at a cheaper price than would otherwise be available to the purchaser.
b. the purchaser of a non-regulated service or product is entitled to obtain a regulated service at a cheaper price than would otherwise be available to the purchaser.
c. the purchaser of a regulated service receives any item of value other than as described in BellSouth's tariffs.

RESPONSE: BellSouth is compiling its response and will supplement this response as soon as possible

REQUEST: List all charitable contributions, including the name of the donee and the amount given, made by BellSouth or a BellSouth affiliate in Tennessee for the past twelve months.

RESPONSE: BellSouth objects to this request on the grounds that it is irrelevant and that the information sought does not appear reasonably calculated to lead to the discovery of admissible evidence. Charitable contributions made by BellSouth have nothing whatsoever to do with whether or not BellSouth meets the 14-point checklist set forth in Section 271 of the Federal Act. Without waiving this objection, and in an effort to avoid delay, BellSouth provides the following information in response to this request.

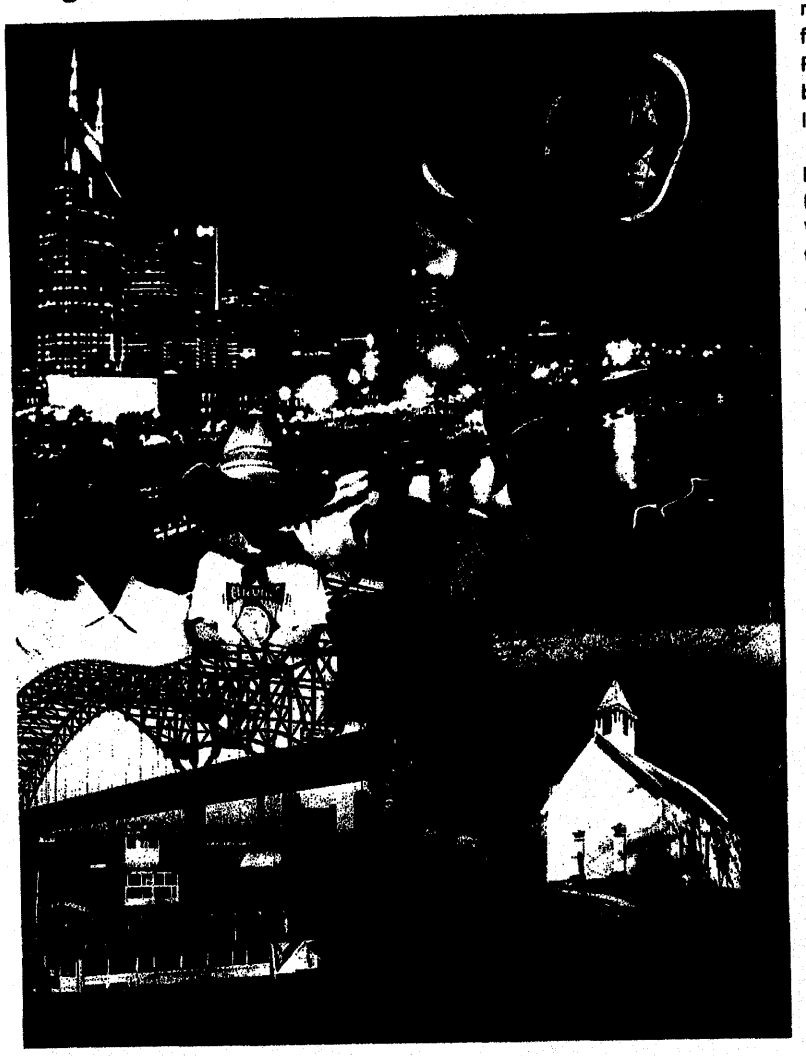
See attached. BellSouth considers the dollar amounts of charitable contributions set forth on the attached to be proprietary information. Therefore, this attachment is being submitted subject to the terms of the Protective Order entered in this proceeding.

BellSouth is also attaching a non-proprietary document entitled "A Commitment to Community" that provides additional information relating to BellSouth's charitable contributions in the state of Tennessee. For example, it is noted in this publicly-available and widely-disseminated document that BellSouth helps fund and implement numerous educational programs, such as the program that sends Memphis students from diverse backgrounds to visit foreign countries for two weeks. BellSouth also provides significant support to the National Civil Rights Museum in Memphis, the National Women's Basketball Hall of Fame, United Way, Boys and Girls Clubs, the League for the Hearing Impaired, the Patricia Neal Rehabilitation Center, T. C. Thompson Children's Hospital in Chattanooga, YMCA, the Nashville Opera, etc. The report also notes that BellSouth Foundation Grants may be applied for through the Foundation's website. BellSouth believes that telecommunications service providers should be encouraged to make charitable contributions to the community.

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 106
ATTACHMENT

A COMMITMENT TO COMMUNITY

Serving Tennessee's Communities With Vision, Imagination And Dreams



At BellSouth, we believe everything is connected. When two individuals meet a relationship is created. Relationships form friendships, friendships make families. Families build communities – and communities become the foundation of a world worth living in.

We're committed to shaping our world by serving the communities of Tennessee. It starts with our state-of-the-art technology. We link businesses, schools, and homes through services including digital voice and high-speed data, local and long distance, wireless, Internet access, web design and hosting, e-business centers, and advertising. As a $26 billion corporation serving more than 54 million customers in 16 countries, we operate on a grand scale. And we invest more than $350 million annually in Tennessee for modernization and expansion, so we're doing it well.

But our success is inextricably connected to yours. We're partners.

So we reach out on a deeper level too, supporting Tennessee's social causes: education; economic and community development; arts and culture; and health and human services. Annually, we donate over $3 million and over one million hours to educational institutions, youth programs, non-profits, and special interests, creating hope, health, new jobs and greater opportunities.

We do it for the future, to make dreams come true, because we believe in the power of imagination. In helping others, we build successful businesses and communities for ourselves, our employees, our friends and our neighbors.

Read on and make the connection.

BELLSOUTH >>> connect >> and create something

Education is the key to Tennessee's future.

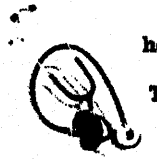
page 1

BellSouth works overtime for Tennessee's future.

page 3

Arts and Culture take Tennessee to new heights.

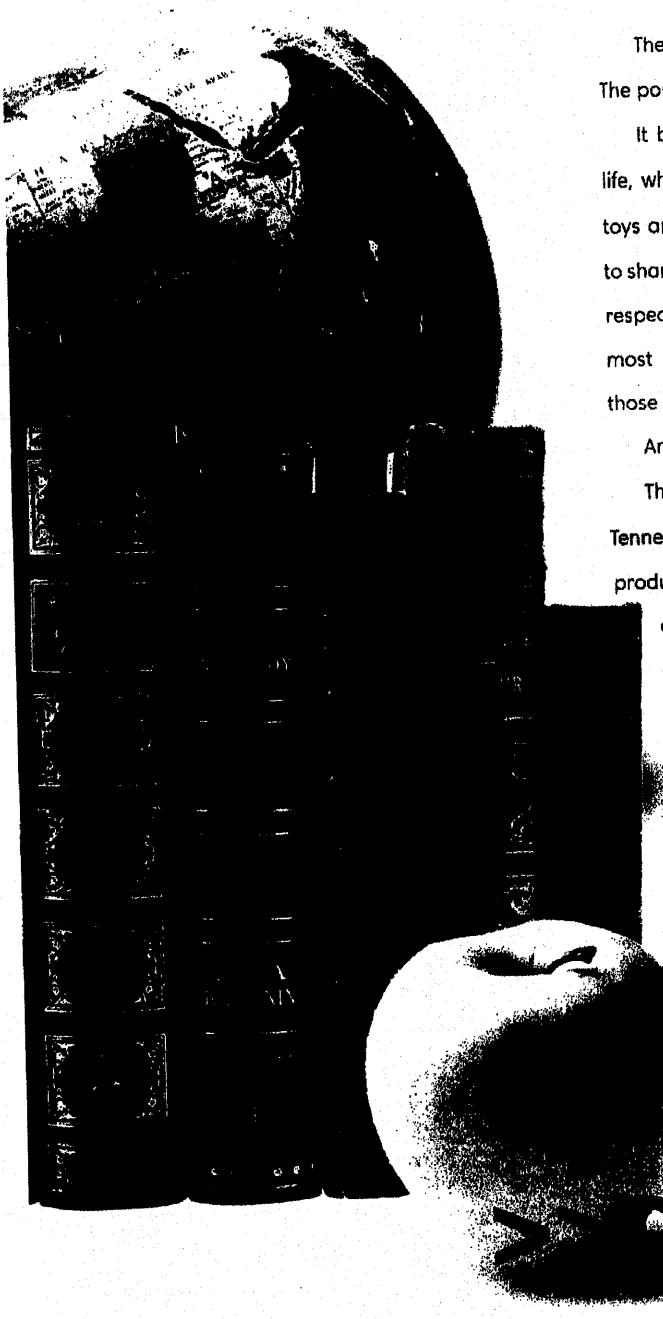
page 5



Bringing health and safety to Tennessee.

page 7

Knowledge and Dreams: The Tools of Tomorrow



The future is built on dreams.

The possible. The "what if?" The "why not?"

It begins in childhood with the stuff of everyday life, what children read, and what they watch, what toys and tools we give them, and whether they learn to share. Dreams of a bright future begin with children's respect for themselves, their respect for others, and most of all, with trust that the world will support those dreams.

And it all begins with education.

That's why BellSouth is committed to education in Tennessee. We think it's a simple formula: education produces successful people; successful people create a better world. Through our donations, grants, and our BellSouth Pioneer Volunteers, we fund and implement educational programs that nurture ideas, curiosity and vision in children of all ages. Programs that help children read and learn. Programs that teach them self-esteem. Programs for adult literacy.

From the ***Homework Hotline*** in Nashville to the ***Governor's Study Partner Program*** to the ***Dream Mission's*** NASA space shuttle replica, we're building our future from the ground up.

>ream it>

The Elephant Sanctuary in Hohenwald

The Elephant Sanctuary in Hohenwald, Tennessee is a refuge for old, sick or needy Asian elephants that have been abandoned or mistreated by circuses or zoos. To help educate the public about their plight and their nature, BellSouth donated funds for cams at the refuge, which stream live pictures over the Internet 24 hours a day, 7 days a week, making the Sanctuary accessible to students throughout the world. Thousands have gained a greater appreciation and respect for these sensitive, intelligent, creatures by observing them in their natural habitat.

Memphis in May Student Exchange Program

Each year, 12-15 Memphis students from diverse backgrounds are selected to visit the featured Memphis in May foreign country for two weeks. They live with a host family and learn about the local culture. Their experiences include attending school, traveling, and engaging in everyday family activities. The program begins with a four-week, pre-journey training program, where the students learn about the country's laws, rules, and customs. In 2001, 14 students visited the Netherlands, discovering windmills, museums, and the unique qualities of Dutch life.

>Bringing the dream to life>>

Reach for The Stars

In 1999, the BellSouth Pioneer Volunteers launched Reach for the Stars. In this innovative science program, 10 Germantown, Tenn., high school students were chosen to take part in planning experiments that would be conducted aboard a NASA space shuttle flight. They also traveled to Florida to witness the launch of the shuttle that carried their experiments. The project piqued students' interest in growing protein crystals, and exploring how this growth could impact the development of new pharmaceuticals and improve food sources. As a result of their exposure to this level of technology, several students inquired as to which colleges they might attend to pursue the field, and one subsequently attended a summer biology program at Harvard.

Cumberland Science Museum

Nashville's Cumberland Science Museum is dedicated to stimulating children's interest in science and developing their appreciation for its relevance in our lives through the use of fun and educational interactive exhibits and programs. BellSouth is a long-time sponsor of many of these exhibits and events, including the SHARKS program in 2000, and the Cumberland Caper in 2001.

BellSouth Foundation Grants

The BellSouth Foundation's Opportunity Grants and Special Initiatives priorities for years 2001-2005 will focus on two distinct education programs: Closing the Divides – for disadvantaged high school students, college-bound minorities, and technology-disadvantaged communities; and Forging New Paths – for Latin America's children, technology and learning, and teachers and leaders. Applications must be submitted through the Foundation's web site. We invite you to visit www.bellsouthcorp.com or e-mail grants.manager@bellsouth.com for more information on our programs and application process.

BellSouth Works Overtime for Future

At BellSouth, we know Tennessee can become anything its people can conceive. Prosperous, competitive, successful.

But creating a great future is more than a full time job, and the business leaders and decision-makers of tomorrow need support today.

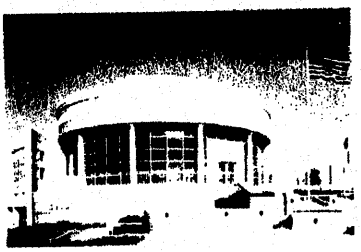
So we sponsor small, minority, and women-owned businesses and organizations throughout the state, helping provide the resources they need to flourish: capital, expertise, access to new technology, and dozens of forums for networking.

As active members of over 60 local Tennessee Chambers of Commerce, we're a substantial benefactor of their small business and community development programs statewide. And because we care about Tennessee's communities, we develop and fund special projects that carry personal meaning for neighborhoods around the state.

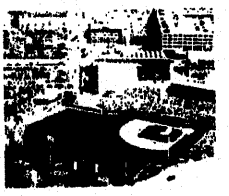
More jobs, expanded opportunities, new frontiers...sounds like a future worth having.

Work it

With BellSouth 's tremendous support, the Women's Basketball Hall of Fame in downtown Knoxville has become a $10 million tribute to the past, present and future of women in basketball. From a talking, animatronic figure of Senda Berenson ("mother of women's basketball") to the All American Red Heads' original limousine, thousands of fascinating exhibits and interactive displays serve to educate and inspire visitors about the sport, its pioneer and its leaders.



When the Chattanooga Lookouts sent the word out to the community that they needed a major baseball park, BellSouth heard the call and stepped up to the plate to help. On April 1, 2000, the $10 million BellSouth Park opened on Chattanooga's downtown riverfront to a full house. Since then, the stadium's tremendous success has substantially increased business for local retailers, and has infused Chattanooga with a fresh spirit of competitiveness and achievement.



BellSouth is committed to keeping Dr. Martin Luther King's dream alive, and not long ago we had the chance to prove it. In 1999, The National Civil Rights Museum in Memphis, dedicated to creating awareness and educating people about the civil rights movement, launched its "Power of the Dream" fundraising campaign. Its goal: to raise $9 million for the extensive expansion of the museum's facilities and programs. BellSouth was proud to be a major contributor toward reaching that goal.

Since 1990, BellSouth and BellSouth Mobility – now Cingular Wireless – have sponsored the NAIA Women's Basketball Tournament in Jackson, Tenn., winning us "Super Sponsor" status. Each year we form volunteer committees who adopt a team and organize fun, spirited activities for them, including team/volunteer lunches and dinners, specially designed t-shirts, and dressing room goodie baskets.

The BellSouth Pioneer Volunteer heritage is nearly as old as the telephone itself: In 1912 Alexander Graham Bell became the first member of parent organization The Telephone Pioneers of America. Today the BellSouth Pioneer Volunteers in Tennessee over 10,000 BellSouth employees and retirees donate more than one million hours of personal time annually to charity. Their causes are as many and diverse as are Tennessee's concerns, including children's issues, the elderly, the environment, disaster relief, life enrichment programs, and a special focus on education.

BellSouth Communications and Life Skills Center

Tony Womac was a healthy, 20-year-old lifeguard when a rescue accident left him quadriplegic. Today he is a successful fifth grade teacher in Chattanooga, thanks to the BellSouth Communications and Life Skills Center, associated with the Patricia Neal Rehabilitation Center and the Fort Sanders Foundation in Knoxville. Funded by the BellSouth/Patricia Neal Golf Classic, the center features a state-of-the art computer system designed to rehabilitate patients who suffer from spinal or brain injury, stroke, or neurological dysfunction. In the past 20 years, the center has returned over 20,000 patients to productive lives.

Boys and Girls Clubs

The Boys and Girls Clubs provide a holistic approach to serving the children of our community, helping them grow into the productive adults we know they can become. The Clubs encourage children from all economic and cultural backgrounds, offering them a wide range of services and activities that help develop skills and character, and address social, physical, emotional and moral needs. BellSouth is proud to be a longtime, continuing sponsor of the Boys and Girls Clubs.

To offer hope and deliver>>

YMCA of Middle Tennessee

Since 1874, the YMCA of Middle Tennessee has been committed to developing mind, body and spirit of all people, and to instilling honesty, respect, caring and responsibility in America's youth. Because BellSouth's values are firmly aligned with those of the YMCA, our sponsorship is substantial. Our ongoing contributions support the multitude of services, programs, activities, and state-of-the-art fitness facilities the YMCA offers, continually reaching for our united objectives: to build strong kids, strong families, and strong communities.

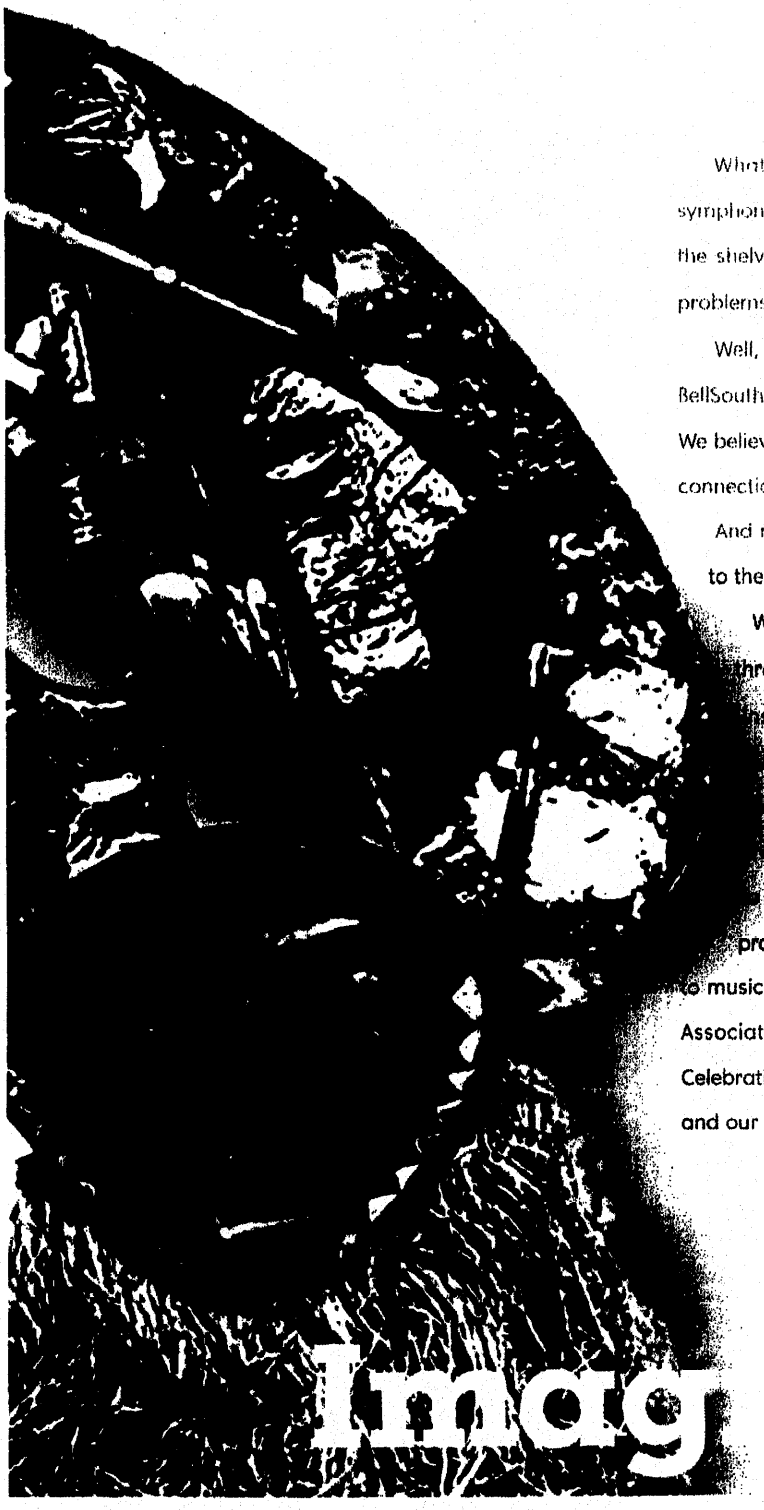
T.C. Thompson Children's Hospital Golf Classic

The T.C. Thompson Children's Hospital is the only facility in the Chattanooga region devoted exclusively to children, and is committed to providing them top quality healthcare, regardless of the family's ability to pay. BellSouth supports this commitment through the annual T.C. Thompson Children's Hospital Golf Classic, for which we have been the title sponsor for the past four years. Proceeds ensure the hospital is equipped with the best-trained staff, the latest medical equipment, and complete and loving care for all children.

The BellSouth Senior Classic

No professional sports program gives more to Nashville's charities than The BellSouth Senior Classic at Opryland. Over the past seven years we have donated more than $1.3 million, improving life for countless Nashville families. And the numbers are climbing: in 2000, we raised a record-breaking $300,000, – $100,000 over the 1999 figure – for five children's charities: Vanderbilt Children's Hospital, Family & Children's Service, Tennessee Lions Charities, The First Tee, and Middle Tennessee Boy Scouts of America.

Just Your Imagination>>



What do you think about during a Bach symphony, while exploring a museum, or perusing the shelves of your local library? Do you solve old problems? Get new ideas?

Well, it may be just your imagination, but at BellSouth we think it ***should*** run away with you. We believe imagination is the key to our future – the connection to all that's possible.

And nothing fuels the imagination like exposure to the arts and culture.

When we connect to our imagination through art and culture, we become creative. Inspired to open new doors and pave new roads.

To work toward a better world.

That's why BellSouth remains deeply committed to supporting the many arts and cultural programs of Tennessee. From ballet companies to music festivals, from the Native American Indian Association to the Tennessee Black Heritage Celebration, we're there with our time, our donations, and our vision.

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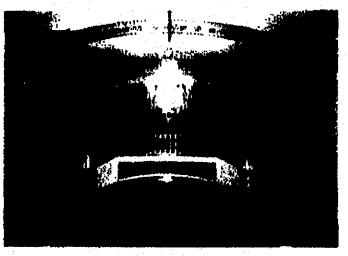


When The Grand Opera House was built in Memphis in 1890, it boasted the largest stage outside of New York City. During the vaudeville era, it was renamed The Orpheum Theatre and hosted world class performances from Houdini to Helen Keller. Today, BellSouth's sponsorship ensures the theatre's enduring tradition of bringing the best quality entertainment to the mid-South, including Ballet Memphis, Opera Memphis, concerts, classic films, and more touring Broadway shows than any other theatre in North America.

BellSouth and Gaylord Entertainment announced the naming of the BellSouth Acuff Theatre in Opryland, along with joint title sponsorship of the Ryman Auditorium's musical theatre series, at the opening of Neil Goldberg's ***Cirque*** at the Acuff in June of 2000. The event served to highlight the expansion of the already successful strategic alliance between BellSouth and Gaylord. BellSouth Acuff Theatre is dedicated to family-oriented entertainment productions.

In 1999, BellSouth partnered with the Chattanooga Symphony & Opera to underwrite ***Ensembles in Schools***, the highly acclaimed concert series that in the past two years has brought classical music to over 12,000 school children in more than 35 elementary and middle schools in six Tennessee counties. The concerts, which feature the orchestra's string and woodwind sections, are for many students their first exposure to live classical music.

BellSouth's contributions to The Tennessee State Museum have funded some of the most exciting programs in museum history. In 1999, ***Impressions of Normandy: Paintings From France*** exhibited over 60 French works, including Monet, Boudin, and Courbet, as part of a cultural exchange program with the LaManche region of France, Tennessee's sister state. ***Buffalo Bill's Wild West***, 2000-2001, explored the life and times of Buffalo Bill Cody, whose Wild West Show appeared in Tennessee more than 40 times. And the annual ***A Tennessee Waltz*** extravaganza raises funds to support the Museum Foundation.

Matching Gift Program

BellSouth's excellent matching gift program encourages our employees and retirees to donate to the charitable causes they care about, such as hospices, elementary and high schools, environmental organizations, animal shelters, and soup kitchens. In 1999, when we substantially expanded the program by including more qualifying organizations and raising the donation limit, our employees stepped things up as well: a record 7000 people gave a total of $2.5 million – the highest numbers in program history.

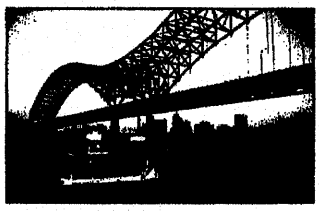
EAST TENNESSEE

Knoxville Area

American Diabetes Association
American Heart Assoc-Knox Chapter
American Red Cross Knoxville
Arts Council of Knoxville & Oak Ridge
Arts Council-Knoxville (The)
Baptist Health System
Boy Scouts of America Knoxville
Boys & Girls Club of Greater Knoxville
Children's Hospital-Knoxville
Contact Helpline
Discovery Science Center
Fort Sanders Health System Foundation
Frank H. McClung Museum
Hamblin Literacy Council
Helen Ross McNabb Center
Jr. League of Knoxville
Kiwanis Club of Newport
Knoxville City Ballet
Knoxville College Foundation
Knoxville Opera Company
Knoxville Symphony Orchestra
LaFollette Life Saving & Rescue Squad
Leadership Knoxville
March of Dimes Newport
Maryville College
National Kidney Foundation
National Women's Basketball Hall of Fame
New Century Alliance Knoxville
Optimist Club of Mechanicsville Lonsdale
Pellissippi State Foundation
Project 2000 Inc.
Rotary Foundation of Knoxville
Sexual Assault Crisis Center
Seymour High School
Tanasi Girl Scout Council
Tennessee Resource Valley
Townsend Elementary School
United Way
University of Tennessee Women's Athletics
UT Knoxville Employee Scholarship
Walter State Foundation
Wellness Community
YMCA-Knoxville
YWCA Tribute to Women

Chattanooga Area

A Night To Remember
American Lung Association
Arts Education Council
Athens Art Council
Athens Kiwanis Club
Bethel Bible Village
Boys Club of America Chattanooga
Chattanooga Police Foundation Inc.
Chattanooga Regional Science & Engineering Fair
Chattanooga Speech & Hearing Center
Chattanooga Symphony & Opera
Children's Advocacy Center
Cleveland State Foundation
Community Development Council
Corporate Neighbor Program
First Things First
Greater Chattanooga Sports & Events Committee
Houston Museum
Loudon Co. Economic Dev. Agency
Loudon County Education Foundation
Mainstreet Cleveland
March of Dimes-Chattanooga
McMinn Co. Sr. Citizens
Memorial Hospital
Michael Dunn Center
Museum Center at Five Points
NAACP-Chattanooga
National Multiple Sclerosis Society
New Life Home for Boys, Inc.
Northside Neighborhood House
Opportunity for Adult Reading
Optimist Club of Athens
Optimist Club of Chattanooga
READ Chattanooga Inc
Roane State Community College
Roane State Foundation
Salvation Army-Chattanooga
Shepherd's Arm Rescue Mission, Inc.
Siskin Memorial Foundation
Summer Work Adventure Program
T. C. Thompson Children's Hospital
Tennessee Aquarium
Tennessee River Gorge Trust
Tennessee Tourism Roundtable
Tennessee Wildlife Center
United Way
Unity Group
UT-Chattanooga Empl. Dep. Scholarship
Urban League of Chattanooga
Westside Ruritan Club
Westside School
Y-ME of Chattanooga



WEST TENNESSEE

Memphis Area

Alzheimer's Association
Alzheimer's Day Services of Memphis
American Cancer Society Memphis
American Heart Association Memphis
Blues Foundation (The)
Boy Scouts of America Chickasaw Council
Boys & Girls Clubs of Greater Memphis
Christian Brothers University
Commercial Appeal Newspapers in Education (The)
Fayette County Career Center
Goals for Memphis
Hank Aaron Celebrity Sports Weekend
Leadership Memphis
LeBonheur Children's Medical Center
LeMoyne-Owen College
Love Thy Neighbor
Marty Hart Scholarship Fund
Memphis Arts Council
Memphis Concert Ballet
Memphis Development Foundation (Orpheum Theatre)
Memphis in May International Festival
Memphis Rotary Foundation (The)
Memphis Symphony Orchestra
Memphis Urban League
Memphis Zoological Society
Metropolitan InterFaith Association
Mid-South Junior Golf Assn. Memphis
Mid-South Minority Business Council
NAACP-Memphis
National Civil Rights Museum
Public Television
St. Jude Children's Hospital
United Way of the Mid South
United Way Operation Happy Christmas
University of Memphis
University of Memphis Alumni Assn.
Volunteer Center of Memphis
YWCA-Memphis

Jackson Area

American Cancer Society Camden
American Cancer Society Jackson
Casey Jones Village
Chester Co. Adult Reading Program
Chester County Cancer Society
Dixie Carter Performing Arts Center, Huntingdon
Dyersburg Army Air Base Memorial Assoc
Dyersburg State Community College
Exchange Club Carl Perkins Center (The)
Freed Hardeman University
Girl Scout Troop #33-Jackson
Hardeman Co. Literacy Council
Henry County Helping Hand
Jackson Central Merry Baseball Booster Club
Jackson Symphony Orchestra
Lambuth University
Methodist LeBonheur Healthcare
Milan Family YMCA
NAIA Tournament
Obion Co. Chamber of Commerce
Old Hickory Rotary Club
Paris Henry Co. Fish Fry
Paris-Henry Co. Arts Council
Paris-Henry Co. Civic League
Salvation Army - Jackson
SeniorNet
Special Olympics, Area 8
Team Hardin Co.-NAIA
Tennessee Iris Festival

United Way of West TN
West Jackson Elementary School
West Tennessee Strawberry Festival
West TN Healthcare Foundation
YMCA of Dyer Co.

100 Black Men of Middle TN
21st Century Council
23rd Psalm Coffee House
AGAPE
Agriculture in the Classroom
Al Menah Temple (East West Classic)
Alcohol & Drug Council of Middle TN
Alive Hospice
American Cancer Society
American Diabetes Assn.
American Heart Assn of Rutherford Co.
American Red Cross
Anti-Defamation League
Arthritis Foundation
Aspire 2000
Athena Award (The)
Baptist Hospital Foundation
Bedford County Adult Literacy
Belle Meade Plantation
Belmont Univ. -- Empl. Dep. Scholarship
Bethlehem Centers of Nashville
Big Brothers Big Sisters of Maury County
Bill Wilkerson Center
Black Yellow Pages (The)
Blackman Science Club
Blair School of Music
Boy Scouts of America Nashville
Boys & Girls Clubs of Middle TN
Center for Nonprofit Management
Cheekwood Botanical Gardens
Children's Discovery House
Children's Hospital of Vanderbilt
Coffee Co. Museum
Columbia State Community College
Council of Community Services
Creating An Environment of Success
Cumberland Science Museum
Cumberland University
Cystic Fibrosis Foundation
Dickson Lions Club
District (The)
Dream Mission - Education
East Hickman Elementary School
Easter Seals
EWI Scholarship Program
EXCEL Program
Family & Children's Svcs
Fellowship Christian Athletes
Fisk University
Franklin County Adult Activity Center
Franklin Kiwanis Club
Franklin Rotary
Friends of Warner Park
Girl Scouts Council of Cumberland Valley
Gordon Jewish Community
Center of Nashville
Greater Gallatin Inc.
Habitat for Humanity
Hendersonville Exchange Club
Historic Brentwood
Homework Hotline
Hope House
Hospital Hospitality House
Howard Elementary School
Hunter J. Gattis Memorial Fund
Jason Foundation
Jr. Achievement of Middle TN
Jr. League of Nashville
Kids on the Block
Knights of Columbus
Lawrenceburg Main Street
Leadership Brentwood
Leadership Cheatham Co.
Leadership Middle TN Inc.
Leadership Nashville
Legal Aid Society
Make-A-Wish Foundation
March of Dime's, Coffee County
Martha O'Bryan Center
Martin College
Maury Alliance
Maury County Public Education Fdn
Meharry Medical College
Metro Human Relations Commission
Mid Cumberland Arts League
Minority Enterprise Dev. Week
Murfreesboro Rutherford Co.
Center for the Arts
NAACP-Nashville Branch
Nashville Ballet
Nashville Business Journal
Small Business Awards
Nashville Chapter The Links, Inc.
Nashville Downtown Partnership
Nashville Firefighters Association
Nashville Institute for the Arts
Nashville OIC
Nashville Opera
Nashville Police Athletic League
Nashville Public Radio
Nashville Rotary Foundation
Nashville Sports Council
Nashville Symphony
Nashville Technology Council
Nashville Urban League, Inc.
NashvilleREAD
Nashville's Table
NATAS Nashville
Native American Indian Assoc. of TN
NCCJ-Nashville
North Nashville Community Dev Corp
Northeast High School
Oasis Center
Park Center
Park Place Prevention Playground
Parthenon Patrons
Partnership 2000
Pencil Foundation
PENCIL Project
Rape & Sexual Abuse Center
Rebel Quarterback Club
Renewal House
Robert B. Jones Memorial Library
Salvation Army
Santa Fe High School
Second Harvest Food Bank
Senior Citizens Inc. Crown Ball
Smyrna High Science Club
Special Kids
St. Luke's Community House
St.Thomas Foundation
STARS
Sugarbugs, Inc., Children
with Diabetes, Greenbrier
Sumner County
Court-Appointed Advocates
Sumner County Museum Assoc.
Sumner Foundation
Tenn. Tech University
Empl. Dep. Scholarship
Tennessee Billy Graham Crusade
Tennessee Council on Aging
Tennessee Environmental Council
Tennessee Foundation for
Independent Colleges
Tennessee Golf Foundation
Tennessee Industrial
Development Council
Tennessee Performing Arts Center
Tennessee Repertory Theatre
Tennessee Sports Hall of Fame
Tennessee State Museum
Tennessee State University
Tennessee Tomorrow Inc.
TN Minority Supplier Dev. Council
Trevecca University
Tullahoma Area Chamber
Tullahoma High School Singers
Tullahoma National Little League
Underground 2000
United Cerebral Palsy of Middle TN
United Negro College Fund
United Way of Middle Tennessee
University of TN Ridley 4H Ctr
UT Alumni Association
Vanderbilt University
Vanleer Elementary School
Volunteer State College Fdn
W. O. Smith Community Music School
WDCN-TV Channel 8
White House Middle School
Williamson Co. Economic Showcase
Woodland Middle Schoo
YMCA
YMCA Black Achievers Program
You Have the Power
YWCA

Applying for a BellSouth Contribution

Requests for BellSouth contributions shoul
be submitted in August or September fo
consideration in the following year's budge
Because requests exceed our budget capacit
each request will be evaluated based on th
long-term strategic business benefits t
BellSouth and to the community. Proposals ma
be submitted to your local BellSouth Externc
Affairs Manager.

Why BellSouth?

It's a Numbers Game and We're Winning

Infrastructure

- 407,000 miles of fiber optic lines in Tennessee and growing daily; 60,000 miles added in 2000
- 3.6 million miles of fiber optic lines in the Southeast, and growing daily
- 2.7 million lines served in Tennessee
- 203 Switching Offices for digital connectivity everywhere
- 70% of homes and business served by BellSouth will have access to DSL high-speed Internet connections by end of 2001
- Self-healing SONET-based fiber facilities

Reliability

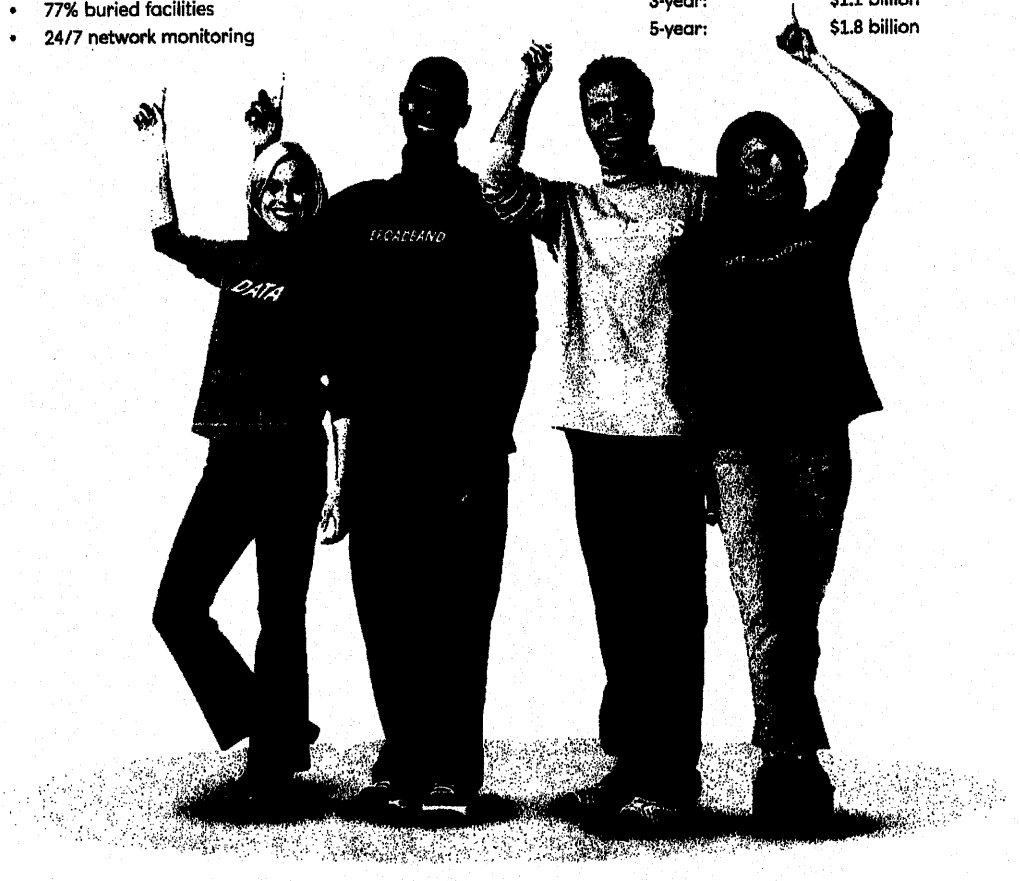
- 100+ years of ethical, reliable service
- 7,500 employees in Tennessee; 3,000 Tennessee technicians
- 83,000 employees in the Southeast; 40,000 Southeast technicians
- 77% buried facilities
- 24/7 network monitoring
- We own our own network, so repairs are prompt and assured
- Route diversity
- Consistently recognized for Customer Satisfaction

Connected to Community

- $3 million-plus in BellSouth donations to Tennessee charities annually
- $1.3 million-plus raised by the BellSouth Senior Classic for Tennessee charities
- 1 million-plus hours donated annually by BellSouth Pioneer Volunteers for charitable causes

(BellSouth Telecommunications Tennessee, excluding BellSouth Mobility/Cingular Wireless):

Year 2000:	$398.4 million
3-year:	$1.1 billion
5-year:	$1.8 billion



05/01

BellSouth Telecommunications, Inc.
Tennessee Regulatory Authority
Docket No. 97-00309
Consolidated CLEC 1st Data Requests
May 23, 2002
Item No. 106
ATTACHMENT

PROPRIETARY

REQUEST: From the list provided in response to Interrogatory No. 106, indicate which, if any, of the donees are not customers of BellSouth.

RESPONSE: See Response to Interrogatory No. 106.

REQUEST: In the past twelve months, has BellSouth or a BellSouth affiliate ever given, or offered to give, a charitable contribution upon the condition or with the understanding, explicit or implicit, that the recipient would purchase regulated telecommunications services from BellSouth? If so, please describe each such gift or offer.

RESPONSE: BellSouth objects to this request on the grounds that it is irrelevant and that the information sought does not appear reasonably calculated to lead to the discovery of admissible evidence. Charitable contributions made by BellSouth have nothing whatsoever to do with whether or not BellSouth meets the 14-point checklist set forth in Section 271 of the Federal Act. Without waiving this objection, and in an effort to avoid delay, BellSouth provides the following information in response to this request.

BellSouth personnel responsible for authorizing the disbursement of charitable contributions have not given or offered to give a contribution with the condition that the recipient would purchase regulated telecommunications services from BellSouth. Obviously, charitable contributions may be made to an organization that is known, at the time the contribution is made, to subscribe to BellSouth service. Accordingly, BellSouth personnel may understand at the time the contribution is made that the recipient is subscribing to regulated telecommunications services from BellSouth. For example, a customer subscribing to a service under a multi-year tariffed term plan may seek and receive a contribution from BellSouth, and BellSouth personnel may be aware of that fact when the charitable contribution is made.

RESPONSE: (Cont.)

BellSouth has given strong support to charitable organizations throughout Tennessee well before passage of the Telecommunications Act of 1996. BellSouth continues to provide such support through its charitable giving. BellSouth receives many more requests for charitable contributions than it can fund. BellSouth considers a number of factors when deciding to which charitable organizations will be provided with a charitable contribution. As clearly shown on the attachment filed in response to Items 106 and 107, charitable contributions are given to customers of BellSouth as well as customers of CLECs.

REQUEST: Please provide any and all documents related to and relied upon in responding to CLEC Interrogatories to BellSouth.

RESPONSE: Documents responsive to this request will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents that relate to the performance of **LCSC** operations, including but not limited to, "LCSC Weekly Operations Reports," "LCSC Daily Reports", or similarly captioned reports from October 2001 to present.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

Also, see BellSouth's response to Data Request Nos. 13 and 14.

There is no longer a "LCSC Daily Operations Report" or a "LCSC Weekly Operations Report" that is produced for the LCSC.

REQUEST: Please produce all training materials and procedure manuals/documents provided to and or used by LCSC service representatives.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

This information is proprietary and will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents that relate to BellSouth's current internal change control processes for its own internal OSS and for the CLEC OSS.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

See BellSouth's previous response to the TRA Docket 01-00362 AT&T, SECCA, WorldCom, TimeWarner, XO & Covad's 1st set dated August 21, 2001, Item 14.

For an update to the CLEC OSS, documents responsive to this request will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of the minutes and notes taken by all participants in meetings of all groups of BellSouth employees and its contractors or vendors associated with BellSouth's review and implementation of change requests under the Change Control Process Document. This should include but not be limited to the groups known as the "Triage Committee", the "Change Review Board", the "Directors Committee", the "Release Prioritization Team", the "Third Party Testing Team", the "Regulatory Team" the LCSC Team", the Project Managers", the Bellsouth IT Team", and "BTSI", from October 2001 to the present.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of "Master Prioritization List" and "NCS Integrated Lists" produced and used by the groups listed in Request for Documents No. 5 above from October 2001 to the present.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents associated with all "Force Models" used to project and administer staffing of the LCSC, CWINS and associated centers during 2000, 2001, 2002, and 2003.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents associated with the use of CAVE by CLECS and vendors related to the implementation of Release 10.5.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents associated with the internal testing of Release 10.5 conducted by BellSouth.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Since October 2001, produce any document that compares or analyzes BellSouth's internal performance data to evaluate the extent to which BellSouth's actual performance results for OSS functions (pre-ordering, ordering, provisioning, maintenance & repair, and billing) are similar in each state of its nine state region.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Please see the Affidavit of Robert L. Lattimore that discusses the examination of BellSouth's pre-ordering and ordering OSS, used to support CLEC activity across BellSouth's nine state region.

Other documents responsive to this request will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce a copy of the Account Team/CLEC Care Team procedures described in Observation 170 of the Florida Third Party Test.

RESPONSE: Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce a copy of the Performance Measurements Analysis Platform (PMAP) Procedures described in Observation 170 of the Florida Third Party Test.

RESPONSE: Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Please produce all documents relating to the group or department that reviews work performed by the LCSC representatives to ensure the accuracy of the issued order based on the information submitted by the CLEC in the LSR. Include documents relating to its methods, procedures and work papers.

RESPONSE: Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Please produce all documents that relate to BellSouth's attempts to increase the capacity and/or stability of its OSS production systems.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents related to (a) the development of BellSouth's plans to replace existing OSS with different OSS solutions: (b) its decision(s) whether and when to implement such plans.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of each version of BellSouth plans to replace any of its existing OSS with any different OSS solutions since October 2001.

RESPONSE: BellSouth objects to this request on the grounds that it is not relevant to the issues in this proceeding and not relevant to the issues in this proceeding and not calculated to lead to the discovery of admissible evidence. BellSouth's provision of nondiscriminatory access to OSS currently is not an issue in this docket. As the CLECs themselves argued, "BellSouth's 271 filing should be suspended until such time as the Authority has completed Phase II of [the OSS docket] and, determined whether BellSouth provides nondiscriminatory access to its OSS in Tennessee." Response to Proposed Hearing Dates, Docket No. 97-00309, 6/6/02, at 6. Notwithstanding its objection, in an effort to avoid discovery disputes, BellSouth has voluntarily chosen to respond to this request, given that the CLECs chose to conduct OSS discovery in this docket. However, BellSouth will not respond to additional discovery on OSS in this or any other docket.

Documents responsive to this request, which are proprietary, will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of all documents and materials (whether paper, electronic or any other form) prepared or received by BellSouth since January 1, 2000 that describe or discuss any complaints by CLECs concerning BellSouth's win back programs or practices.

RESPONSE: Documents responsive to this request will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.

REQUEST: Produce copies of BellSouth's Methods and Procedures regarding the tracking and inventorying of CLEC circuit facility assignments

RESPONSE: See BellSouth's response to 1st Set of Interrogatories, Item No. 66.

REQUEST: Provide copies of all previous versions of User Requirements Document ENC21046.DOC Version 6.0), and copies of all internal communications and supporting documents prepared and used by all BellSouth employees and vendors during the preparation of the User Requirements and Change Request CR0756

RESPONSE: This information is proprietary and will be provided at the offices of BellSouth, 675 W. Peachtree St., Atlanta, GA 30375.