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RECEIVED
JUL 19 2001
July 19, 2001
EXECUTIVE SECRETARY
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General Counsel
615 214 6301
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VIA HAND DELIVERY

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

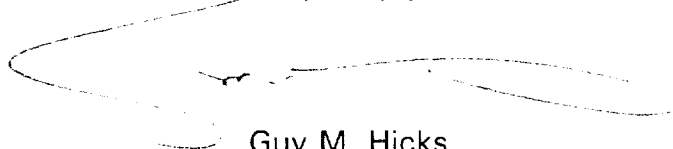
Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance
(InterLATA) Service in Tennessee Pursuant to Section 271 of
the Telecommunications Act of 1996*
Docket No. 97-00309

Dear Mr. Waddell:

Enclosed are the original, four copies and a CD Rom of BellSouth's initial response to the Hearing Officer's request at the July 12, 2001 status conference regarding BellSouth reporting data. The data being provided is for January through April, 2001. As you will note, the format of reporting is different for each of the months being submitted. This is attributable to the evolution and refinement of the process for reporting the data. The balance of the requested data will be provided when BellSouth's 271 application is filed with the Authority.

CD Rom copies of the enclosed are being provided to counsel of record.

Very truly yours,



Guy M. Hicks

GMH:ch
Enclosure

CERTIFICATE OF SERVICE

I hereby certify that on July 19, 2001, 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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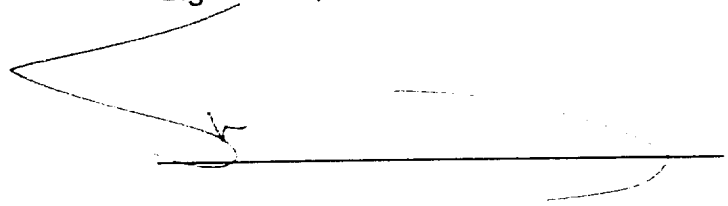
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TENNESSEE SQM DATA REPORT PERIOD - JANUARY 2001

<u>CATEGORY</u>	<u>MEASUREMENT DESCRIPTION*</u>
(OSS) Operations Support Systems	• Average Response Interval (Pre-Ordering/Ordering) • Percent OSS Interface Availability (Pre-Ordering/Ordering) • OSS Interface Availability (Maintenance & Repair)** • OSS Maintenance and Repair Response Interval ** ** OSS Interface Availability (M&R) and OSS Maintenance & Repair Response Interval are located in the Maintenance & Repair Section
(O) Ordering	• Percent Flow-through Service Requests (Summary) • Percent Flow-through Service Requests (Detail) • Flow-through Error Analysis • Percent LNP Flow Through Service Requests (Summary) • Percent LNP Flow Through Service Requests (Detail) • Percent Rejected Service Requests • LNP-Percent Rejected Service Requests • Reject Distribution Interval & Average Interval • LNP-Reject Interval Distribution & Average Interval • Firm Order Confirmation Timeliness • LNP-Firm Order Confirmation Timeliness • Speed of Answer in Ordering Center
(P) Provisioning	• Order Completion Interval Distribution & Average Interval • Held Order Interval Distribution and Mean Interval • Jeopardy Interval & Percent Jeopardy • Percent Missed Installation Appointments • LNP-Percent Missed Installation Appointments • Provisioning Troubles within 30 Days of Installation • Coordinated Customer Conversions • Coordinated Customer Conversions - Hot Cut Timeliness • Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution • Average Completion Notice Interval • Total Service Order Cycle Time (TSOCT) • LNP-Total Service Order Cycle Time (TSOCT)
(M&R) Maintenance & Repair	• OSS Interface Availability** • OSS Maintenance & Repair Response Interval** • Average Answer Time • Missed Repair Appointments • Customer Trouble Report Rate • Maintenance Average Duration • Percent Repeat Troubles within 30 days • Out of Service Over 24 Hours
(B) Billing	• Invoice Accuracy • Invoice Timeliness • Usage Data Delivery Accuracy • Usage Record Timeliness and Completeness



TENNESSEE SQM DATA REPORT PERIOD - JANUARY 2001

<u>CATEGORY</u>	<u>MEASUREMENT DESCRIPTION *</u>
(OS) (DA) Operator Services Toll & Directory Assistance	• Speed to Answer Performance/Average Speed to Answer (Toll) • Speed to Answer Performance/Percent Answered within "X" Seconds (Toll) • Speed to Answer Performance/Average Speed to Answer (DA) • Speed to Answer Performance/Percent Answered within "X" Seconds (DA)
(E) E911	• E911 Mean Interval • E911 Timeliness & Accuracy
(TGP) Trunk Group Performance	• Trunk Group Service-Summary • Trunk Group Service - Detail
(C) Collocation	• Average Response Time • Average Arrangement Time • % of Due Dates Missed • Arrangements in Service

* These reports are subject to change due to regulatory requirements.

NOTE: PMAP reports display numeric values (including zeros, e.g. 0.0%) when there is raw data (activity) for the reporting period and blanks when there is no activity. For instance, when totals are calculated, combinations of blanks (null values) and zeros will generate a zero. When the total being calculated includes only blanks, the total will also generate a blank.

TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(OSS) Operations Support Systems

- Average Response Interval
- Percent OSS Interface Availability
- OSS Interface Availability (M&R)**
- OSS Maintenance and Repair Response Interval**

** OSS Interface Availability (M&R) and OSS Maintenance and Repair Response Interval are located in the Maintenance & Repair Section

Pre-Ordering and Ordering OSS

REPORT: AVERAG. RESPONSE INTERVAL
REPORT PERIOD: 01/01/2001 - 01/31/2001

SYSTEM	SS - RNS				SS - ROS				LEG - LENS				LEG - TAG			
	<2.3 SECONDS	>6 SECONDS	AVERAGE SECONDS	# OF CALLS	<2.3 SECONDS	>6 SECONDS	AVERAGE SECONDS	# OF CALLS	<6.3 SECONDS	>6 SECONDS	AVERAGE SECONDS	# OF CALLS	<6.3 SECONDS	>6 SECONDS	AVERAGE SECONDS	# OF CALLS
- RSAG	97.44%	0.51%	0.85	4188975	93.32%	1.28%	98.86%	120	9144	94.40%	1.28%	98.82%	1.84	98.82%	1.84	65199
- BY TN	92.28%	1.39%	1.36	565294	90.55%	3.35%	95.99%	178	712943	92.63%	1.42%	98.69%	1.78	98.69%	1.78	300403
- ATLAS	96.15%	1.05%	2.55	416364	95.34%	0.62%	99.40%	0.83	252360	96.42%	0.03%	99.03%	8.65	99.03%	8.65	9710
- ATLAS - MLH										0.00%	0.00%	0.00%	0.00	0.00%	0.00	0
- ATLAS - DID										100.00%	0.00%	100.00%	0.67	100.00%	0.67	3
- DSAP	98.15%	0.72%	0.84	722768	99.38%	0.28%	99.73%	0.41	254956	97.35%	0.76%	99.30%	1.16	99.30%	1.16	247109
CSR Data 1																
- CRSACCTS	93.89%	1.81%	1.51	2401594												
- HALCRIS																
- CRSECSR																
- CRSEINT																
- CRSOCSSR																
Service/Feature Availability 2																
- OASISESN	99.85%	0.04%	99.96%	219176												
- OASISCAR	99.80%	0.04%	99.96%	178511												
- OASISLPC	99.82%	0.03%	99.97%	204421												
- OASISMTN	99.91%	0.02%	99.98%	128655												
- OASISBIG	94.24%	0.16%	99.87%	1525018	87.80%	0.07%	99.94%	1.71	211289							
- COFFIAUSOC																
- PSIMS/ORB																
CSR Data 3																
- CRSACCTS																
- HALCRIS																
- CRSECSR																
- CRSEINT																
- CRSOCSSR																
Service/Feature Availability 3																
- OASISESN																
- OASISCAR																
- OASISLPC																
- OASISMTN																
- OASISBIG																
- COFFIAUSOC																
- PSIMS/ORB																

Sources of CSR data and service/feature availability differs for RNS, ROS, LENS and TAG.

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS, CRSOCSSR contract in ROS, HALCRIS contract in LENS and CRSEINT contract in TAG. The HALCRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS, CRSOCSSR, and CRSEINT & CRSOCSSR contracts.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via COFFI and PSIMS in LENS. Service/feature availability data are stored locally in TAG.

Note 3: The old LENS application was turned off in December 2000. New LENS data will not be available until mid April 2001.

Pre-Ordering and Ordering OSS

REPORT: PERCENT OSS INTERFACE AVAILABILITY
REPORT PERIOD: 01/01/2001 - 01/31/2001

OSS INTERFACE	ACTUAL AVAILABILITY
CLEC AGGREGATE	
- LENS	99.96%
- LEO MAINFRAME	99.97%
- LEO UNIX	100.00%
- LESOG	100.00%
- EDI	100.00%
- HAL	99.85%
- TAG	99.83%
- PSIMS	100.00%
CLEC/BST	
- SOCS	99.97%
- BOCRIS	99.95%
- ATLAS/COFFI	99.97%
- RSAG	99.97%
- DSAP	100.00%
- SONGS	99.97%

**TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001**

(O) ORDERING

- Percent Flow-Through Service Requests (Summary)
 - Percent Flow-Through Service Requests (Detail)
 - Percent Flow Through Service Requests (Fatal Rejects)
 - Flow Through Error Analysis
 - Percent LNP Flow Through Service Requests (Summary)
 - Percent LNP Flow Through Service Requests (Aggregate Detail)
 - Percent LNP Flow Through Service Requests (Fatal Rejects)
- Percent Rejected Service Requests (Fully, Partially, Total & Non-Mechanized LSRs; Trunks ASR)
- LNP - Percent Rejected Service Requests (Fully, Partially & Total Mechanized LNP Gateway)
- Reject Distribution Interval & Average Interval
 - a. Fully & Partially Mechanized LSRs
 - b. Total & Non-Mechanized LSRs; Local Interconnection Trunks
- LNP - Reject Distribution Interval & Average Interval (Fully, Partially & Total Mechanized LSRs)

Continued....



TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(O) ORDERING

- Firm Order Confirmation Timeliness
 - a. Fully & Partially Mechanized LSRs
 - b. Total & Non-Mechanized LSRs; Local Interconnection Trunks
- LNP - Firm Order Confirmation Timeliness (Fully, Partially & Total Mechanized LSRs)
- Speed of Answer in Ordering Center

REPORT: PERCENT FLOW THRO. . SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC AGGREGATE		ADJUSTED
REGION ALL SERVICES		FLOW-THROUGH %
		88.57%
BST AGGREGATE		
REGION		
- RETAIL RESIDENCE		94.20%
- RETAIL BUSINESS**		0.00%
Note **: According to the FCC's ordering flow-through definition in the Louisiana II Order, stating that orders must be transmitted electronically through the gateway without manual intervention, BellSouth has uncovered that BST retail business orders have no mechanized service order generation and therefore do not fall within the FCC's flow-through definition. Therefore, the appropriate BST business retail flow-through is really 0.		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH									
Company Info		LESOG																			
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			Total System Faultout	BST Caused Faultout	CLEC Caused Faultout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Faultout	Auto Clarification	Pending Supps (Z Status)	LSR's												
#1		0	401	0	401	300	59	18	24	18	12	6	6	1.89%	25.00%	33.33%					
#2		0	1	0	1	0	0	0	1	0	0	0	0	1	100.00%	100.00%					
#3		0	2	0	2	2	0	0	0	0	0	0	0	0	0.00%	0.00%					
#4		0	4	0	4	2	0	0	2	1	1	0	0	1	25.00%	50.00%					
#5		0	198	0	198	141	22	18	17	11	10	1	1	6	3.82%	35.29%					
#6		0	210	0	210	167	24	11	8	5	2	3	3	3	1.74%	37.50%					
#7		0	127	0	127	1	16	0	110	12	10	2	2	98	89.91%	89.09%					
#8		0	1430	0	1430	113	41	2	1274	149	127	22	22	1125	82.42%	88.30%					
#9		0	7	0	7	4	1	2	0	0	0	0	0	0	0.00%	0.00%					
#10		0	214	0	214	108	53	20	33	26	17	9	9	7	5.30%	21.21%					
#11		0	2636	0	2636	30	805	0	1801	150	64	86	86	1651	94.61%	91.67%					
#12		0	1	0	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%					
#13		0	2017	0	2017	898	212	107	800	184	101	83	83	616	38.14%	77.00%					
#14		0	1027	0	1027	14	306	0	707	81	38	43	43	626	92.33%	88.54%					
#15		0	108	0	108	43	37	7	21	20	2	18	1	1	2.17%	4.76%					
#16		0	1310	0	1310	14	433	0	863	61	25	36	36	802	92.93%	95.36%					
#17		0	3547	0	3547	18	1468	16	2045	235	194	41	41	1810	89.52%	88.51%					
#18		0	2696	0	2696	4	471	44	2177	49	18	31	31	2128	98.98%	97.75%					
#19		0	3	0	3	0	0	0	3	3	1	2	2	0	0.00%	0.00%					
#20		0	1857	0	1857	288	170	12	1387	376	341	35	35	1011	61.65%	72.89%					
#21		0	166	0	166	132	16	12	6	1	0	1	1	5	3.65%	83.33%					
#22		0	380	0	380	355	10	2	13	11	11	0	0	2	0.54%	15.38%					
#23		0	84	0	84	23	20	22	19	19	14	5	5	0	0.00%	0.00%					
#24		172	0	0	172	10	26	1	135	24	23	1	1	111	77.08%	82.22%					
#25		2692	0	0	2692	145	317	21	2209	405	329	76	76	1804	79.19%	81.67%					
#26		18	0	0	18	0	4	0	14	0	0	0	0	14	100.00%	100.00%					
#27		13	0	0	13	2	0	0	11	1	1	0	0	10	76.92%	90.91%					
#28		179	0	0	179	21	17	2	139	17	15	2	2	122	77.22%	87.77%					
#29		0	0	54	54	28	19	0	7	7	7	0	0	0	0.00%	0.00%					
#30		0	375	0	375	264	63	20	28	15	10	5	5	13	4.53%	46.43%					
#31		16	0	0	16	0	2	4	10	5	2	3	3	5	71.43%	50.00%					
#32		0	129	0	129	40	27	13	49	19	6	13	13	30	39.47%	61.22%					
#33		2	0	0	2	0	0	0	2	0	0	0	0	2	100.00%	100.00%					
#34		0	106	0	106	27	21	20	38	22	9	13	13	16	30.77%	42.11%					
#35		26	0	0	26	2	5	0	19	5	3	2	2	14	73.68%	73.68%					
#36		826	0	0	826	28	71	7	720	117	81	36	36	603	84.69%	83.75%					
#37		0	0	1	1	0	0	0	1	1	0	1	1	0	0.00%	0.00%					
#38		349	0	0	349	21	49	0	279	25	22	3	3	254	85.52%	91.04%					
#39		21	0	0	21	4	4	0	13	1	1	0	0	12	70.59%	92.31%					

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH																	
Company Info		LESOG																											
		Mechanized Interface Used					Validated					Errors																	
		ED I		TAG		Total Mech LSR's		Manual		Rejects		Pending Supps (Z Status)		LSR's		Total System Failout		BST Caused Failout		CLEC Caused Failout		Issued SO's		Achieved Flowthrough		Base Calculation		CLEC Error Excluded Calculation	
Name	RESH / OCN	LENS																											
#40		593	0	0	0	593	0	10	51	51	2	2	530	15	13	2	515	95.72%	97.17%	97.54%									
#41		1196	0	0	0	1196	40	57	57	1	1	1098	84	69	15	1014	90.29%	92.35%	93.63%										
#42		70	0	0	0	70	4	20	3	43	3	23	43	23	18	5	20	47.62%	46.51%	52.63%									
#43		2837	0	0	0	2837	117	387	387	0	0	2333	58	47	11	2275	93.28%	97.51%	97.98%										
#44		126	0	0	0	126	12	19	19	2	2	93	40	31	9	53	55.21%	56.99%	63.10%										
#45		488	0	0	0	488	10	32	32	2	2	444	28	26	2	416	92.04%	93.69%	94.12%										
#46		15	0	0	0	15	7	0	0	0	0	8	5	4	1	3	21.43%	37.50%	42.86%										
#47		262	0	0	0	262	17	34	34	0	0	211	25	24	1	186	81.94%	88.15%	88.57%										
#48		35	0	0	0	35	2	3	3	0	0	30	12	9	3	18	62.07%	60.00%	66.67%										
#49		27	0	0	0	27	3	4	4	1	1	19	10	10	0	9	40.91%	47.37%	47.37%										
#50		8	0	0	0	8	5	0	0	0	0	3	1	1	0	2	25.00%	66.67%	66.67%										
#51		14	0	0	0	14	2	4	4	1	1	7	4	4	0	3	33.33%	42.86%	42.86%										
#52		181	0	0	0	181	20	23	23	1	1	137	30	27	3	107	69.48%	78.10%	79.85%										
#53		263	0	0	0	263	34	30	30	7	7	192	77	67	10	115	53.24%	59.90%	63.19%										
#54		34	0	0	0	34	0	8	8	0	0	26	3	3	0	23	88.46%	88.46%	88.46%										
#55		0	0	0	0	749	396	110	14	229	122	85	37	107	18.20%	46.72%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%	55.73%		
#56		725	0	0	0	725	158	141	141	9	9	417	174	130	44	243	45.76%	58.27%	65.15%	65.15%	65.15%	65.15%	65.15%	65.15%	65.15%	65.15%	65.15%		
#57		0	0	0	0	19116	2983	4163	118	118	118	3792	532	435	97	3260	80.41%	85.97%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%		
#58		4528	0	0	0	4528	359	364	364	13	13	3792	532	435	97	3260	80.41%	85.97%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%	88.23%		
#59		156	0	0	0	156	17	6	6	0	0	133	10	9	2	123	82.55%	92.48%	93.18%	93.18%	93.18%	93.18%	93.18%	93.18%	93.18%	93.18%	93.18%		
#60		82	0	0	0	82	6	3	3	2	2	70	3	2	1	67	89.33%	95.71%	97.10%	97.10%	97.10%	97.10%	97.10%	97.10%	97.10%	97.10%	97.10%		
#61		307	0	0	0	307	23	15	15	2	2	267	18	16	2	249	86.46%	93.26%	93.96%	93.96%	93.96%	93.96%	93.96%	93.96%	93.96%	93.96%	93.96%		
#62		123	0	0	0	123	10	17	17	2	2	94	11	10	1	83	80.58%	88.30%	89.25%	89.25%	89.25%	89.25%	89.25%	89.25%	89.25%	89.25%	89.25%		
#63		305	0	0	0	305	12	8	8	2	2	283	6	6	0	277	93.90%	97.88%	97.88%	97.88%	97.88%	97.88%	97.88%	97.88%	97.88%	97.88%	97.88%		
#64		0	0	0	0	3	0	0	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
#65		560	0	0	0	560	19	30	30	0	0	511	26	22	4	485	92.21%	94.91%	95.66%	95.66%	95.66%	95.66%	95.66%	95.66%	95.66%	95.66%	95.66%		
#66		85	0	0	0	85	10	13	13	0	0	62	7	7	0	55	76.39%	88.71%	88.71%	88.71%	88.71%	88.71%	88.71%	88.71%	88.71%	88.71%	88.71%		
#67		0	0	0	0	2384	16	91	91	26	26	2251	37	22	15	2214	98.31%	98.36%	99.02%	99.02%	99.02%	99.02%	99.02%	99.02%	99.02%	99.02%	99.02%		
#68		581	0	0	0	581	23	55	55	0	0	503	22	20	2	481	91.79%	95.63%	96.01%	96.01%	96.01%	96.01%	96.01%	96.01%	96.01%	96.01%	96.01%		
#69		7	0	0	0	7	0	0	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
#70		0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
#71		10	0	0	0	10	4	0	0	0	0	6	3	3	0	3	30.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%	50.00%		
#72		3	0	0	0	3	0	0	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
#73		1	0	0	0	1	0	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
#74		203	0	0	0	203	34	7	7	0	0	162	34	33	1	128	65.64%	79.01%	79.50%	79.50%	79.50%	79.50%	79.50%	79.50%	79.50%	79.50%	79.50%		
#75		366	0	0	0	366	25	41	41	2	2	298	56	55	1	242	75.16%	81.21%	81.48%	81.48%	81.48%	81.48%	81.48%	81.48%	81.48%	81.48%	81.48%		
#76		895	0	0	0	895	84	89	89	4	4	718	66	51	15	652	82.85%	90.81%	92.75%	92.75%	92.75%	92.75%	92.75%	92.75%	92.75%	92.75%	92.75%		
#77		0	0	0	0	2162	173	213	213	9	9	1767	135	109	26	1632	85.27%	92.36%	93.74%	93.74%	93.74%	93.74%	93.74%	93.74%	93.74%	93.74%	93.74%		
#78		101	0	0	0	101	12	4	4	1	1	84	8	8	0	76	79.17%	90.48%	90.48%	90.48%	90.48%	90.48%	90.48%	90.48%	90.48%	90.48%	90.48%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used				Rejects		Validated		Errors					
		Total Mech LSR's		TAG		Manual	Total Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation
Name	RESH / OCN	LENS	EDI												
#79		4	0	0	0	1	1	0	2	2	2	0	0	0.00%	0.00%
#80		8764	0	0	0	1379	901	33	6451	1903	1600	303	4548	73.82%	73.98%
#81		306	0	0	0	34	24	0	248	51	48	3	197	73.23%	79.44%
#82		1	0	0	0	1	1	0	0	0	0	0	0	0.00%	0.00%
#83		34	0	0	0	5	3	0	26	1	0	1	25	89.29%	100.00%
#84		2678	0	0	0	2678	145	9	2255	388	363	25	1867	78.61%	83.72%
#85		152	0	0	0	152	62	18	62	46	36	10	16	14.04%	25.81%
#86		66	0	0	0	66	12	0	41	25	20	5	16	33.33%	39.02%
#87		1419	0	0	0	1419	124	9	1176	273	257	16	903	70.33%	76.79%
#88		3217	0	0	0	3217	245	4	2656	360	338	22	2296	79.75%	86.45%
#89		296	0	0	0	296	38	1	211	80	62	18	131	56.71%	62.09%
#90		1353	0	0	0	1353	87	1	1176	30	26	4	1146	91.02%	97.45%
#91		7	0	0	0	7	0	0	1	1	1	0	0	0.00%	0.00%
#92		1	0	0	0	1	0	0	0	0	0	0	0	0.00%	0.00%
#93		776	0	0	0	776	67	7	635	126	110	16	509	74.20%	80.16%
#94		280	0	0	0	280	45	1	185	21	19	2	164	71.93%	88.65%
#95		3	0	0	0	3	1	0	2	1	1	0	1	33.33%	50.00%
#96		8	0	0	0	8	0	0	6	3	3	0	3	50.00%	50.00%
#97		0	0	0	0	0	0	0	3	3	2	1	0	0.00%	0.00%
#98		5	0	0	0	5	0	1	3	3	2	1	0	0.00%	0.00%
#99		41	0	0	0	41	0	3	20	16	11	5	4	26.67%	20.00%
#100		0	0	0	0	0	2	2	14	10	7	3	4	30.77%	28.57%
#101		1620	0	0	0	1620	180	27	1253	266	213	53	987	71.52%	78.77%
#102		21	0	0	0	21	0	9	5	4	3	1	1	25.00%	20.00%
#103		61	0	0	0	61	11	0	47	8	7	1	39	68.42%	82.98%
#104		179	0	0	0	179	20	34	125	38	35	3	87	61.27%	69.60%
#105		84	0	0	0	84	12	0	53	7	7	0	46	70.77%	86.79%
#106		58	0	0	0	58	6	15	36	7	5	2	29	72.50%	80.56%
#107		76	0	0	0	76	1	0	74	8	8	0	66	88.00%	89.19%
#108		416	0	0	0	416	45	17	353	15	14	1	338	85.14%	95.75%
#109		331	0	0	0	331	7	2	264	18	18	0	246	90.77%	93.18%
#110		756	0	0	0	756	80	10	592	89	81	8	503	75.75%	84.97%
#111		0	0	0	0	0	19	31	1413	17	15	2	1396	97.62%	98.80%
#112		368	0	0	0	368	26	2	260	30	23	7	230	82.44%	88.46%
#113		247	0	0	0	247	20	0	211	13	13	0	198	85.71%	93.84%
#114		796	0	0	0	796	4	1	734	37	32	5	697	95.09%	94.96%
#115		10	0	0	0	10	0	0	10	0	0	0	10	100.00%	100.00%
#116		4	0	0	0	4	1	0	1	1	1	0	0	0.00%	0.00%
#117		3516	0	0	0	3516	281	198	3017	545	489	56	2472	76.25%	81.94%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors		Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		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			
#118		1286	0	0	1286	165	143	7	971	151	134	17	820	73.28%	84.45%	85.95%
#119		455	0	0	455	31	54	3	367	60	56	4	307	77.92%	83.65%	84.57%
#120		48	0	0	48	11	5	1	31	29	23	6	2	5.56%	6.45%	8.00%
#121		118	0	0	118	17	11	0	90	16	16	0	74	69.16%	82.22%	82.22%
#122		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#123		457	0	0	457	13	47	0	397	36	32	4	361	88.92%	90.93%	91.86%
#124		3470	0	0	3470	225	347	10	2888	314	256	58	2574	84.26%	89.13%	90.95%
#125		0	0	52	52	25	5	2	20	10	7	3	10	23.81%	50.00%	58.82%
#126		138	0	0	138	34	13	4	87	42	30	12	45	41.28%	51.72%	60.00%
#127		91	0	0	91	9	1	0	81	18	16	2	63	71.59%	77.78%	79.75%
#128		495	0	0	495	16	79	0	400	55	51	4	345	83.74%	86.25%	87.12%
#129		0	0	8213	8213	133	311	65	7704	127	84	43	7577	97.22%	98.35%	98.90%
#130		3832	0	0	3832	240	400	13	3179	298	246	52	2881	85.57%	90.63%	92.13%
#131		86	0	0	86	35	18	0	33	27	20	7	6	9.84%	18.18%	23.08%
#132		8	0	0	8	1	5	0	2	0	0	0	2	66.67%	100.00%	100.00%
#133		430	0	0	430	60	50	1	319	80	72	8	239	64.42%	74.92%	76.85%
#134		28	0	0	28	10	1	0	17	6	6	0	11	40.74%	64.71%	64.71%
#135		0	0	44	44	3	18	0	23	5	5	0	18	69.23%	78.26%	78.26%
#136		116	0	0	116	18	3	0	95	17	15	2	78	70.27%	82.11%	83.87%
#137		449	0	0	449	58	35	7	349	77	68	9	272	68.34%	77.94%	80.00%
#138		1396	0	0	1396	214	178	0	1004	202	153	49	802	68.61%	79.88%	83.98%
#139		413	0	0	413	76	47	1	289	46	38	8	243	68.07%	84.08%	86.48%
#140		4172	0	0	4172	605	348	19	3200	836	733	103	2364	63.86%	73.88%	76.33%
#141		17	0	0	17	6	5	0	6	3	3	0	3	25.00%	50.00%	50.00%
#142		0	0	20	20	6	6	1	7	1	1	0	6	46.15%	85.71%	85.71%
#143		14	0	0	14	4	0	0	10	3	3	0	7	50.00%	70.00%	70.00%
#144		62	0	0	62	8	13	0	41	8	6	2	33	70.21%	80.49%	84.62%
#145		132	0	0	132	23	8	3	98	73	70	3	25	21.19%	25.51%	26.32%
#146		168	0	0	168	10	5	1	152	31	31	0	121	74.69%	79.61%	79.61%
#147		110	0	0	110	10	41	0	59	31	18	13	28	50.00%	47.46%	60.87%
#148		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#149		12	0	0	12	0	2	0	10	5	4	1	5	55.56%	50.00%	55.56%
#150		57	0	0	57	2	12	0	43	1	1	0	42	93.33%	97.67%	97.67%
#151		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#152		534	0	0	534	19	36	1	478	23	20	3	455	92.11%	95.19%	95.79%
#153		8	0	0	8	2	1	0	5	3	3	0	2	28.57%	40.00%	40.00%
#154		0	0	99	99	6	52	1	40	19	18	1	21	46.67%	52.50%	53.85%
#155		36	0	0	36	8	1	0	27	10	7	3	17	53.13%	62.96%	70.83%
#156		56	0	0	56	9	14	0	33	12	11	1	21	51.22%	63.64%	65.63%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		Mechanized Interface Used					LESOG									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Classification	Pending Supps (Z Status)	Validated LSR's	Errors		CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
										BST Caused	Fallout					
#157		141	0	0	141	5	9	2	125	7	5	2	118	92.19%	94.40%	95.93%
#158		34	0	0	34	5	6	0	23	6	4	2	17	65.38%	73.91%	80.95%
#159		0	0	130	130	23	53	1	53	15	10	5	38	53.52%	71.70%	79.17%
#160		4	0	0	4	0	1	0	3	2	0	2	1	100.00%	33.33%	100.00%
#161		460	0	0	460	41	33	0	386	17	16	1	369	86.62%	95.60%	95.84%
#162		66	0	0	66	12	14	2	38	22	21	1	16	32.65%	42.11%	43.24%
#163		5	0	0	5	1	2	0	2	1	1	0	1	33.33%	50.00%	50.00%
#164		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
#165		0	0	6199	6199	69	1515	93	4522	1184	927	257	3338	77.02%	73.82%	76.26%
#166		0	0	24	24	15	2	0	7	6	4	2	1	5.00%	14.29%	20.00%
#167		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		57	0	0	57	6	5	1	45	15	10	5	30	65.22%	66.67%	75.00%
#169		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%
#170		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%
#171		0	0	6	6	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
#172		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#173		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		8	0	0	8	0	0	0	8	6	5	1	2	28.57%	25.00%	28.57%
#175		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#176		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#177		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#178		267	0	0	267	9	25	0	233	20	17	3	213	89.12%	91.42%	92.61%
#179		76	0	0	76	8	8	0	60	1	0	1	59	88.06%	98.33%	100.00%
#180		1311	0	0	1311	105	243	23	940	289	209	80	651	67.46%	69.26%	75.70%
#181		136	0	0	136	10	19	3	104	26	26	0	78	68.42%	75.00%	75.00%
#182		15	0	0	15	0	1	0	14	2	2	0	12	85.71%	85.71%	85.71%
#183		56	0	0	56	12	11	1	32	10	6	4	22	55.00%	68.75%	78.57%
#184		3858	0	0	3858	375	568	23	2892	465	447	18	2427	74.70%	83.92%	84.45%
#185		0	0	90	90	56	9	0	25	6	2	4	19	24.68%	76.00%	90.48%
#186		54	0	0	54	16	3	0	35	9	7	2	26	53.06%	74.29%	78.79%
#187		0	0	7	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%
#188		40	0	0	40	14	4	1	21	6	5	1	15	44.12%	71.43%	75.00%
#189		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#190		125	0	0	125	46	12	3	64	29	24	5	35	33.33%	54.69%	59.32%
#191		244	0	0	244	15	39	1	189	37	35	2	152	75.25%	80.42%	81.28%
#192		17	0	0	17	7	4	0	6	4	4	0	2	15.38%	33.33%	33.33%
#193		50	0	0	50	8	10	0	32	8	6	2	24	63.16%	75.00%	80.00%
#194		19	0	0	19	14	1	0	4	4	4	0	0	0.00%	0.00%	0.00%
#195		0	0	2335	2335	64	137	3	2131	92	82	10	2039	93.32%	95.68%	96.13%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
		Mechanized Interface Used					Errors											
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual		Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout		CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		6914	0	0	6914	480	424	8	6002	243	209	34	5759	89.31%	95.95%			96.50%
#197		0	0	52	52	10	8	3	31	17	6	11	14	46.67%	45.16%			70.00%
#198		10336	0	0	10336	1998	989	214	7135	2087	1817	270	5048	56.96%	70.75%			73.53%
#199		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%			0.00%
#200		0	0	5	5	0	4	1	0	0	0	0	0	0.00%	0.00%			0.00%
#201		0	0	4	4	0	3	0	1	1	1	0	0	0.00%	0.00%			0.00%
#202		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%			100.00%
#203		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%			100.00%
#204		36	0	0	36	3	2	0	31	4	3	1	27	81.82%	87.10%			90.00%
#205		1190	0	0	1190	50	107	7	1026	89	81	8	937	87.73%	91.33%			92.04%
#206		30	0	0	30	0	0	1	29	11	10	1	18	64.29%	62.07%			64.29%
#207		55	0	0	55	7	11	1	36	5	4	1	31	73.81%	86.11%			88.57%
#208		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%			0.00%
#209		118	0	0	118	15	10	0	93	38	37	1	55	51.40%	59.14%			59.78%
#210		0	0	215	215	1	62	8	144	19	14	5	125	89.29%	86.81%			88.93%
#211		1860	0	0	1860	81	695	2	1082	63	38	25	1019	89.54%	94.18%			96.40%
#212		32	0	0	32	1	3	0	28	3	3	0	25	86.21%	89.29%			89.29%
#213		127	0	0	127	10	3	0	114	7	7	0	107	86.29%	93.86%			93.86%
#214		1064	0	0	1064	62	33	1	958	69	67	2	889	87.33%	92.80%			92.99%
#215		0	0	293	293	8	26	7	252	10	8	2	242	93.80%	96.03%			96.30%
#216		0	0	6	6	4	0	0	2	2	2	0	0	0.00%	0.00%			0.00%
#217		120	0	0	120	25	21	0	74	22	16	6	52	55.91%	70.27%			76.47%
#218		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%			0.00%
#219		0	0	15	15	15	0	0	0	0	0	0	0	0.00%	0.00%			0.00%
#220		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%			0.00%
#221		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%			100.00%
#222		16	0	0	16	0	6	1	9	2	2	0	7	77.78%	77.78%			77.78%
#223		259	0	0	259	39	16	1	203	35	32	3	168	70.29%	82.76%			84.00%
#224		53	0	0	53	0	16	0	37	3	2	1	34	94.44%	91.68%			94.44%
#225		86	0	0	86	7	17	0	62	5	4	1	57	83.82%	91.94%			93.44%
#226		50	0	0	50	2	13	0	35	6	5	1	29	80.56%	82.86%			85.29%
#227		222	0	0	222	27	59	0	136	25	21	4	111	69.81%	81.62%			84.09%
#228		2772	0	0	2772	207	301	3	2261	160	132	28	2101	86.11%	92.92%			94.09%
#229		543	0	0	543	61	45	3	434	54	49	5	380	77.55%	87.56%			88.58%
#230		0	0	713	713	3	98	0	612	10	3	7	602	99.01%	98.37%			99.50%
#231		35	0	0	35	0	5	0	30	1	1	0	29	96.67%	96.67%			96.67%
#232		98	0	0	98	10	10	0	78	6	6	0	72	81.82%	92.31%			92.31%
#233		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%			0.00%
#234		463	0	0	463	31	40	3	389	32	27	5	357	86.02%	91.77%			92.97%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
		Mechanized Interface Used				Rejects		Validated		Errors							
						Manual	Auto	Pending	Total	BST Caused	CLEC	Issued	Achieved	Base	CLEC Error		
	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual	Clarification	(Z Status)	System	Fallout	Fallout	SO's	Flowthrough	Calculation	Calculation		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used					Errors									
RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
#274	27	0	0	27	0	4	0	23	23	17	6	0	0.00%	0.00%	0.00%	
#275	14	0	0	14	0	2	0	12	12	9	3	0	0.00%	0.00%	0.00%	
#276	1095	0	0	1095	96	85	15	899	226	213	13	673	68.53%	74.86%	75.96%	
#277	228	0	0	228	19	29	2	178	24	23	1	154	78.57%	86.52%	87.01%	
#278	37	0	0	37	0	5	0	32	5	5	0	27	84.38%	84.38%	84.38%	
#279	433	0	0	433	40	35	0	358	20	20	0	338	84.92%	94.41%	94.41%	
#280	318	0	0	318	41	36	4	237	107	98	9	130	48.33%	54.85%	57.02%	
#281	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#282	1921	0	0	1921	191	77	11	1642	481	376	105	1161	67.19%	70.71%	75.54%	
#283	296	0	0	296	31	43	2	220	85	81	4	135	54.86%	61.36%	62.50%	
#284	0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%	
#285	21	0	0	21	0	2	0	19	0	0	0	19	100.00%	100.00%	100.00%	
#286	0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#287	94	0	0	94	10	17	0	67	45	38	7	22	31.43%	32.84%	36.67%	
#288	20	0	0	20	3	3	1	13	10	4	6	3	30.00%	23.08%	42.86%	
#289	68	0	0	68	4	10	1	53	6	6	0	47	82.46%	88.68%	88.68%	
#290	0	0	123	123	41	4	0	78	21	20	1	57	48.31%	73.08%	74.03%	
#291	0	0	129	129	45	14	3	67	34	31	3	33	30.28%	49.25%	51.56%	
#292	5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%	
#293	8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75.00%	75.00%	
#294	34	0	0	34	13	11	0	10	1	0	1	9	40.91%	90.00%	100.00%	
#295	555	0	0	555	7	159	0	389	22	14	8	367	94.59%	94.34%	96.33%	
#296	267	0	0	267	19	26	2	220	21	20	1	199	83.61%	90.45%	90.87%	
#297	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
#298	489	0	0	489	58	22	2	407	109	105	4	298	64.64%	73.22%	73.95%	
#299	284	0	0	284	22	53	1	208	52	47	5	156	69.33%	75.00%	76.85%	
#300	167	0	0	167	22	24	2	119	32	29	3	87	63.04%	73.11%	75.00%	
#301	0	0	1650	1650	29	198	0	1423	17	14	3	1406	97.03%	98.81%	99.01%	
#302	215	0	0	215	11	23	0	181	5	5	0	176	91.67%	97.24%	97.24%	
#303	1411	0	0	1411	142	80	3	1186	55	53	2	1131	85.29%	95.36%	95.52%	
#304	114	0	0	114	22	17	0	75	29	20	9	46	52.27%	61.33%	69.70%	
#305	19	0	0	19	5	6	0	8	7	7	0	1	7.69%	12.50%	12.50%	
#306	9	0	0	9	3	3	0	3	1	1	0	2	33.33%	66.67%	66.67%	
#307	0	0	7084	7084	357	1224	161	5342	640	483	157	4702	84.84%	88.02%	90.88%	
#308	23175	0	0	23175	493	1765	16	20901	596	531	65	20305	95.20%	97.45%	97.45%	
#309	101	0	0	101	14	12	0	75	11	11	0	64	71.91%	85.33%	85.33%	
#310	12	0	0	12	0	1	0	11	9	6	3	2	25.00%	18.18%	25.00%	
#311	1050	0	0	1050	32	134	0	884	11	11	0	873	95.31%	98.76%	98.76%	
#312	663	0	0	663	34	83	1	545	40	35	5	505	87.98%	92.66%	93.52%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used					Errors								
		Total Mech LSR's		TAG		Auto Clarification		Validated		Total System Fallout		BST Caused Fallout		CLEC Caused Fallout	
		LENS	EDI	ED	ED	Manual	Rejects	LSR's	Pending Supps (Z Status)	System	System	System	System	System	System
Name	RESH / OCN														
#313		131	0	0	0	8	19	104	0	28	27	1	76	68.47%	73.08%
#314		57	0	0	0	2	7	48	0	4	4	0	44	88.00%	91.67%
#315		0	0	0	0	1	0	0	0	0	0	0	0	0.00%	0.00%
#316		1707	0	0	0	436	200	1050	21	447	373	74	603	42.71%	57.43%
#317		107	0	0	0	10	20	77	0	9	7	2	68	80.00%	88.31%
#318		16	0	0	0	1	2	13	0	12	11	1	1	7.69%	7.69%
#319		0	0	0	0	1	0	2	0	1	1	0	1	33.33%	50.00%
#320		22559	0	0	0	1565	2400	18503	91	2101	2010	91	16402	82.10%	88.65%
#321		13	0	0	0	2	2	9	0	0	0	0	9	81.82%	100.00%
#322		209	0	0	0	28	9	172	0	49	39	10	123	64.74%	71.51%
#323		3	0	0	0	3	0	2	0	2	1	1	0	0.00%	0.00%
#324		20	0	0	0	2	7	11	0	4	4	4	7	53.85%	63.64%
#325		0	0	0	0	1	1	1	0	0	0	0	1	50.00%	100.00%
#326		0	0	0	0	1	29	29	0	29	29	0	0	0.00%	0.00%
#327		0	0	0	0	26	61	90	2	39	27	12	51	49.04%	56.67%
#328		0	0	0	0	1	6	7	0	7	7	0	0	0.00%	0.00%
#329		0	0	0	0	0	0	1	0	1	0	1	0	0.00%	0.00%
#330		0	0	0	0	92	143	234	0	76	48	28	158	53.02%	67.52%
#331		0	0	0	0	8	4	8	0	7	5	2	1	7.14%	12.50%
#332		0	0	0	0	0	1	0	0	0	0	0	0	0.00%	0.00%
#333		445	0	0	0	30	77	337	1	37	34	3	300	82.42%	89.82%
#334		29	0	0	0	1	2	26	0	3	2	1	23	88.46%	92.00%
#335		49	0	0	0	1	4	44	0	3	1	2	41	95.35%	97.62%
#336		0	0	0	0	3	6	10	0	1	0	1	9	75.00%	90.00%
#337		2	0	0	0	1	0	0	1	0	0	0	0	0.00%	0.00%
#338		192	0	0	0	40	20	132	0	31	28	3	101	59.76%	76.52%
#339		233	0	0	0	44	25	160	4	37	32	5	123	61.81%	76.68%
#340		855	0	0	0	33	64	755	3	42	37	5	713	91.06%	94.44%
#341		133	0	0	0	6	15	109	3	9	9	0	100	86.96%	91.74%
#342		183	0	0	0	2	12	169	0	10	10	0	159	92.98%	94.08%
#343		0	0	0	0	56	64	655	0	49	39	10	606	86.45%	92.52%
#344		125	0	0	0	19	30	75	1	17	17	0	58	61.70%	77.33%
#345		1761	0	0	0	72	227	1460	2	115	94	21	1345	89.01%	92.12%
#346		9	0	0	0	0	0	9	0	1	1	0	8	88.89%	88.89%
#347		65	0	0	0	4	16	45	0	11	6	5	34	77.27%	75.56%
#348		292	0	0	0	6	16	269	1	27	26	1	242	88.32%	89.96%
#349		330	0	0	0	42	19	269	0	13	10	3	256	83.12%	95.17%
#350		430	0	0	0	23	20	387	0	80	76	4	307	75.62%	79.33%
#351		25	0	0	0	9	0	16	0	5	5	0	11	44.00%	68.75%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH							
Company Info		LESOG																	
		Mechanized Interface Used					Manual		Rejects		Validated		Errors						
RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual	Auto Clarification	Pending (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation				
#40	7932	0	0	7932	748	1277	27	5980	1675	1406	269	4205	66.13%	71.51%	74.94%				
#41	299	0	0	299	24	33	0	242	50	48	2	192	72.73%	79.34%	80.00%				
#42	34	0	0	34	3	5	0	26	1	0	1	25	89.29%	96.15%	100.00%				
#43	2662	0	0	2662	143	267	9	2243	382	357	25	1861	78.82%	82.97%	83.90%				
#44	28	0	0	28	3	7	0	18	12	8	4	6	35.29%	33.33%	42.86%				
#45	1419	0	0	1419	124	110	9	1176	273	257	16	903	70.33%	76.79%	77.84%				
#46	3209	0	0	3209	244	311	4	2650	357	336	21	2293	79.81%	86.53%	87.22%				
#47	34	0	0	34	1	9	0	24	13	8	5	11	55.00%	45.83%	57.89%				
#48	1353	0	0	1353	87	89	1	1176	30	26	4	1146	91.02%	97.45%	97.78%				
#49	7	0	0	7	0	6	0	1	1	1	0	0	0.00%	0.00%	0.00%				
#50	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%				
#51	736	0	0	736	63	62	6	605	114	99	15	491	75.19%	81.16%	83.22%				
#52	280	0	0	280	45	49	1	185	21	19	2	164	71.93%	88.65%	89.62%				
#53	2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%				
#54	8	0	0	8	0	2	0	6	3	3	0	3	50.00%	50.00%	50.00%				
#55	5	0	0	5	0	1	1	3	3	2	1	0	0.00%	0.00%	0.00%				
#56	6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%				
#57	0	0	25	25	2	7	2	14	10	7	3	4	30.77%	28.57%	36.36%				
#58	1367	0	0	1367	119	127	20	1101	203	161	42	898	76.23%	81.56%	84.80%				
#59	60	0	0	60	10	3	0	47	8	7	1	39	69.64%	82.98%	84.78%				
#60	178	0	0	178	19	34	0	125	38	35	3	87	61.70%	69.60%	71.31%				
#61	84	0	0	84	12	19	0	53	7	7	0	46	70.77%	86.79%	86.79%				
#62	57	0	0	57	6	15	1	35	7	5	2	28	71.79%	80.00%	84.85%				
#63	76	0	0	76	1	1	0	74	8	8	0	66	88.00%	89.19%	89.19%				
#64	416	0	0	416	45	17	1	353	15	14	1	338	85.14%	95.75%	96.02%				
#65	331	0	0	331	7	58	2	264	18	18	0	246	90.77%	93.18%	93.18%				
#66	747	0	0	747	75	74	10	588	88	80	8	500	76.34%	85.03%	86.21%				
#67	0	0	1546	1546	19	83	31	1413	17	15	2	1396	97.62%	98.80%	98.94%				
#68	368	0	0	368	26	80	2	260	30	23	7	230	82.44%	88.46%	90.91%				
#69	247	0	0	247	20	16	0	211	13	13	0	198	85.71%	93.84%	93.84%				
#70	796	0	0	796	4	57	1	734	37	32	5	697	95.09%	94.96%	95.61%				
#71	10	0	0	10	0	0	0	10	0	0	0	10	100.00%	100.00%	100.00%				
#72	4	0	0	4	1	2	0	1	1	1	0	0	0.00%	0.00%	0.00%				
#73	3476	0	0	3476	276	192	20	2988	533	479	54	2455	76.48%	82.16%	83.67%				
#74	1276	0	0	1276	163	142	6	965	147	131	16	818	73.56%	84.77%	86.20%				
#75	455	0	0	455	31	54	3	367	60	56	4	307	77.92%	83.65%	84.57%				
#76	48	0	0	48	11	5	1	31	29	23	0	7	5.56%	6.45%	8.00%				
#77	117	0	0	117	17	11	0	89	15	15	0	74	69.81%	83.15%	83.15%				
#78	455	0	0	455	12	47	0	396	36	32	4	360	89.11%	90.91%	91.84%				

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used					Errors									

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout
#157		69	0	0	69	2	19	19	0	48	7	7	0	41	82.00%	85.42%	85.42%
#158		0	0	3	3	0	1	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
#159		875	0	0	875	27	124	124	4	720	88	84	4	632	85.06%	87.78%	88.27%
#160		5182	0	0	5182	268	412	412	18	4484	536	521	15	3948	83.34%	88.05%	88.34%
#161		342	0	0	342	16	19	19	2	305	20	19	1	285	89.06%	93.44%	93.75%
#162		1008	0	0	1008	44	97	97	0	867	33	28	5	834	92.05%	96.19%	96.75%
#163		584	0	0	584	41	116	116	0	427	21	20	1	406	86.94%	95.08%	95.31%
#164		718	0	0	718	50	29	29	0	639	19	19	0	620	89.99%	97.03%	97.03%
#165		1570	0	0	1570	86	109	109	5	1370	58	51	7	1312	90.55%	95.77%	96.26%
#166		256	0	0	256	16	18	18	0	222	10	8	2	212	89.83%	95.50%	96.36%
#167		8	0	0	8	0	7	7	0	1	1	1	0	0	0.00%	0.00%	0.00%
#168		182	0	0	182	13	20	20	2	147	35	30	5	112	72.26%	76.19%	76.87%
#169		236	0	0	236	13	22	22	1	200	14	14	0	186	87.32%	93.00%	93.00%
#170		1131	0	0	1131	108	126	126	2	895	59	56	3	836	83.60%	93.41%	93.72%
#171		280	0	0	280	19	22	22	0	239	13	12	1	226	87.94%	94.56%	94.96%
#172		32	0	0	32	6	6	6	0	20	3	3	0	17	65.38%	85.00%	85.00%
#173		1	0	0	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#174		6756	0	0	6756	66	467	467	1	6222	313	290	23	5909	94.32%	94.97%	95.32%
#175		27	0	0	27	0	4	4	0	23	23	17	6	0	0.00%	0.00%	0.00%
#176		2	0	0	2	0	2	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#177		1091	0	0	1091	96	82	82	15	898	226	213	13	672	68.50%	74.83%	75.93%
#178		228	0	0	228	19	29	29	2	178	24	23	1	154	78.57%	86.52%	87.01%
#179		34	0	0	34	0	3	3	0	31	4	4	0	27	87.10%	87.10%	87.10%
#180		433	0	0	433	40	35	35	0	358	20	20	0	338	84.92%	94.41%	94.41%
#181		318	0	0	318	41	36	36	4	237	107	98	9	130	48.33%	54.85%	57.02%
#182		0	150	0	150	4	43	43	12	91	16	6	10	75	88.24%	82.42%	92.59%
#183		11	0	0	11	2	3	3	0	6	3	3	0	3	37.50%	50.00%	50.00%
#184		283	0	0	283	29	41	41	2	211	80	77	3	131	55.27%	62.09%	62.98%
#185		21	0	0	21	0	2	2	0	19	0	0	0	19	100.00%	100.00%	100.00%
#186		13	0	0	13	0	5	5	0	8	8	7	1	0	0.00%	0.00%	0.00%
#187		68	0	0	68	4	10	10	1	53	6	6	0	47	82.46%	88.68%	88.68%
#188		0	0	7	7	0	1	1	0	6	2	2	0	4	66.67%	66.67%	66.67%
#189		34	0	0	34	13	11	11	0	10	1	0	1	9	40.91%	90.00%	100.00%
#190		555	0	0	555	7	159	159	0	389	22	14	8	367	94.59%	94.34%	96.33%
#191		265	0	0	265	19	26	26	2	218	21	20	1	197	83.47%	90.37%	90.78%
#192		2	0	0	2	0	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#193		167	0	0	167	11	30	30	1	125	18	17	1	107	79.26%	85.60%	86.29%
#194		0	2636	0	2636	30	805	805	0	1801	150	64	86	1651	94.61%	91.67%	96.27%
#195		0	0	1650	1650	29	198	198	0	1423	17	14	3	1406	97.03%	98.81%	99.01%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used				Validated			Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending Supps (Z Status)	LSR's	Total System Fallout				BST Caused Fallout	CLEC Caused Fallout
Name																
#196			215	0	0	215	11	23	0	181	5	5	0	176	91.67%	97.24%
#197			1408	0	0	1408	139	80	3	1186	55	53	2	1131	85.49%	95.52%
#198			20	0	0	20	5	3	0	12	3	3	0	9	52.94%	75.00%
#199			0	0	7078	7078	355	1224	161	5338	640	483	157	4698	84.86%	90.68%
#200			23147	0	0	23147	493	1751	16	20887	584	519	65	20303	95.25%	97.51%
#201			101	0	0	101	14	12	0	75	11	11	0	64	71.91%	85.33%
#202			2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%
#203			1050	0	0	1050	32	134	0	884	11	11	0	873	95.31%	98.76%
#204			663	0	0	663	34	83	1	545	40	35	5	505	87.98%	93.52%
#205			131	0	0	131	8	19	0	104	28	27	1	76	68.47%	73.79%
#206			57	0	0	57	2	7	0	48	4	4	0	44	88.00%	91.67%
#207			249	0	0	249	16	35	6	192	72	54	18	120	63.16%	68.97%
#208			102	0	0	102	10	19	0	73	8	6	2	65	80.25%	89.04%
#209			16	0	0	16	1	2	0	13	12	11	1	1	7.69%	8.33%
#210			0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%
#211			22559	0	0	22559	1565	2400	91	18503	2101	2010	91	16402	82.10%	88.65%
#212			13	0	0	13	2	2	0	9	0	0	0	9	81.82%	100.00%
#213			209	0	0	209	28	9	0	172	49	39	10	123	64.74%	71.51%
#214			443	0	0	443	29	77	1	336	37	34	3	299	82.60%	88.99%
#215			25	0	0	25	0	2	0	23	2	2	0	21	91.30%	91.30%
#216			47	0	0	47	0	4	0	43	2	1	1	41	97.62%	95.35%
#217			0	24	0	24	2	0	0	22	0	0	0	22	91.67%	100.00%
#218			192	0	0	192	40	20	0	132	31	28	3	101	59.76%	78.29%
#219			147	0	0	147	24	12	3	108	12	10	2	96	73.85%	90.57%
#220			855	0	0	855	33	64	3	755	42	37	5	713	91.06%	95.07%
#221			133	0	0	133	6	15	3	109	9	9	0	100	86.96%	91.74%
#222			0	127	0	127	1	16	0	110	12	10	2	98	89.91%	90.74%
#223			183	0	0	183	2	12	0	169	10	10	0	159	92.98%	94.08%
#224			0	0	775	775	56	64	0	655	49	39	10	606	86.45%	93.95%
#225			125	0	0	125	19	30	1	75	17	17	0	58	61.70%	77.33%
#226			1742	0	0	1742	68	220	2	1452	112	91	21	1340	89.39%	93.64%
#227			2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%
#228			60	0	0	60	3	15	0	42	10	5	5	32	80.00%	86.49%
#229			292	0	0	292	6	16	1	269	27	26	1	242	88.32%	90.30%
#230			329	0	0	329	42	19	0	288	13	10	3	255	83.06%	95.15%
#231			430	0	0	430	23	20	0	387	80	76	4	307	75.62%	80.16%
#232			558	0	0	558	47	68	1	442	24	22	2	418	85.83%	94.57%
#233			236	0	0	236	30	28	0	178	21	21	0	157	75.48%	88.20%
#234			137	0	0	137	9	8	0	120	6	4	2	114	89.76%	95.00%

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
Name	RESH / OCN	Mechanized Interface Used					Validated					Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Manual	Rejects	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
#1		0	0	27	27	10	15	0	2	2	2	2	0	0	0.00%	0.00%	0.00%	
#2		8	0	0	8	0	2	0	6	2	1	1	1	4	80.00%	66.67%	80.00%	
#3		2	0	0	2	0	0	0	2	0	0	0	0	2	100.00%	100.00%	100.00%	
#4		26	0	0	26	2	5	0	19	5	3	2	2	14	73.68%	73.66%	82.35%	
#5		2	0	0	2	0	0	0	2	0	0	0	0	2	100.00%	100.00%	100.00%	
#6		1	0	0	1	0	0	0	1	0	0	0	0	1	100.00%	100.00%	100.00%	
#7		51	0	0	51	1	12	2	36	19	14	5	17	25	53.13%	47.22%	54.84%	
#8		77	0	0	77	8	15	0	54	29	21	8	25	46.30%	46.30%	54.35%		
#9		13	0	0	13	7	0	0	6	5	4	1	1	1	8.33%	16.67%	20.00%	
#10		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%		
#11		6	0	0	6	1	1	0	4	3	3	0	1	20.00%	25.00%	25.00%		
#12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#13		7	0	0	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%		
#14		106	0	0	106	20	11	0	75	36	33	3	39	42.39%	52.00%	54.17%		
#15		0	0	282	282	110	33	4	135	67	48	19	68	30.09%	50.37%	58.62%		
#16		350	0	0	350	79	48	2	221	97	76	21	124	44.44%	56.11%	62.00%		
#17		0	0	24	24	6	7	0	11	11	0	11	0	0	0.00%	0.00%	0.00%	
#18		38	0	0	38	6	12	0	20	6	5	1	14	56.00%	70.00%	73.68%		
#19		5	0	0	5	1	0	0	4	2	1	1	2	50.00%	50.00%	66.67%		
#20		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#21		7	0	0	7	2	2	0	3	2	2	0	1	20.00%	33.33%	33.33%		
#22		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#23		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#24		10	0	0	10	4	0	0	6	3	3	0	3	30.00%	50.00%	50.00%		
#25		135	0	0	135	27	5	0	103	26	25	1	77	59.69%	74.76%	75.49%		
#26		17	0	0	17	2	6	0	9	6	6	0	3	27.27%	33.33%	33.33%		
#27		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#28		832	0	0	832	153	102	6	571	228	194	34	343	49.71%	60.07%	63.87%		
#29		7	0	0	7	0	1	0	6	1	0	1	5	100.00%	83.33%	100.00%		
#30		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%		
#31		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#32		16	0	0	16	2	2	0	12	6	6	0	6	42.86%	50.00%	50.00%		
#33		38	0	0	38	9	6	0	23	13	12	1	10	32.26%	43.48%	45.45%		
#34		8	0	0	8	1	1	0	6	3	2	1	3	50.00%	50.00%	60.00%		
#35		262	0	0	262	37	37	1	187	67	54	13	120	56.87%	64.17%	68.97%		
#36		40	0	0	40	4	5	1	30	12	11	1	18	54.55%	60.00%	62.07%		
#37		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#38		242	0	0	242	60	27	6	149	60	49	11	89	44.95%	59.73%	64.49%		
#39		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used				Validated			Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending (Z Status)	LSR's	Total System Fallout				BST Caused Fallout	CLEC Caused Fallout
Name																
#40		1	0	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#41		1	0	0	1	0	0	0	0	1	0	0	0	100.00%	100.00%	100.00%
#42		9	0	0	9	5	5	0	0	4	1	1	1	33.33%	75.00%	75.00%
#43		40	0	0	40	5	5	6	0	29	12	10	2	53.13%	58.62%	62.96%
#44		10	0	0	10	2	2	1	1	6	4	3	1	28.57%	33.33%	40.00%
#45		1	0	0	1	0	0	0	0	1	1	1	0	0.00%	0.00%	0.00%
#46		2	0	0	2	0	0	0	0	2	0	0	0	100.00%	100.00%	100.00%
#47		2	0	0	2	1	1	0	0	1	0	0	0	50.00%	100.00%	100.00%
#48		0	0	48	48	25	25	4	2	17	9	6	3	20.51%	47.06%	57.14%
#49		103	0	0	103	29	29	4	2	68	31	19	12	43.53%	54.41%	66.07%
#50		4	0	0	4	1	1	1	0	2	0	0	0	66.67%	100.00%	100.00%
#51		81	0	0	81	22	22	3	0	56	13	10	3	57.33%	76.79%	81.13%
#52		8	0	0	8	1	1	5	0	2	0	0	0	66.67%	100.00%	100.00%
#53		0	1	0	1	0	0	0	0	1	1	1	0	0.00%	0.00%	0.00%
#54		361	0	0	361	57	57	40	1	263	68	62	6	62.10%	74.14%	75.88%
#55		25	0	0	25	10	10	0	0	15	6	6	0	36.00%	60.00%	60.00%
#56		226	0	0	226	37	37	13	6	170	51	44	7	59.50%	70.00%	73.01%
#57		38	0	0	38	10	10	25	0	3	2	1	1	8.33%	33.33%	50.00%
#58		1	0	0	1	0	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#59		2912	0	0	2912	537	537	233	18	2124	680	594	66	56.42%	68.93%	71.14%
#60		10	0	0	10	5	5	1	0	4	2	2	0	22.22%	50.00%	50.00%
#61		0	0	0	20	20	6	6	1	7	1	1	0	46.15%	85.71%	85.71%
#62		13	0	0	13	4	4	0	0	9	3	3	0	46.15%	66.67%	66.67%
#63		6	0	0	6	2	2	1	0	3	1	1	0	40.00%	66.67%	66.67%
#64		42	0	0	42	3	3	2	1	36	9	9	0	69.23%	75.00%	75.00%
#65		7	0	0	7	2	2	1	0	4	2	2	0	33.33%	50.00%	50.00%
#66		0	0	99	99	6	6	52	1	40	19	18	1	46.67%	52.50%	53.85%
#67		30	0	0	30	6	6	1	0	23	10	7	3	50.00%	56.52%	65.00%
#68		30	0	0	30	5	5	3	0	22	6	4	2	64.00%	72.73%	80.00%
#69		1	0	0	1	0	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#70		21	0	0	21	7	7	4	0	10	6	6	0	23.53%	40.00%	40.00%
#71		5	0	0	5	1	1	2	0	2	1	1	0	33.33%	50.00%	50.00%
#72		0	0	35	35	1	1	10	1	23	19	17	2	18.18%	17.39%	19.05%
#73		0	0	19	19	13	13	1	0	5	4	2	2	6.25%	20.00%	33.33%
#74		1	0	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#75		50	0	0	50	6	6	2	1	41	14	9	5	64.29%	65.85%	75.00%
#76		8	0	0	8	0	0	0	0	8	6	5	1	28.57%	25.00%	28.57%
#77		4	0	0	4	1	1	0	0	3	1	1	0	50.00%	66.67%	66.67%
#78		7	0	0	7	2	2	0	0	5	0	0	0	71.43%	100.00%	100.00%

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used				Rejects			Validated			Errors			
		TAG		Total Mech LSR's		Auto Clarification		Pending Supps (Z Status)		LSR's		Total System Fallout		BST Caused Fallout	
		ED1	ED2	ED3	ED4	ED5	ED6	ED7	ED8	ED9	ED10	ED11	ED12	ED13	ED14
RESH / OCN	LENS	ED1	ED2	ED3	ED4	ED5	ED6	ED7	ED8	ED9	ED10	ED11	ED12	ED13	ED14
Name															
#79	35	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#80	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#82	54	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#83	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#84	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#85	31	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#86	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#87	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#88	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#90	1173	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#93	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#94	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#95	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#96	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#97	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#98	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#99	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#100	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#101	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#102	109	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#103	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#104	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#105	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#106	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#107	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#108	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#109	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#110	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#111	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#112	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#113	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#114	30	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#115	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#116	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#117	14	0	0	0	0	0	0	0	0	0	0	0	0	0	0

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used				Validated			Errors						
		Total Mech LSR's		Auto Clarification		Pending Supps (Z Status)		Total System Fallout		BST Caused Fallout		CLEC Caused Fallout		Issued SO's	
Name	RESH / OCN	LENS	EDI	TAG	Total Manual Fallout	Manual	Rejects	Auto Clarification	Pending Supps (Z Status)	Validated	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	CLEC Error Excluded Calculation
#118		2	0	0	0	0	0	0	0	0	2	0	0	0	100.00%
#119		18	0	0	11	3	0	4	4	4	0	0	0	0	0.00%
#120		4	0	0	3	0	0	1	1	1	0	0	0	0	0.00%
#121		18	0	0	10	5	0	3	3	3	0	0	0	0	0.00%
#122		29	0	0	18	3	2	6	4	4	0	2	8.33%	33.33%	33.33%
#123		1	0	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#124		1	0	0	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#125		6	0	0	6	1	0	5	5	3	2	0	0.00%	0.00%	0.00%
#126		196	0	0	196	52	20	122	46	38	8	76	45.78%	62.30%	66.67%
#127		4	0	0	4	0	1	0	3	1	0	2	66.67%	66.67%	66.67%
#128		3	0	0	3	1	0	0	0	0	0	0	0	0	100.00%
#129		5	0	0	5	0	2	0	3	0	0	3	100.00%	100.00%	100.00%
#130		9	0	0	9	2	0	0	7	0	0	7	77.78%	100.00%	100.00%
#131		7	0	0	7	4	0	0	3	1	1	0	28.57%	66.67%	66.67%
#132		2	0	0	2	0	0	0	0	1	0	1	50.00%	50.00%	50.00%
#133		12	0	0	12	0	0	12	12	9	3	0	0.00%	0.00%	0.00%
#134		4	0	0	4	0	0	0	0	0	0	1	100.00%	100.00%	100.00%
#135		3	0	0	3	0	2	0	1	1	0	0	0.00%	0.00%	0.00%
#136		0	830	0	830	428	60	50	292	115	78	37	25.92%	60.62%	69.41%
#137		0	0	1	1	0	0	0	0	0	0	1	100.00%	100.00%	100.00%
#138		104	0	0	104	22	18	2	62	35	32	3	33.33%	43.55%	45.76%
#139		13	0	0	13	2	2	0	9	5	4	1	40.00%	44.44%	50.00%
#140		77	0	0	77	10	12	0	55	35	30	5	33.33%	36.36%	40.00%
#141		7	0	0	7	3	3	0	1	1	1	0	0.00%	0.00%	0.00%
#142		0	0	122	122	45	13	3	61	32	29	3	28.16%	47.54%	50.00%
#143		8	0	0	8	0	0	0	8	2	2	0	75.00%	75.00%	75.00%
#144		2	0	0	2	0	0	0	2	0	0	2	100.00%	100.00%	100.00%
#145		101	0	0	101	10	17	0	74	27	24	3	58.02%	63.51%	66.20%
#146		2	0	0	2	0	0	0	2	1	1	0	50.00%	50.00%	50.00%
#147		3	0	0	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#148		86	0	0	86	16	11	0	59	22	13	9	56.06%	62.71%	74.00%
#149		11	0	0	11	1	6	0	4	4	0	0	0.00%	0.00%	0.00%
#150		9	0	0	9	3	3	0	3	1	1	0	33.33%	66.67%	66.67%
#151		0	0	6	6	2	0	0	4	0	0	0	66.67%	100.00%	100.00%
#152		3	0	0	3	0	1	0	2	0	0	2	100.00%	100.00%	100.00%
#153		10	0	0	10	0	0	0	8	5	3	2	28.57%	20.00%	28.57%
#154		1453	0	0	1453	420	164	15	854	372	318	54	39.51%	56.44%	60.25%
#155		5	0	0	5	0	1	0	4	1	1	0	75.00%	75.00%	75.00%
#156		3	0	0	3	1	0	0	2	2	1	1	0.00%	0.00%	0.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH						
Company Info		LESOG																
		Mechanized Interface Used					Rejects		Validated			Errors						
RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
#157	20	0	0	20	2	2	7	0	11	4	4	0	7	53.85%	63.64%	63.64%		
#158	2	0	0	2	1	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%		
#159	4	0	0	4	1	1	0	0	3	1	0	1	2	66.67%	66.67%	100.00%		
#160	0	7	0	7	4	4	1	2	0	0	0	0	0	0.00%	0.00%	0.00%		
#161	86	0	0	86	20	20	13	1	52	25	22	3	27	39.13%	51.92%	55.10%		
#162	19	0	0	19	4	4	7	0	8	3	3	0	5	41.67%	62.50%	62.50%		
#163	7	0	0	7	0	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%		
#164	5	0	0	5	1	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%		
#165	1	0	0	1	0	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#166	25	0	0	25	9	9	0	0	16	5	5	0	11	44.00%	68.75%	68.75%		
#167	2	0	0	2	0	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%		
#168	3	0	0	3	0	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#169	82	0	0	82	19	19	8	0	55	24	20	4	31	44.29%	56.36%	60.78%		
#170	5	0	0	5	1	1	0	0	4	4	4	0	0	0.00%	0.00%	0.00%		
#171	2	0	0	2	1	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#172	1	0	0	1	0	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#173	165	0	0	165	16	16	16	4	129	48	42	6	81	58.27%	62.79%	65.85%		
#174	13	0	0	13	0	0	1	2	10	4	4	0	6	60.00%	60.00%	60.00%		
#175	136	0	0	136	32	32	11	0	93	29	20	9	64	55.17%	68.82%	76.19%		
#176	96	0	0	96	27	27	5	3	61	29	27	2	32	37.21%	52.46%	54.24%		
#177	110	0	0	110	18	18	10	3	79	31	20	11	48	55.81%	60.76%	70.59%		
#178	113	0	0	113	9	9	3	0	101	26	25	1	75	68.81%	74.26%	75.00%		
#179	59	0	0	59	3	3	5	3	48	17	13	4	31	65.96%	64.58%	70.45%		
#180	1	0	0	1	0	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#181	45	0	0	45	9	9	6	0	30	14	8	6	16	48.48%	53.33%	66.67%		
#182	96	0	0	96	7	7	14	3	72	34	28	6	38	52.05%	52.78%	57.58%		
#183	277	0	0	277	109	109	22	3	143	51	39	12	92	38.33%	64.34%	70.23%		
#184	647	0	0	647	102	102	104	10	431	172	154	18	259	50.29%	60.09%	62.71%		
#185	10	0	0	10	3	3	2	0	5	4	4	0	1	12.50%	20.00%	20.00%		
#186	17	0	0	17	2	2	5	1	9	7	5	2	2	22.22%	22.22%	28.57%		
#187	336	0	0	336	115	115	25	7	189	101	82	19	88	30.88%	46.56%	51.76%		
#188	0	0	2	2	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#189	15	0	0	15	3	3	0	0	12	4	4	0	8	53.33%	66.67%	66.67%		
#190	4	0	0	4	2	2	0	0	2	2	2	0	0	0.00%	0.00%	0.00%		
#191	3	0	0	3	0	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%		
#192	57	0	0	57	5	5	13	1	38	12	12	0	26	60.47%	68.42%	68.42%		
#193	156	0	0	156	37	37	9	0	110	31	30	1	79	54.11%	71.82%	72.48%		
#194	1	0	0	1	0	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#195	4	0	0	4	1	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%		

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Validated				Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual	Rejects	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	
#1		172	0	0	172	10	26	316	21	2207	404	328	76	111	77.08%
#2		2687	0	0	2687	143	316	4	0	14	0	0	0	1803	79.29%
#3		18	0	0	18	0	4	0	0	11	1	1	0	14	100.00%
#4		13	0	0	13	2	0	0	0	11	1	1	0	10	100.00%
#5		179	0	0	179	21	17	17	2	139	17	15	2	122	77.22%
#6		0	0	27	27	18	4	4	0	5	5	5	0	0	0.00%
#7		0	375	0	375	264	63	20	20	28	15	10	5	13	4.53%
#8		8	0	0	8	0	0	0	4	4	3	1	2	1	50.00%
#9		0	129	0	129	40	27	13	13	49	19	6	13	30	61.22%
#10		0	106	0	106	27	21	20	20	38	22	9	13	16	30.77%
#11		0	0	1	1	0	0	0	0	1	1	0	0	0	0.00%
#12		19	0	0	19	3	8	1	1	7	4	4	0	3	30.00%
#13		0	84	0	84	23	20	22	19	19	19	14	5	0	0.00%
#14		0	0	39	39	8	28	0	3	3	3	1	2	0	0.00%
#15		102	0	0	102	49	43	1	9	9	9	7	2	0	0.00%
#16		0	0	19072	19072	2970	4151	118	11833	2589	1899	690	9244	9244	65.50%
#17		4443	0	0	4443	351	327	13	3752	520	426	94	3232	3232	80.62%
#18		0	379	0	379	355	10	2	12	11	11	11	0	1	0.27%
#19		3	0	0	3	0	1	0	2	2	2	2	0	0	0.00%
#20		1	0	0	1	0	0	0	1	1	1	1	0	0	0.00%
#21		0	164	0	164	132	16	12	4	4	1	0	1	3	2.22%
#22		152	0	0	152	62	10	18	18	62	46	36	10	16	14.04%
#23		0	0	22	22	0	17	2	3	3	3	2	1	0	0.00%
#24		35	0	0	35	0	15	3	17	13	13	8	5	4	33.33%
#25		11	0	0	11	1	6	1	3	3	3	3	0	0	0.00%
#26		21	0	0	21	0	9	7	5	4	4	3	1	1	25.00%
#27		20	0	0	20	4	8	2	6	6	6	6	0	0	0.00%
#28		86	0	0	86	35	18	0	33	27	20	20	7	6	9.84%
#29		0	2	0	2	0	0	0	0	2	2	0	2	0	0.00%
#30		3	0	0	3	0	1	0	2	2	0	0	0	2	100.00%
#31		1	0	0	1	0	0	0	1	1	0	0	0	0	0.00%
#32		1350	0	0	1350	201	149	0	1000	199	151	151	48	801	69.47%
#33		412	0	0	412	76	46	1	289	46	38	38	8	243	68.07%
#34		96	0	0	96	5	21	0	70	41	24	17	13	29	50.00%
#35		110	0	0	110	10	41	0	59	31	18	18	13	28	50.00%
#36		2	0	0	2	0	1	0	1	1	1	0	0	0	0.00%
#37		3	0	0	3	1	1	0	1	1	1	1	0	0	0.00%
#38		1	0	0	1	0	0	0	1	1	1	1	0	0	0.00%
#39		0	0	130	130	23	53	1	53	15	10	10	5	38	53.52%
#40		3	0	0	3	0	0	0	0	3	2	0	2	1	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES			LSR PROCESSING										FLOWTHROUGH				
Company Info			LESOG														
Name	RESH / OCN	Mechanized Interface Used				Validated				Errors		CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LSR's	Manual Fallout	Manual Total	Rejects	Z Status	LSR's	Total System Fallout						BST Caused Fallout
#41		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#42		0	0	5	5	2	1	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#43		0	0	28	28	0	2	1	25	23	21	2	2	8.70%	8.00%	8.70%	
#44		0	0	27	27	14	0	1	12	12	10	2	0	0.00%	0.00%	0.00%	
#45		0	0	6	6	3	0	0	3	3	3	0	0	0.00%	0.00%	0.00%	
#46		0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#47		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#48		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#49		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%	
#50		1293	0	0	1293	101	234	23	935	284	204	80	651	68.10%	69.63%	76.14%	
#51		18	0	0	18	3	7	0	8	8	8	0	0	0.00%	0.00%	0.00%	
#52		0	0	7	7	6	0	0	1	0	0	0	1	14.29%	100.00%	100.00%	
#53		38	0	0	38	13	4	1	20	5	4	1	15	46.88%	75.00%	78.95%	
#54		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#55		67	0	0	67	7	17	1	42	21	19	2	21	44.68%	50.00%	52.50%	
#56		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#57		0	0	40	40	9	7	0	24	10	4	6	14	51.85%	58.33%	77.78%	
#58		8895	0	0	8895	1488	870	158	6379	1728	1496	232	4651	60.92%	72.91%	75.66%	
#59		11	0	0	11	1	5	0	5	3	3	0	2	33.33%	40.00%	40.00%	
#60		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#61		0	0	15	15	15	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#62		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#63		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#64		15	0	0	15	0	6	1	8	2	2	0	6	75.00%	75.00%	75.00%	
#65		255	0	0	255	39	13	1	202	34	31	3	168	70.59%	83.17%	84.42%	
#66		45	0	0	45	0	9	0	36	2	1	1	34	97.14%	94.44%	97.14%	
#67		84	0	0	84	7	15	0	62	5	4	1	57	83.82%	91.94%	93.44%	
#68		47	0	0	47	2	10	0	35	6	5	1	29	80.56%	82.86%	85.29%	
#69		213	0	0	213	27	54	0	132	21	17	4	111	71.61%	84.09%	86.72%	
#70		0	0	1028	1028	223	4	15	786	155	131	24	631	64.06%	80.28%	82.81%	
#71		305	0	0	305	41	50	1	213	57	41	16	156	65.55%	73.24%	79.19%	
#72		6	0	0	6	2	4	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#73		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#74		35	0	0	35	0	3	1	31	4	1	3	27	96.43%	87.10%	96.43%	
#75		36	0	0	36	3	5	1	27	5	2	3	22	81.48%	81.48%	91.67%	
#76		986	0	0	986	80	117	4	785	87	81	6	698	81.26%	88.92%	89.60%	
#77		157	0	0	157	42	21	1	93	25	23	2	68	51.13%	73.12%	74.73%	
#78		0	108	0	108	43	37	7	21	20	2	18	1	2.17%	4.76%	33.33%	
#79		0	1037	0	1037	466	109	45	417	53	17	36	364	42.98%	87.29%	95.54%	
#80		1806	0	0	1806	167	56	9	1574	443	341	102	1131	69.01%	71.86%	76.83%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used				Rejects		Validated		Errors		Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
Name	RESH / OCN															
#81		0	0	6	6	1	0	0	5	3	2	1	2	40.00%	40.00%	50.00%
#82		0	0	7	7	5	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#83		4	0	0	4	0	0	0	4	2	1	1	2	66.67%	50.00%	66.67%
#84		13	0	0	13	0	0	1	12	9	3	6	3	50.00%	25.00%	50.00%
#85		0	0	123	123	41	4	0	78	21	20	1	57	48.31%	73.08%	74.03%
#86		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#87		0	1	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#88		489	0	0	489	58	22	2	407	109	105	4	298	64.64%	73.22%	73.95%
#89		16	0	0	16	1	6	0	9	7	6	1	2	22.22%	22.22%	25.00%
#90		165	0	0	165	22	24	2	117	31	28	3	86	63.24%	73.50%	75.44%
#91		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#92		8	0	0	8	4	0	0	4	3	3	0	1	12.50%	25.00%	25.00%
#93		25	0	0	25	0	13	0	12	12	12	0	0	0.00%	0.00%	0.00%
#94		0	214	0	214	108	53	20	33	26	17	9	7	5.30%	21.21%	29.17%
#95		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#96		5	0	0	5	0	1	0	4	3	1	2	1	50.00%	25.00%	50.00%
#97		0	0	3	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#98		0	0	59	59	1	29	0	29	29	29	0	0	0.00%	0.00%	0.00%
#99		0	0	179	179	26	61	2	90	39	27	12	51	49.04%	56.67%	65.38%
#100		0	0	14	14	1	6	0	7	7	7	0	0	0.00%	0.00%	0.00%
#101		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#102		0	0	469	469	92	143	0	234	76	48	28	158	53.02%	67.52%	76.70%
#103		0	0	20	20	8	4	0	8	7	5	2	1	7.14%	12.50%	16.67%
#104		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#105		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#106		0	1406	0	1406	111	41	2	1252	149	127	22	1103	82.25%	88.10%	89.67%
#107		0	0	19	19	3	6	0	10	1	0	1	9	75.00%	90.00%	100.00%
#108		2	0	0	2	1	0	1	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#110		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#111		0	4	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#112		0	198	0	198	141	22	18	17	11	10	1	6	3.82%	35.29%	37.50%
#113		0	210	0	210	167	24	11	8	5	2	3	3	1.74%	25.00%	33.33%
#114		0	401	0	401	300	59	18	24	18	12	6	6	1.89%	25.00%	33.33%
#115		52	0	0	52	0	0	2	50	36	0	36	14	100.00%	28.00%	100.00%
#116		73	0	0	73	11	1	13	48	25	20	5	23	42.59%	47.92%	53.49%
#117		248	0	0	248	33	21	0	194	36	35	1	158	69.91%	81.44%	81.87%
#118		159	0	0	159	23	14	0	122	41	36	5	81	57.86%	66.39%	69.23%
#119		5	0	0	5	0	2	0	3	2	2	0	1	33.33%	33.33%	33.33%
#120		0	0	65	65	17	11	0	37	9	7	2	28	53.85%	75.68%	80.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES												FLOWTHROUGH			
Company Info		LSR PROCESSING													
		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Validated				Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			
#121		0	0	0	40	5	6	0	29	6	6	0	23	67.66%	79.31%
#122		0	0	0	24	7	4	0	13	10	6	4	3	18.75%	33.33%
#123		0	0	0	60	13	5	0	42	22	18	4	20	39.22%	52.63%
#124		487	0	0	487	72	38	4	373	113	91	22	260	61.47%	74.07%
#125		199	0	0	199	36	16	3	144	42	30	12	102	60.71%	77.27%
#126		226	0	0	226	32	30	3	161	85	67	18	76	43.43%	53.15%
#127		808	0	0	808	137	52	8	611	185	170	15	426	58.12%	71.48%
#128		48	0	0	48	13	22	2	11	11	10	1	0	0.00%	0.00%
LENS Subtotal		27319	0	0	27319	3443	2837	318	20721	4907	4025	882	15814	67.92%	76.32%
EDI Subtotal		0	4821	0	4821	2181	503	210	1927	372	238	134	1555	39.13%	80.70%
TAG Subtotal		0	0	21548	21548	3517	4549	140	13342	3058	2269	789	10284	64.00%	81.92%
TOTAL INTERFACES		27319	4821	21548	53688	9141	7889	668	35990	8337	6532	1805	27653	63.83%	80.89%

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		2
#2		103
#3		2
#4		1
#5		11
#6		106
#7		11
#8		5
#9		22
#10		6
#11		4
#12		1
#13		19
#14		27
#15		5
#16		13
#17		9
#18		22
#19		30
#20		7
#21		13
#22		17
#23		26
#24		3
#25		4
#26		9
#27		2
#28		20
#29		11
#30		3
#31		1
#32		89
#33		1357
#34		1
#35		2
#36		5
#37		8
#38		2
#39		5
#40		5
#41		4
#42		12
#43		112
#44		61
#45		2

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

#46	4
#47	27
#48	79
#49	194
#50	11
#51	20
#52	4
#53	83
#54	9
#55	1
#56	9
#57	55
#58	26
#59	16
#60	17
#61	5
#62	6
#63	62
#64	5
#65	4
#66	3
#67	1
#68	1
#69	1
#70	9
#71	100
#72	76
#73	8
#74	41
#75	19
#76	6
#77	22
#78	2
#79	134
#80	3
#81	1
#82	21
#83	453
#84	12
#85	3
#86	20
#87	8
#88	11
#89	6
#90	6
#91	50
#92	10
#93	3
#94	3
#95	7
#96	313
#97	1

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

#98	343
#99	6
#100	52
#101	1
#102	6
#103	11
#104	5
#105	5
#106	401
#107	13
#108	1
#109	1
#110	1
#111	1
#112	6
#113	5
#114	45
#115	5
#116	2
#117	29
#118	11
#119	2
#120	2
#121	9
#122	1
#123	1
#124	126
#125	670
#126	1
#127	15
#128	11
#129	16
#130	14
#131	9
#132	1
#133	26
#134	5
#135	2
#136	3
#137	2
#138	47
#139	7
#140	328
#141	4
#142	51
#143	34
#144	112
#145	3
#146	1
#147	17
#148	2
#149	251

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

#150	15
#151	123
#152	3
#153	13
#154	16
#155	5
#156	11
#157	2
#158	4
#159	3
#160	2
#161	18
#162	1
#163	40
#164	3
#165	8
#166	1
#167	74
#168	2
#169	6
#170	15
#171	1
#172	1
#173	8
#174	166
#175	3
#176	1
#177	9
#178	5
#179	8
#180	5
#181	1
#182	2
#183	20
#184	9
#185	3
#186	4
#187	2
#188	718
#189	13
#190	1
#191	1151
#192	1
#193	2
#194	7
#195	20
#196	1
#197	1
#198	36
#199	54
#200	3
#201	351

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

#202	3
#203	2
#204	58
#205	61
#206	4
#207	1
#208	6
#209	2
#210	28
#211	16
#212	8
#213	14
#214	6
#215	2
#216	67
#217	93
#218	2
#219	2
#220	2
#221	6
#222	6
#223	21
#224	8
#225	77
#226	10
#227	2
#228	12
#229	3
#230	5
#231	5
#232	1
#233	2
#234	11
#235	2
#236	13
#237	1
#238	1
#239	15
#240	30
#241	5
#242	2
#243	6
#244	40
#245	8
#246	15
#247	42
#248	24
#249	21
#250	3
#251	8
Total	10648

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ	Count	% of Agg	% of CLEC	Count
1000	3744	6.49%	6.49%	3575	95.49%	8.16%	169
7020	542	0.94%	7.43%	540	99.63%	1.23%	2
7055	1491	2.59%	10.02%	1479	99.20%	3.38%	12
7095	4	0.01%	10.03%	0	0.00%	0.00%	4
7110	266	0.46%	10.49%	196	73.68%	0.45%	70
7115	133	0.23%	10.72%	84	63.16%	0.19%	49
7150	7	0.01%	10.73%	7	100.00%	0.02%	0
7225	45	0.08%	10.81%	44	97.78%	0.10%	1
7230	7	0.01%	10.82%	7	100.00%	0.02%	0
7245	52	0.09%	10.91%	43	82.69%	0.10%	9
7250	268	0.46%	11.38%	268	100.00%	0.61%	0
7255	5	0.01%	11.38%	5	100.00%	0.01%	0
7267	3	0.01%	11.39%	3	100.00%	0.01%	0
7295	45	0.08%	11.47%	19	42.22%	0.04%	26
7300	13	0.02%	11.49%	13	100.00%	0.03%	0
7315	107	0.19%	11.68%	100	93.46%	0.23%	7
7325	1	0.00%	11.68%	1	100.00%	0.00%	0
7375	48	0.08%	11.76%	47	97.92%	0.11%	1
7380	55	0.10%	11.86%	55	100.00%	0.13%	0
7400	4014	6.96%	18.82%	3996	99.55%	9.12%	18
7435	397	0.69%	19.51%	397	100.00%	0.91%	0
7445	78	0.14%	19.64%	77	98.72%	0.18%	1
7465	2328	4.04%	23.68%	1604	68.90%	3.66%	724
7495	14	0.02%	23.70%	0	0.00%	0.00%	14
7500	4	0.01%	23.71%	1	25.00%	0.00%	3
7555	81	0.14%	23.85%	66	81.48%	0.15%	15
7630	74	0.13%	23.98%	42	56.76%	0.10%	32
7645	1158	2.01%	25.99%	495	42.75%	1.13%	663
7660	1	0.00%	25.99%	1	100.00%	0.00%	0
7690	69	0.12%	26.11%	69	100.00%	0.16%	0
7705	1	0.00%	26.11%	1	100.00%	0.00%	0
7710	373	0.65%	26.76%	270	72.39%	0.62%	103
7715	79	0.14%	26.90%	31	39.24%	0.07%	48
7718	646	1.12%	28.02%	254	39.32%	0.58%	392
7725	67	0.12%	28.13%	12	17.91%	0.03%	55
7735	170	0.29%	28.43%	170	100.00%	0.39%	0
7740	22	0.04%	28.46%	10	45.45%	0.02%	12
7755	9	0.02%	28.48%	9	100.00%	0.02%	0

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES				CAUSATION						
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused						
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7785	8	0.01%	28.49%	RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH	5	62.50%	0.01%	3	37.50%	0.023%
7805	100	0.17%	28.67%	SITE COULD NOT BE DETERMINED	67	67.00%	0.15%	33	33.00%	0.253%
7815	67	0.12%	28.78%	FID=RCU INVALID OR MISSING DATA	50	74.63%	0.11%	17	25.37%	0.130%
7825	3	0.01%	28.79%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	3	100.00%	0.01%	0	0.00%	0.000%
7850	5	0.01%	28.80%	RSAG - NEED ADDITIONAL ADDRESS OR TN	5	100.00%	0.01%	0	0.00%	0.000%
7860	1837	3.19%	31.98%	RSAG - NO EXACT MATCH ON STREET NAME	1836	99.95%	4.19%	1	0.05%	0.008%
7865	1	0.00%	31.99%	RSAG - NO MATCH ON HOUSENUMBER OR AHN	1	100.00%	0.00%	0	0.00%	0.000%
7870	1	0.00%	31.99%	RSAG - NO MATCH ON HOUSE NUMBER OR AHN - ONLY UNNUMBERED RANGES	1	100.00%	0.00%	0	0.00%	0.000%
7880	1	0.00%	31.99%	RSAG - NO MATCH ON TELEPHONE NUMBER	1	100.00%	0.00%	0	0.00%	0.000%
7890	284	0.49%	32.48%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	282	99.30%	0.64%	2	0.70%	0.015%
7900	171	0.30%	32.78%	RSAG - NO MATCH ON STREET NAME	171	100.00%	0.39%	0	0.00%	0.000%
7905	550	0.95%	33.73%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	550	100.00%	1.26%	0	0.00%	0.000%
7910	170	0.29%	34.03%	RSAG - NO MATCH ON EXACT STREET NAME	98	57.65%	0.22%	72	42.35%	0.551%
7935	20	0.03%	34.06%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	20	100.00%	0.05%	0	0.00%	0.000%
7945	18	0.03%	34.09%	RSAG SYSTEM ERROR	8	44.44%	0.02%	10	55.56%	0.077%
8130	3	0.01%	34.10%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO LINE SERVICE	3	100.00%	0.01%	0	0.00%	0.000%
8150	197	0.34%	34.44%	ORDER HAS BEEN REQUESTED FOR THE MAXIMUM NUMBER OF OCCURRENCES	57	28.93%	0.13%	140	71.07%	1.072%
8167	61	0.11%	34.55%	INVALID USOC CHARACTER. FORMAT SAE 013 11 CREX1	61	100.00%	0.14%	0	0.00%	0.000%
8170	141	0.24%	34.79%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 11 CREX1 /TN	141	100.00%	0.32%	0	0.00%	0.000%
8173	36	0.06%	34.85%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	36	100.00%	0.08%	0	0.00%	0.000%
8175	1445	2.51%	37.36%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N 11 ESXDC	1445	100.00%	3.30%	0	0.00%	0.000%
8177	60	0.10%	37.46%	USOC INVALID FOR THIS SWITCH. FORMAT SAE 183 11 TTR	60	100.00%	0.14%	0	0.00%	0.000%
8179	152	0.26%	37.73%	NPA NXX NOT VALID. FORMAT SAE 184 11 NXMCR	152	100.00%	0.35%	0	0.00%	0.000%
8180	47	0.08%	37.81%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERENCED	47	100.00%	0.11%	0	0.00%	0.000%
8183	28	0.05%	37.86%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP -00000000 / LINE ASSIGN : 0	28	100.00%	0.06%	0	0.00%	0.000%
8185	12	0.02%	37.88%	ESCC/ESWC NOT VALID COMBINATION. FORMAT SAE 424 11 ESCWT	12	100.00%	0.03%	0	0.00%	0.000%
8187	442	0.77%	38.64%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	442	100.00%	1.01%	0	0.00%	0.000%
8189	738	1.28%	39.92%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 11 CREX6	738	100.00%	1.68%	0	0.00%	0.000%
8190	1330	2.31%	42.23%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 11 S98CP /TN	1330	100.00%	3.04%	0	0.00%	0.000%
8193	1	0.00%	42.23%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 11 NXMCR /TN	1	100.00%	0.00%	0	0.00%	0.000%
8195	251	0.44%	42.67%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 11 GCJ /TN	251	100.00%	0.57%	0	0.00%	0.000%
8197	69	0.12%	42.79%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	69	100.00%	0.16%	0	0.00%	0.000%
8199	52	0.09%	42.88%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 11 GCJRC /TN	52	100.00%	0.12%	0	0.00%	0.000%
8204	123	0.21%	43.09%	BCRNSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	123	100.00%	0.28%	0	0.00%	0.000%
8207	38	0.07%	43.16%	BRDINSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 11 NX9 /TN	38	100.00%	0.09%	0	0.00%	0.000%
8209	99	0.17%	43.33%	USOC COMBINATION IS INVALID. FORMAT SAE 587 11 ESXDC /TN	99	100.00%	0.23%	0	0.00%	0.000%
8240	185	0.32%	43.65%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	185	100.00%	0.42%	0	0.00%	0.000%
8250	6	0.01%	43.66%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	6	100.00%	0.01%	0	0.00%	0.000%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	% of BST Caused
8395	6	0.01%	43.67%	6	100.00%	0.01%	0.00%
8410	1	0.00%	43.67%	1	100.00%	0.00%	0.00%
8415	16	0.03%	43.70%	15	93.75%	0.03%	0.008%
8430	2	0.00%	43.70%	2	100.00%	0.00%	0.00%
8700	1	0.00%	43.71%	1	100.00%	0.00%	0.00%
8820	352	0.61%	44.32%	145	41.19%	0.33%	1.585%
8825	12251	21.25%	65.56%	2273	18.55%	5.19%	76.419%
8830	567	0.98%	66.55%	567	100.00%	1.29%	0.00%
8835	8	0.01%	66.56%	8	100.00%	0.02%	0.00%
8855	3	0.01%	66.57%	3	100.00%	0.01%	0.00%
8870	1	0.00%	66.57%	1	100.00%	0.00%	0.00%
8940	347	0.60%	67.17%	345	99.42%	0.79%	0.015%
8970	416	0.72%	67.89%	415	99.76%	0.95%	0.008%
8980	1	0.00%	67.89%	0	0.00%	0.00%	0.00%
8995	4	0.01%	67.90%	4	100.00%	0.01%	0.00%
9000	42	0.07%	67.97%	41	97.62%	0.09%	0.008%
9005	3	0.01%	67.98%	3	100.00%	0.01%	0.00%
9015	10	0.02%	68.00%	5	50.00%	0.01%	0.035%
9060	8	0.01%	68.01%	8	100.00%	0.02%	0.00%
9110	3	0.01%	68.01%	3	100.00%	0.01%	0.00%
9115	3	0.01%	68.02%	3	100.00%	0.01%	0.00%
9145	2549	4.42%	72.44%	2500	98.08%	5.71%	0.375%
9155	54	0.09%	72.53%	54	100.00%	0.12%	0.00%
9160	1192	2.07%	74.60%	1192	100.00%	2.72%	0.00%
9165	17	0.03%	74.63%	17	100.00%	0.04%	0.00%
9185	1	0.00%	74.63%	1	100.00%	0.00%	0.00%
9190	4	0.01%	74.64%	3	75.00%	0.01%	0.00%
9245	78	0.14%	74.77%	78	100.00%	0.18%	0.00%
9433	1	0.00%	74.78%	1	100.00%	0.00%	0.00%
9439	182	0.32%	75.09%	182	100.00%	0.42%	0.00%
9442	423	0.73%	75.83%	411	97.16%	0.94%	0.092%
9466	57	0.10%	75.92%	57	100.00%	0.13%	0.00%
9470	57	0.10%	76.02%	57	100.00%	0.13%	0.00%
9471	12	0.02%	76.04%	10	83.33%	0.02%	0.015%
9474	1	0.00%	76.05%	1	100.00%	0.00%	0.00%
9475	437	0.76%	76.80%	437	100.00%	1.00%	0.00%
9476	37	0.06%	76.87%	37	100.00%	0.08%	0.00%
9477	35	0.06%	76.93%	35	100.00%	0.08%	0.00%

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	Count
Error Description				BST Caused			
				Count	% of Agg	% of CLEC	% of BST Caused
9479	33	0.06%	76.99%	32	96.97%	0.07%	1
9481	1046	1.81%	78.80%	1042	99.62%	2.38%	4
9484	13	0.02%	78.82%	13	100.00%	0.03%	0
9487	2	0.00%	78.83%	2	100.00%	0.00%	0
9488	426	0.74%	79.57%	426	100.00%	0.97%	0
9495	11	0.02%	79.58%	11	100.00%	0.03%	0
9496	745	1.29%	80.88%	741	99.46%	1.69%	4
9497	1	0.00%	80.88%	1	100.00%	0.00%	0
9515	1878	3.26%	84.14%	1866	99.36%	4.26%	12
9516	20	0.03%	84.17%	16	80.00%	0.04%	4
9517	4	0.01%	84.18%	3	75.00%	0.01%	1
9523	4	0.01%	84.18%	4	100.00%	0.01%	0
9526	4	0.01%	84.19%	4	100.00%	0.01%	0
9529	1144	1.98%	86.18%	1141	99.74%	2.60%	3
9543	41	0.07%	86.25%	41	100.00%	0.09%	0
9545	1	0.00%	86.25%	1	100.00%	0.00%	0
9602	1516	2.63%	88.88%	1499	98.88%	3.42%	17
9605	93	0.16%	89.04%	93	100.00%	0.21%	0
9606	20	0.03%	89.07%	20	100.00%	0.05%	0
9616	35	0.06%	89.13%	35	100.00%	0.08%	0
9623	6	0.01%	89.14%	6	100.00%	0.01%	0
9626	110	0.19%	89.34%	109	99.09%	0.25%	1
9627	1588	2.77%	92.11%	1594	99.75%	3.64%	4
9628	64	0.11%	92.22%	64	100.00%	0.15%	0
9629	10	0.02%	92.24%	10	100.00%	0.02%	0
9639	107	0.19%	92.42%	107	100.00%	0.24%	0
9641	2305	4.00%	96.42%	2288	99.26%	5.22%	17
9647	152	0.26%	96.68%	152	100.00%	0.35%	0
9656	519	0.90%	97.58%	519	100.00%	1.18%	0
9670	102	0.18%	97.76%	1	100.00%	0.00%	0
9671	413	0.72%	98.48%	102	100.00%	0.23%	0
9673	5	0.01%	98.49%	413	100.00%	0.94%	0
9674	25	0.04%	98.53%	5	100.00%	0.01%	0
9675	28	0.05%	98.58%	25	100.00%	0.06%	0
9679	1	0.00%	98.58%	28	100.00%	0.06%	0
9772	12	0.02%	98.60%	1	100.00%	0.00%	0
9800	56	0.10%	98.70%	11	91.67%	0.03%	1
				37	66.07%	0.08%	19

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1180	16	0.114%	59.609%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1185	10	0.071%	59.680%	REQTP VALID ENTRIES MUST BE AB, BB, CB, EB, FB, JB, MB OR NB (STOP EDIT)
1190	1	0.007%	59.687%	ACTIVITY TYPE REQUIRED (STOP EDIT)
1195	2	0.014%	59.702%	ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)
1200	1	0.007%	59.709%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	5	0.036%	59.744%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1270	6	0.043%	59.787%	SENCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1285	1	0.007%	59.794%	ACTL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1330	26	0.186%	59.980%	BAN1 MUST = N OR VALID BILLING ACCOUNT NUMBER FORMAT
1335	1	0.007%	59.987%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1345	1	0.007%	59.994%	TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1390	2	0.014%	60.009%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1395	2	0.014%	60.023%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB, BB OR CB
1430	9	0.064%	60.087%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	20	0.143%	60.230%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	1	0.007%	60.237%	BAN1 MUST BE ENTRY OF E IF REQTP A-LINE SHARE CO BASED
1490	1	0.007%	60.244%	DRC MUST BE 3 ALPHANUMERICS
1505	1	0.007%	60.251%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	1	0.007%	60.258%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1520	5	0.036%	60.294%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1530	1	0.007%	60.301%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1540	2	0.014%	60.316%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1605	3	0.021%	60.337%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	69	0.493%	60.830%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	606	4.326%	65.156%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	641	4.576%	69.732%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	1206	8.609%	78.341%	LSR/PON AGED OFF
1650	1001	7.146%	85.487%	LSR/PON COMPLETED
1655	711	5.076%	90.563%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	3	0.021%	90.584%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	2	0.014%	90.598%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1664	65	0.464%	91.062%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2000	1	0.007%	91.069%	EU-NAME REQUIRED
2015	1	0.007%	91.077%	EU-STATE REQUIRED
2025	1	0.007%	91.084%	EU-ZIP CODE REQUIRED
2030	1	0.007%	91.091%	LCON-TELNO MUST BE A MINIMUM OF 10 NUMERICS
2045	3	0.021%	91.112%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2055	1	0.007%	91.119%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2060	63	0.450%	91.569%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	4	0.029%	91.598%	LOCBAN REQUIRED
2067	2	0.014%	91.612%	LOCBAN MUST BE 10 OR 13 ALPHANUMERICS
2080	63	0.450%	92.062%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2090	3	0.021%	92.083%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	4	0.029%	92.112%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2100	1	0.007%	92.119%	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2105	4	0.029%	92.147%	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2110	4	0.029%	92.176%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2115	2	0.014%	92.190%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
2120	3	0.021%	92.212%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2200	2	0.014%	92.226%	EATN MUST BE 10 NUMERICS
2295	2	0.014%	92.240%	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2340	3	0.021%	92.262%	ERL WITH THE DATA OF Y PROHIBITED WHEN LEATN IS POPULATED
2350	5	0.036%	92.297%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	3	0.021%	92.319%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3015	7	0.050%	92.369%	REFNUM=0001-TELNO= LNA REQUIRED
3021	11	0.079%	92.447%	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED
3025	4	0.029%	92.476%	REFNUM=0002 -TN REQUIRED
3045	9	0.064%	92.540%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3060	4	0.029%	92.569%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES
3065	3	0.021%	92.590%	TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA
3070	4	0.029%	92.619%	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES
3075	7	0.050%	92.668%	TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
3105	1	0.007%	92.676%	LOCNUM=000 LNUM=22 TELNO= CHAN/PAIR MUST BE UP TO 5 ALPHANUMERICS
3110	2	0.014%	92.690%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	4	0.029%	92.718%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION
3135	5	0.036%	92.754%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TC TO-PRIMARY FIELD IS POPULATED
3155	1	0.007%	92.761%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3165	8	0.057%	92.818%	REFNUM=0001-TELNO-TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	4	0.029%	92.847%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	12	0.086%	92.933%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3195	16	0.114%	93.047%	TELNO= LNECLSSVC REQUIRED ON ACT TYPE A OR V
3200	1	0.007%	93.054%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3260	11	0.079%	93.132%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y
3395	3	0.021%	93.154%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3420	2	0.014%	93.168%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3430	5	0.036%	93.204%	FOR REQTP E, F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3460	8	0.057%	93.261%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTP/LNA TYPE COMBINATION (STOP EDIT)
3465	31	0.221%	93.482%	LOCNUM=000 LNUM=2 TELNO= LNUM MUST BE 5 NUMERICS
3705	48	0.343%	93.825%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3735	26	0.186%	94.011%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3740	2	0.014%	94.025%	LNUM=00001 TELNO= PIC VALID ENTRY IS NONE UNDC NC OR VALID PIC WHEN LNA IS C, P OR X
3750	1	0.007%	94.032%	LNUM=00001 TELNO= PIC INVALID ON REQTP/LNA COMBINATION
3755	26	0.186%	94.218%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	3	0.021%	94.239%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3765	2	0.014%	94.253%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	1	0.007%	94.260%	LNUM=00001 TELNO= LPIC INVALID ON REQTP/LNA COMBINATION
3940	1	0.007%	94.268%	LNUM=00001 TELNO=BLOCK PROHIBITED WHEN BA IS BLANK
4000	9	0.064%	94.332%	DL DATA ELEMENTS REQUIRED
4005	2	0.014%	94.346%	DL DATA ELEMENTS PROHIBITED
4010	2	0.014%	94.360%	REFNUM=0001-TELNO= LIST REQUIRED WITH THIS REQTYPE AND ACTIVITY TYPE
4020	4	0.029%	94.389%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4022	1	0.007%	94.396%	DLNUM=001 LTN= DLNUM MUST BE 4 NUMERICS
4027	34	0.243%	94.639%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN

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AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
4028	65	0.464%	95.103%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING	
4029	100	0.714%	95.817%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING	
4040	11	0.079%	95.895%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTP AND ACTIVITY TYPE	
4042	34	0.243%	96.138%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LA	
4045	13	0.093%	96.231%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE	
4050	5	0.036%	96.266%	INVALID YPH ENTRY	
4052	33	0.236%	96.502%	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP	
4055	174	1.242%	97.744%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3	
4060	5	0.036%	97.780%	DLNUM=0001 LTN= VALID RTY REQUIRED	
4065	13	0.093%	97.873%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING	
4075	5	0.036%	97.908%	MAIN LISTING REQUIRED	
4095	5	0.036%	97.944%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE	
4110	10	0.071%	98.015%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED	
4115	69	0.493%	98.508%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3	
4120	2	0.014%	98.522%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED	
4160	18	0.128%	98.651%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6	
4180	11	0.079%	98.729%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO	
4200	2	0.014%	98.744%	DLNUM=0001 LTN MUST BE 10 NUMERICS	
4205	4	0.029%	98.772%	DLNUM=0001 LTN REQUIRED	
4220	1	0.007%	98.779%	DLNUM=0001 LTN= LNLN REQUIRED	
4310	3	0.021%	98.801%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN	
4365	3	0.021%	98.822%	DLNUM=0001 LTN=LASS ENTRY INVALID	
4385	5	0.036%	98.858%	DLNUM=0001 LTN= INVALID LAST ENTRY	
4478	3	0.021%	98.879%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3	
4485	1	0.007%	98.886%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM	
4490	5	0.036%	98.922%	DLNUM=0001 LTN YPH PROHIBITED WITH THIS RTY	
4505	4	0.029%	98.951%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P	
4600	3	0.021%	98.972%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM	
5000	6	0.043%	99.015%	HUNTING PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION	
5005	9	0.064%	99.079%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID	
5010	2	0.014%	99.093%	HTQTY MUST BE 2 NUMERICS, 01 THRU 99	

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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
5015	12	0.086%	99.179%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	3	0.021%	99.200%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5060	2	0.014%	99.215%	LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM
5065	1	0.007%	99.222%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5100	3	0.021%	99.243%	LOCNUM=000 HNUM=00001 HNTYP VALID ENTRIES ARE 1, 2, 3, 4, 5 OR 6
5125	7	0.050%	99.293%	LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E
5135	6	0.043%	99.336%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5175	2	0.014%	99.350%	HNUM=00001 HT=T0001-T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
6005	6	0.043%	99.393%	NC CODE INVALID
6045	17	0.121%	99.515%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6048	3	0.021%	99.536%	COMPANY IS NOT QUALIFIED FOR XDSL/UCL
6050	24	0.171%	99.707%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	10	0.071%	99.779%	LQTY IS REQUIRED FOR REQTP/ACT COMBINATION
6056	1	0.007%	99.786%	REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR
7000	3	0.021%	99.807%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7005	1	0.007%	99.814%	EAN, EATN, LEATN, AND LEAN ARE MUTUALLY EXCLUSIVE
7075	1	0.007%	99.822%	EATN, AN AND ATN ARE REQUIRED FOR REQTP B
7080	3	0.021%	99.843%	EATN AND AN ARE REQUIRED FOR REQTP
8025	5	0.036%	99.879%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST
8180	17	0.121%	100.000%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
	14008	100.000%		

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AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: CS IDNT 011 LIN USOC FOLLOWING CS IS INCORRECT! OCS 1FR
8825	ORDER ERR: LN LIST 010 LIN RECAPPED LN, NLST OR NP MAY NOT APPEAR! ILN (LNR) CROS
8825	ORDER ERR: DSA IDNT 010 LI DSA PRESENT - NEED CATEGORY L USOC OR SMV USOC!
8825	ORDER ERR: TN SAE 038 LINE TN OR TL IS REQUIRED FOR INWARD CATEGORY D USOC!
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! 11 UEAC2 /C
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! IG2 CKL
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 1FR /TN
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! 11 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB /TN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /TN
8825	ORDER ERR: CFND SAE 016 LI SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1 1FB
8825	ORDER ERR: PIC SAE 012 LIN PIC MUST APPEAR ON I AND T ACTION CODED CATEGORY D USOC!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: FORMAT SAE 389 11 DRS /TN
8825	ORDER ERR: ZLLU SAE 009 LI ZLLU MUST APPEAR!
8825	ORDER ERR: NLST LIST 013 L SEE SOER DOCUMENTATION! INLST(NON-LIST) INTERPRINT EQUI
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! 11 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXXI
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT:
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCOLS & UEAMC WHICH SHOULD NOT BE ON LY- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT , SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERRORS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#.

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOSL & UEAMC-WHICH SHOULD NOT BE ON LY- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY-ORDER)

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
 REPORT PERIOD: 01/01/2001 - 01/31/2001

	ACHIEVED FLOW- THROUGH %	ADJUSTED FLOW- THROUGH %
CLEC AGGREGATE		
REGION ALL SERVICES	24.53%	40.13%

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES																															
Company Info												LSR PROCESSING										FLOWTHROUGH									
Name	RESH / OCN	Mechanized Interface Used				Manual Total Manual Fallouts	Rejects	Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation																
		LENS	EDI	TAG	Total Mech LSR's				Auto Clarification	LSR's	Total System Fallouts					BST Caused Fallouts	CLEC Caused Fallouts														
#1		691	0	691	363	44	284	163	98	65	121	20.79%	42.61%	55.25%																	
#2		103	0	103	85	0	18	15	0	15	3	3.41%	16.67%	100.00%																	
#3		942	0	942	617	61	264	140	102	38	124	14.71%	46.97%	54.87%																	
#4		2	0	2	0	0	2	2	1	1	0	0.00%	0.00%	0.00%																	
#5		317	2	319	180	4	135	127	112	15	8	2.67%	5.93%	6.67%																	
#6		48	0	48	36	0	12	11	9	2	1	2.17%	8.33%	10.00%																	
#7		0	2403	2403	472	143	1788	1788	1291	497	0	0.00%	0.00%	0.00%																	
#8		0	20	20	11	1	8	4	2	2	4	23.53%	50.00%	66.67%																	
#9		0	437	437	280	7	150	144	118	26	6	1.49%	4.00%	4.84%																	
#10		0	1869	1869	667	34	1168	244	204	40	924	51.48%	79.11%	81.91%																	
#11		3269	0	3269	734	99	2436	1230	1114	116	1206	39.49%	49.51%	51.98%																	
#12		5265	0	5265	1169	52	4044	1752	1681	71	2292	44.57%	56.68%	57.69%																	
#13		0	13	13	2	2	9	9	6	3	0	0.00%	0.00%	0.00%																	
#14		720	0	720	117	60	543	543	423	120	0	0.00%	0.00%	0.00%																	
#15		0	12	12	7	5	0	0	0	0	0	0.00%	0.00%	0.00%																	
#16		591	0	591	365	13	213	195	159	36	18	3.32%	8.45%	10.17%																	
#17		3787	0	3787	1487	242	2058	2058	1245	813	0	0.00%	0.00%	0.00%																	
#18		895	0	895	518	27	350	336	299	37	14	1.68%	4.00%	4.47%																	
#19		154	0	154	105	7	42	42	36	6	0	0.00%	0.00%	0.00%																	
#20		288	2	290	173	11	106	101	67	34	5	2.04%	4.72%	6.94%																	
#21		216	0	216	106	18	92	91	84	7	1	0.52%	1.09%	1.18%																	
		17288	4758	22046	7494	830	13722	8995	7051	1944	4727	24.53%	34.45%	40.13%																	

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 01/01/2001 - 01/31/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		191
#2		3
#3		233
#4		0
#5		12
#6		41
#7		60
#8		1
#9		18
#10		120
#11		721
#12		225
#13		5
#14		87
#15		1
#16		72
#17		348
#18		247
#19		35
#20		30
#21		15
Total		2465

Ordering

REPORT: PERCENT REJECTED SERVICE REQUESTS ¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ³					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
- LOCAL INTERCONNECTION TRUNKS					
- RESALE					
- RESALE RESIDENCE	7.87%	14.97%	9.06%	1.44%	
- RESALE BUSINESS	0.31%	2.52%	0.68%	4.19%	
- RESALE SPECIAL		0.03%	0.01%	0.23%	
- UNE	0.43%	2.24%	0.74%	16.50%	
- UNE LOOPS WITH NP ⁴				3.85%	
- OTHER ²		0.03%	0.01%	5.82%	
- COMBOS ⁶	3.50%	10.92%	4.75%	0.15%	
REGION					
- LOCAL INTERCONNECTION TRUNKS					56.68%
- RESALE					
- RESALE RESIDENCE	8.06%	14.85%	9.17%	1.50%	
- RESALE BUSINESS	0.57%	4.89%	1.28%	3.24%	
- RESALE SPECIAL		0.03%	0.00%	0.51%	
- UNE	0.19%	1.27%	0.37%	13.22%	
- UNE LOOPS WITH NP ⁴				5.32%	
- OTHER ²	1.54%	0.76%	1.42%	6.98%	
- COMBOS ⁶	3.13%	11.58%	4.50%	0.43%	

Note 1: BST retail report not yet available.

Note 2: LSRs which do not contain the service class code in the REQ TYP field for Non-Mechanized.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs. Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fallout. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

Ordering

REPORT: PERCENT REJECTED SERVICE REQUESTS¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

FULLY MECHANIZED LNP GATEWAY		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP	44.44%	13
- LNP	4.84%	24
REGION		
- UNE LOOPS WITH LNP	26.21%	385
- LNP	1.84%	1462

PARTIALLY MECHANIZED LNP GATEWAY		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP	20.00%	13
- LNP	27.07%	24
REGION		
- UNE LOOPS WITH LNP	30.59%	385
- LNP	24.32%	1462

TOTAL MECHANIZED LNP GATEWAY ²		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP	21.38%	13
- LNP	20.00%	24
REGION		
- UNE LOOPS WITH LNP	30.39%	385
- LNP	13.76%	1462

Note 1: BST Retail not applicable.

Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL ¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

FULLY MECHANIZED LSRs ⁵										
CATEGORY	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC 1 ¹										
REGION										
TENNESSEE										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE	96.96%	0.40%	0.24%	0.56%	98.16%	1.44%	0.40%		0.13	
- RESALE BUSINESS	100.00%				100.00%				0.01	
- RESALE SPECIAL										
- UNE	91.30%			1.45%	92.75%	5.80%	1.45%		0.32	
- UNE LOOPS WITH NP ⁴										
- OTHER ²										
- COMBOS ⁶	91.01%	0.36%		0.54%	91.91%	5.22%	1.08%	1.80%		0.95
REGION										
- RESALE										
- RESALE RESIDENCE	96.73%	0.28%	0.09%	1.01%	98.11%	1.49%	0.36%	0.03%		0.14
- RESALE BUSINESS	95.73%	0.15%	0.15%	1.60%	97.63%	1.45%	0.84%	0.08%		0.22
- RESALE SPECIAL										
- UNE	94.28%	0.23%		1.14%	95.65%	2.97%	1.37%			0.24
- UNE LOOPS WITH NP ⁴										
- OTHER ²	92.85%	0.37%	0.03%	0.99%	94.24%	3.09%	2.67%			0.52
- COMBOS ⁶	90.51%	1.84%	0.07%	1.12%	93.54%	4.72%	0.97%	0.77%		0.62

PARTIALLY MECHANIZED LSRs ⁵										
CATEGORY	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	AVG. INT (DAYS)	
CLEC 1 ¹										
REGION										
TENNESSEE										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE	36.17%	2.08%	0.83%	8.94%	48.02%	16.22%	23.28%	12.47%	13.22	
- RESALE BUSINESS	9.88%	1.23%	1.23%	6.17%	18.52%	23.46%	27.16%	30.86%	22.64	
- RESALE SPECIAL						100.00%			4.77	
- UNE				1.39%	1.39%	1.39%	12.50%	84.72%	52.59	
- UNE LOOPS WITH NP ⁴										
- OTHER ²							100.00%		21.98	
- COMBOS ⁶	9.12%	4.27%	1.14%	12.25%	26.78%	24.22%	39.03%	9.97%	14.45	
REGION										
- RESALE										
- RESALE RESIDENCE	24.72%	2.95%	1.55%	11.45%	40.68%	23.65%	25.89%	9.79%	12.27	
- RESALE BUSINESS	7.04%	2.76%	1.52%	15.04%	26.36%	38.09%	23.28%	12.28%	14.80	
- RESALE SPECIAL				8.33%	8.33%	25.00%	33.33%	33.33%	45.07	
- UNE	1.59%	0.53%	0.18%	3.89%	6.18%	14.13%	50.18%	29.51%	30.75	
- UNE LOOPS WITH NP ⁴										
- OTHER ²		0.59%	0.29%	10.88%	11.76%	29.41%	42.35%	16.47%	21.56	
- COMBOS ⁶	6.82%	2.99%	1.46%	11.40%	22.66%	31.20%	36.17%	9.96%	14.13	

Note 1: BST Retail report not available.

Note 2: LSRs which do not contain the service class code in the REOTYP code.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs. Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fallout. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL ¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

TOTAL MECHANIZED LSRs ⁵										
CATEGORY	0-4 MIN	4-8 MIN	8-12 MIN	12-60 MIN	0-1 HR	1-8 HRS	8-24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC ²										
REGION										
TENNESSEE										
CLEC ³ & SPECIAL										
TENNESSEE										
- RESALE	80.05%	0.87%	0.40%	2.69%	84.24%	5.64%	6.76%	3.46%	3.76	
- RESALE RESIDENCE	43.85%	0.77%	0.77%	3.85%	49.23%	14.63%	16.92%	19.23%	14.11	
- RESALE SPECIAL						100.00%			4.77	
- UNE	44.88%			1.42%	46.10%	3.55%	7.09%	43.26%	27.01	
- UNE LOOPS WITH NP ⁴										
- OTHER ²							100.00%		21.98	
- COMBOS ⁶	59.32%	1.87%	0.44%	5.07%	66.70%	12.57%	15.77%	4.96%	6.17	
REGION										
- RESALE	77.73%	0.99%	0.48%	3.76%	82.95%	7.34%	7.10%	2.61%	3.34	
- RESALE RESIDENCE	40.38%	1.78%	1.00%	8.95%	24.31%	14.84%	33.33%	7.69%	9.32	
- RESALE SPECIAL						25.00%			45.07	
- UNE	41.97%	0.40%	0.10%	2.69%	45.15%	9.27%	28.91%	16.65%	17.48	
- UNE LOOPS WITH NP ⁴										
- OTHER ²	84.68%	0.39%	0.05%	1.86%	86.96%	5.41%	6.16%	1.45%	2.37	
- COMBOS ⁶	55.42%	2.32%	0.65%	5.43%	63.82%	15.83%	15.73%	4.62%	6.29	
NON - MECHANIZED LSRs										
CATEGORY	0-1 HR	1-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC ²										
REGION										
TENNESSEE										
CLEC ³ & SPECIAL										
TENNESSEE										
- RESALE	5.26%	18.42%	7.89%	2.63%	15.79%	21.05%	15.76%	13.16%	0.60	
- RESALE RESIDENCE									1.25	
- RESALE BUSINESS		13.51%	18.82%	4.50%	2.70%	5.41%	12.61%	42.34%	100.00%	
- RESALE SPECIAL									8.29	
- UNE	0.23%	4.81%	12.13%	6.18%	2.97%	12.36%	25.40%	35.93%	2.20	
- UNE LOOPS WITH NP ⁴		2.94%	10.78%	2.94%	2.94%	11.76%	29.41%	39.22%	1.65	
- OTHER ²	0.65%	41.04%	11.04%	3.90%	2.60%	16.88%	31.62%	22.08%	0.90	
- COMBOS ⁶		75.00%	25.00%						0.12	
REGION										
- RESALE	3.37%	22.62%	11.71%	1.96%	5.58%	26.93%	18.45%	9.32%	2.13	
- RESALE RESIDENCE	1.01%	24.95%	19.63%	3.12%	2.75%	13.12%	13.12%	22.22%	1.01	
- RESALE SPECIAL	0.98%	12.21%	15.12%	1.16%	0.58%	0.58%	3.48%	66.28%	2.16	
- UNE	0.11%	5.90%	15.26%	5.85%	2.16%	11.73%	29.03%	23.88%	2.48	
- UNE LOOPS WITH NP ⁴	0.06%	3.08%	14.49%	7.61%	1.68%	9.40%	42.62%	21.09%	1.55	
- OTHER ²	0.47%	9.67%	18.24%	7.46%	2.47%	12.31%	33.19%	16.19%	1.05	
- COMBOS ⁶	0.70%	29.37%	16.78%	2.80%	4.90%	18.88%	14.69%	11.89%	0.70	
LOCAL INTERCONNECTION TRUNKS (% Delivered Within Time Frame)										
	5 DAYS	5 - 8 DAYS	8 - 12 DAYS	12 - 14 DAYS	14 - 17 DAYS	17-20 DAYS	> 20 DAYS	AVG. INT. (DAYS)		
TENNESSEE		91.43%	2.86%	2.86%	0.00%	0.00%	0.00%	2.17		
REGION		93.06%	3.67%	2.45%	0.41%	0.00%	0.00%	1.99		

Note 1: BST Retail report not available.

Note 2: LSRs which do not contain the service class code in the REQTYPE code.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs, Rejects on Fully Mechanized LSRs, Rejects on Partially Mechanized LSRs, and Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fault. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

Ordering

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

CATEGORY	FULLY MECHANIZED LSRs								TOTAL	AVG. INT. (HRS)	FATAL REJECTS
	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS			
CLEC AGGREGATE											
TENNESSEE											
- UNE LOOPS WITH LNP	100.00%				100.00%				100.00%	0.03	13
- LNP	66.67%				33.33%	100.00%			100.00%	0.09	24
REGION											
- UNE LOOPS WITH LNP	70.37%	18.52%	3.70%	7.41%	100.00%				100.00%	0.05	385
- LNP	59.60%	19.19%	6.06%	14.14%	98.99%		1.01%		100.00%	0.25	1462

PARTIALLY MECHANIZED LSRs													
CATEGORY	0-4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	TOTAL	AVG. INT. (HRS)	FATAL REJECTS		
CLEC AGGREGATE													
TENNESSEE													
- UNE LOOPS WITH LNP		2.78%						20.00%	100.00%	51.80	13		
- LNP				2.78%	5.56%	19.44%	33.33%	41.67%	100.00%	31.68	24		
REGION													
- UNE LOOPS WITH LNP	1.22%	0.15%		1.68%	3.06%	13.46%	40.67%	42.81%	100.00%	36.38	385		
- LNP	1.69%	1.29%	1.69%	18.55%	23.22%	42.04%	21.60%	13.13%	100.00%	14.60	1462		

CATEGORY	TOTAL MECHANIZED LSRs ²										TOTAL	AVG. INT. (HRS)	FATAL REJECTS
	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS					
CLEC AGGREGATE													
TENNESSEE													
- UNE LOOPS WITH LNP		11.76%				11.76%		17.65%	70.59%	100.00%		45.71	13
- LNP		7.69%			5.13%	12.82%	17.95%	30.77%	38.46%	100.00%		29.25	2
REGION													
- UNE LOOPS WITH LNP		3.96%	0.88%	0.15%	1.91%	6.90%	12.92%	39.06%	41.12%	100.00%		34.94	389
- LNP		5.33%	2.41%	1.97%	18.27%	27.98%	39.40%	20.30%	12.31%	100.00%		13.70	1467

Note 1: BST Retail not applicable.

Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

FULLY MECHANIZED LSRs (% Delivered Within Time Frame) ²															
CATEGORY	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS	AVG. INT.(DAYS)
TENNESSEE															
REGION															
TENNESSEE															
LOCAL INTERCONNECTION TRUNKS															
- LOCAL INTERCONNECTION TRUNKS															
- RESALE	94.86%	0.27%	0.34%	0.38%	2.32%	0.59%	0.68%	0.52%			0.02%		0.00%	0.01%	0.00
- RESALE RESIDENCE	95.60%	0.63%	0.63%		1.26%			1.89%					0.00%	0.01%	0.01
- RESALE BUSINESS															
- RESALE SPECIAL															
- LINE	81.25%		6.25%	6.25%					6.25%				0.00%	0.03	0.03
- LINE LOOPS WITH NP ⁵															
- OTHER ¹															
- COMBOS ⁶	69.50%	21.93%	3.36%	0.12%	0.53%	0.18%	0.35%	2.96%		0.53%	0.41%		0.00%		0.02
REGION															
LOCAL INTERCONNECTION TRUNKS															
- LOCAL INTERCONNECTION TRUNKS															
- RESALE	96.42%	0.42%	0.37%	0.43%	0.63%	0.31%	0.34%	0.67%	0.01%	0.00%	0.02%	0.05%	0.00%	0.01%	0.00
- RESALE RESIDENCE	97.14%	0.61%	0.41%	0.41%	0.80%	0.09%	0.07%	0.29%	0.13%	0.02%	0.02%	0.02%	0.00%	0.01%	0.00
- RESALE BUSINESS															
- RESALE SPECIAL															
- LINE	96.00%	0.35%	0.71%	0.47%	1.30%	0.47%	0.12%	0.12%	0.35%				0.00%	0.12%	0.01
- LINE LOOPS WITH NP ⁵															
- OTHER ¹	95.20%	1.09%	0.96%	0.07%	0.87%	1.28%	0.30%	0.11%	0.01%			0.01%	0.00%	0.07%	0.01
- COMBOS ⁶	76.72%	13.18%	3.02%	0.44%	1.39%	0.22%	0.40%	1.77%	0.04%	0.36%	0.19%	0.26%	0.02%	0.01%	0.02

PARTIALLY MECHANIZED LSRs (% Delivered Within Time Frame)															
CATEGORY	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS	AVG. INT. (DAYS)
TENNESSEE															
CLEC AGGREGATE															
REGION															
LOCAL INTERCONNECTION TRUNKS															
- RESALE	8.21%	6.54%	6.40%	5.09%	4.94%	5.31%	12.50%	4.00%	2.47%	9.30%	13.30%	3.78%	8.07%	10.10%	0.82
- RESALE RESIDENCE	0.75%	3.73%	2.24%	5.22%	6.72%	2.24%	17.16%	10.45%	2.89%	3.73%	15.67%	8.21%	8.96%	11.94%	1.03
- RESALE SPECIAL		33.33%										33.33%	33.33%		0.76
- LINE					0.42%		1.77%	0.42%		2.12%	9.32%	16.03%	51.27%	18.64%	1.83
- LINE LOOPS WITH NP ⁵															
- OTHER ¹					10.00%		10.00%	30.00%			10.00%		0.00%	40.00%	1.28
- COMBOS ⁶	9.87%	6.46%	4.26%	3.17%	5.36%	2.92%	8.53%	11.69%	8.40%	13.03%	9.14%	4.89%	3.29%	8.69%	0.80
REGION															
LOCAL INTERCONNECTION TRUNKS															
- RESALE	8.66%	7.21%	5.48%	3.91%	6.10%	4.62%	13.14%	5.56%	2.12%	9.60%	12.77%	4.82%	6.65%	9.35%	0.76
- RESALE RESIDENCE	6.78%	7.39%	5.80%	4.15%	7.06%	5.39%	13.80%	8.61%	0.86%	4.51%	14.56%	7.39%	5.27%	8.35%	0.77
- RESALE SPECIAL		0.37%			7.69%	2.30%	7.69%	7.69%			7.69%	7.69%	15.38%	38.46%	2.15
- LINE			1.26%	1.16%	2.36%	2.30%	6.26%	6.21%	1.23%	4.50%	18.90%	29.44%	11.99%	13.17%	1.10
- LINE LOOPS WITH NP ⁵															
- OTHER ¹	2.18%	3.88%	2.55%	3.03%	6.19%	5.95%	13.35%	7.89%	5.34%	7.04%	14.68%	14.08%	5.34%	8.50%	0.74
- COMBOS ⁶	6.33%	5.77%	4.03%	3.17%	5.53%	4.46%	13.22%	13.29%	5.35%	7.78%	10.45%	7.50%	4.66%	8.47%	0.82

Note 1: LSRs which do not contain the service class code in the REQTYF field.
Note 2: Fully Mechanized LSRs require no human intervention.
Note 3: SST Retail report not applicable.
Note 4: CLEC 1 Information will be populated & distributed on an individual CLEC basis.
Note 5: Long Term Number Portability (LNP) reported separately.
Note 6: Combos included in Other prior to September, 2000.

Ordering

TOTAL MECHANIZED LSRS (% Delivered Within Time Frame) ³										
CATEGORY	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	48 HRS	Avg. Int. (Days)	
REGION										
TENNESSEE										
REGION										
TENNESSEE										
LOCAL INTERCONNECTION TRUNKS										
- RESALE										
- RESALE RESIDENCE	53.89%	0.95%	0.95%	0.26%	0.89%	1.13%	0.40%	0.86%	1.08%	0.09
- RESALE BUSINESS	50.72%	1.37%	2.58%	1.02%	7.85%	5.89%	1.71%	4.10%	5.46%	0.47
- RESALE SPECIAL	5.16%	0.40%	0.40%	0.40%	1.19%	0.40%	1.96%	3.35%	17.46%	0.75
- LINE LOOPS WITH NP ⁶										1.72
- OTHER ⁷	50.72%	18.91%	3.67%	1.11%	10.00%	30.00%	10.00%	0.00%	40.00%	1.36
COMBOS ⁷										0.27
REGION										
TENNESSEE										
LOCAL INTERCONNECTION TRUNKS										
- RESALE										
- RESALE RESIDENCE	88.77%	1.7%	0.83%	0.78%	1.50%	1.21%	1.06%	0.58%	0.75%	0.09
- RESALE BUSINESS	59.74%	3.42%	2.64%	2.28%	3.41%	3.73%	1.87%	2.04%	3.46%	2.15
- RESALE SPECIAL	50.25%	7.89%	1.10%	0.86%	7.89%	4.31%	0.89%	12.89%	20.24%	0.76
- LINE LOOPS WITH NP ⁶										0.56
- OTHER ⁷	58.81%	1.37%	1.44%	0.37%	1.41%	1.62%	0.55%	0.71%	1.43%	0.54
COMBOS ⁷	50.70%	3.77%	1.12%	2.41%	3.59%	4.84%	1.36%	2.20%	2.74%	1.17%

NON-MECHANIZED LSRS (% Delivered Within Time Frame) ³										
CATEGORY	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	48 HRS	Avg. Int. (Days)	
REGION										
TENNESSEE										
REGION										
TENNESSEE										
LOCAL INTERCONNECTION TRUNKS										
- RESALE										
- RESALE RESIDENCE	22.22%	17.06%	0.85%	10.55%	18.80%	15.38%	12.82%	2.56%	0.57	9.29
- RESALE BUSINESS	19.50%	13.21%	5.66%	1.26%	7.55%	16.35%	23.27%	16.35%	1.21	12.57
- RESALE SPECIAL	6.25%	9.25%	8.85%	6.25%	6.25%	11.87%	18.75%	58.25%	0.89	4.55%
- LINE LOOPS WITH NP ⁶	2.20%	7.44%	2.45%	0.55%	10.55%	21.88%	21.88%	7.19%	1.14	0.89
- OTHER ⁷	8.13%	9.53%	8.34%	1.26%	15.04%	37.40%	10.51%	2.85%	0.69	1.14
COMBOS ⁷	22.22%	11.11%	11.11%				50.00%	6.66%	0.56	10.00%
REGION										
TENNESSEE										
LOCAL INTERCONNECTION TRUNKS										
- RESALE										
- RESALE RESIDENCE	26.07%	18.84%	1.26%	1.55%	20.53%	15.93%	12.30%	2.70%	1.07	10.7
- RESALE BUSINESS	19.50%	13.21%	5.66%	1.26%	7.55%	16.35%	23.27%	16.35%	1.21	12.57
- RESALE SPECIAL	6.25%	9.25%	8.85%	6.25%	6.25%	11.87%	18.75%	58.25%	0.89	4.55%
- LINE LOOPS WITH NP ⁶	2.20%	7.44%	2.45%	0.55%	10.55%	21.88%	21.88%	7.19%	1.14	0.89
- OTHER ⁷	8.13%	9.53%	8.34%	1.26%	15.04%	37.40%	10.51%	2.85%	0.69	1.14
COMBOS ⁷	20.35%	22.51%	5.63%	0.43%	12.55%	15.55%	15.55%	15.55%	0.94	0.94

Note 1: LSRS which do not contain the service class code in the REQTYPE field.
Note 2: LSRS which are manually cancelled.
Note 3: Non-Mechanized LSRS are manually cancelled.
Note 4: SST Retail report not applicable.
Note 5: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 6: Long Term Number Portability (LNP) reported separately.
Note 7: Composites included in Other after 1 September, 2006.

Ordering

REPORT: FIRM ORDER CONFIRMATION TIMELINESS'
REPORT PERIOD: 01/01/2001 - 01/31/2001

CATEGORY	FULLY MECHANIZED LSRs (% Delivered Within Time Frame)														TOTAL	AVG. INT. (HRS)
	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS		
REGION																
- TENNESSEE															100.00%	0.07
- LINE LOSS W/LNP															100.00%	0.04
- LNP															100.00%	0.04
REGION																
- LINE Loop w/LNP															100.00%	0.06
- LNP												0.05%			100.00%	0.03

CATEGORY	PARTIALLY MECHANIZED LSRs (% Delivered Within Time Frame)														TOTAL	AVG. INT. (HRS)
	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS		
REGION																
- TENNESSEE															100.00%	46.76
- LINE LOSS W/LNP															100.00%	23.11
- LNP															100.00%	23.11
REGION																
- LINE Loop w/LNP															100.00%	36.07
- LNP															100.00%	11.29

CATEGORY	TOTAL MECHANIZED LSRs (% Delivered Within Time Frame)														TOTAL	AVG. INT. (HRS)
	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS		
REGION																
- TENNESSEE															100.00%	46.00
- LINE LOSS W/LNP															100.00%	14.29
- LNP															100.00%	14.29
REGION																
- LINE Loop w/LNP															100.00%	34.18
- LNP															100.00%	5.19

Note 1: BST Retail Report not applicable.

Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

REPORT: SPEED OF ANSWER IN ORDERING CENTER
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC AGGREGATE		AVERAGE ANSWER TIME / MONTH (SECONDS)
- LOCAL CARRIER SERVICE CENTERS		397.74 Sec
BST		
- RESIDENCE SERVICE CENTERS		154.00 Sec
- BUSINESS SERVICE CENTERS		83.92 Sec

TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(P) PROVISIONING

- Order Completion Interval Distribution & Average Interval
 - a. Dispatch
 - b. No Dispatch
- Held Order Interval Distribution and Mean Interval
 - a. <10 Circuits
 - b. >=10 Circuits
- Jeopardy Interval & Percent Jeopardy
- Percent Missed Installation Appointments
 - a. Dispatch & No Dispatch and Trunks
 - b. Mechanized LSRs - with LNP
- Provisioning Troubles within 30 Days of Installation
- Coordinated Customer Conversions
- Coordinated Customer Conversions – Hot Cut Timeliness
- Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution
- Average Completion Notice Interval
- Total Service Order Cycle Time
 - a. Fully Mechanized – Dispatch & No Dispatch
 - b. Mechanized LSRs – with LNP
 - c. Mechanized LSRs – with LNP (Company Offered)

REPORT: ORDER COMPLETION INTERVAL DISTRIBUTION & AVERAGE INTERVAL (DISPATCH)
REPORT PERIOD: 01/01/2001 - 01/31/2001

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 2: UNE Loop with NP Items have been integrated into appropriate UNE categories.

Provisioning

REPORT: ORDER COMPLETION INTERVAL DISTRIBUTION & AVERAGE INTERVAL (NO DISPATCH)
REPORT PERIOD: 01/01/2001 - 01/31/2001

NO DISPATCH													
SAME DAY		1 DAY		2 DAYS		3 DAYS		4 DAYS		5 DAYS		AVG. (DAYS)	
< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts	
>= 10 Ckts												>= 10 Ckts	
CLEC #1													
TENNESSEE													
REGION													
CLEC AGGREGATE													
TENNESSEE													
- RESALE RESIDENCE	61.55%	19.97%		3.76%		3.37%		2.55%		1.46%		7.35%	1.24
- RESALE BUSINESS	33.89%	15.56%	10.83%		11.11%		33.33%	6.67%		7.50%		14.44%	2.46
REGION													
- RESALE RESIDENCE	54.34%	18.71%	4.95%	4.26%	3.73%	4.49%	9.52%	17.14%	8.87%	2.33	5.69		
- RESALE BUSINESS	41.50%	15.71%	6.67%	11.20%	1.90%	8.81%	12.38%	6.75%	30.48%	2.33	5.69		
BST													
- RETAIL RESIDENCE	52.37%	31.37%	4.49%	7.68%	2.52%	0.53%	1.05%	23.85%	1.64	5.39			
- RETAIL BUSINESS	64.61%	9.87%	9.83%	4.34%	4.52%	2.00%	4.84%	33.33%	0.99	2.55			
REGION													
- RETAIL RESIDENCE	55.39%	28.59%	4.39%	7.69%	2.35%	0.57%	1.02%	33.33%	0.99	2.55			
- RETAIL BUSINESS	65.55%	23.43%	14.22%	3.97%	4.12%	3.05%	5.56%	28.08%	1.73	5.41			
NO DISPATCH													
0-5 DAYS		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		AVG. (DAYS)	
< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts	
>= 10 Ckts												>= 10 Ckts	
CLEC #2													
TENNESSEE													
REGION													
CLEC AGGREGATE													
TENNESSEE													
- RESALE DESIGN	36.36%	63.64%										5.09	
- UNE DESIGN	60.00%	40.00%										2.73	
- UNE NON-DESIGN	28.38%	43.79%	19.25%	2.85%	2.21%	1.19%	2.33%					7.95	
- UNE LOOPS WITH NP²												1.22	
REGION													
- RESALE DESIGN	27.81%	40.00%	60.00%	5.88%	5.35%	1.60%	12.30%					5.20	
- UNE DESIGN	38.78%	10.20%	16.33%	18.37%	12.24%	4.08%	10.36					10.36	
- UNE NON-DESIGN	47.58%	27.51%	10.00%	2.65%	1.11%	1.29%	2.74%					6.76	
- UNE LOOPS WITH NP²												1.92	
BST													
- RETAIL DESIGN	16.19%	34.76%	6.67%	4.29%	10.48%	11.43%	16.19%					21.66	
REGION													
- RETAIL DESIGN	18.19%	14.29%	42.86%	10.74%	28.57%	5.40%	4.42%	14.29%	23.52	11.43			
NO DISPATCH													
0-5 DAYS		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		AVG. (DAYS)	
< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts		>= 10 Ckts		< 10 Ckts	
>= 10 Ckts												>= 10 Ckts	
CLEC #3													
TENNESSEE													
REGION													
CLEC AGGREGATE													
TENNESSEE													
- LOCAL INTERCONNECTION TRUNKS		13.04%	8.70%	8.70%	8.70%	8.70%	8.70%	8.70%	8.70%	8.70%	8.70%	36.00	
REGION													
- LOCAL INTERCONNECTION TRUNKS	1.48%	3.94%	11.82%	8.37%	5.91%	6.90%	61.58%	49.62					
BST													
- LOCAL TRUNKS	5.45%	12.73%	7.27%	1.82%	12.73%	47.27%	36.75						
REGION													
- LOCAL TRUNKS	3.07%	8.86%	8.68%	8.14%	11.39%	50.27%	42.40						

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: HELD ORDER INTERVAL DISTRIBUTION AND MEAN INTERVAL (< 10 CIRCUITS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

< 10 CIRCUITS																	
>= 15 DAYS																	
HOLD REASON:																	
TOTAL HELD		Facilities		Equipment		Other		>= 90 DAYS		Facilities		Equipment		Other		MEAN INTERVAL	
COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%
TENNESSEE																	
REGION																	
CLEC AGGREGATE																	
TENNESSEE																	
- RESALE RESIDENCE	2																5
- RESALE BUSINESS	1	1	100.00%														27
- RESALE DESIGN																	
- UNE DESIGN	1	1	100.00%														20
- UNE NON-DESIGN																	
- UNE LOOPS WITH NP ¹																	
REGION																	
- RESALE RESIDENCE	77	30	38.96%				3	3.90%		1	1.30%						18
- RESALE BUSINESS	21	6	28.57%														14
- RESALE DESIGN	2	1	50.00%				1	50.00%		1	50.00%			1	50.00%		203
- UNE DESIGN	75	25	33.33%	2	2.67%		12	16.00%	3	4.00%	1	1.33%		2	2.67%		34
- UNE NON-DESIGN	33	10	30.30%				7	21.21%	1	3.03%				2	6.06%		37
- UNE LOOPS WITH NP ¹																	
BSI																	
TENNESSEE																	
- RETAIL RESIDENCE	138	33	23.91%				3	2.17%		1	0.72%						11
- RETAIL BUSINESS	34	6	17.65%				1	2.94%									10
- RETAIL DESIGN	73	30	41.10%				10	13.70%		8	10.96%			2	2.74%		41
REGION																	
- RETAIL RESIDENCE	4810	2745	57.07%	1	0.02%		93	1.93%		407	8.46%			15	0.31%		35
- RETAIL BUSINESS	721	271	37.59%	1	0.14%		26	3.61%		47	6.52%		1	0.14%		3	26
- RETAIL DESIGN	630	178	28.25%	5	0.79%		167	26.51%		15	2.38%		2	0.32%		32	34

Note 1: UNE Loop with NP items have been integrated into appropriate UNE categories.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: HELD ORDER INTERVAL DISTRIBUTION AND MEAN INTERVAL (>= 10 CIRCUITS)
REPORT PERIOD: 01/01/2001 - 01/31/2001

>= 10 CIRCUITS									
>= 15 DAYS									
HOLD REASON:									
TOTAL HELD		Facilities		Equipment		Other		>= 90 DAYS	
COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%
MEAN INTERVAL (# of DAYS)									
CLEC 1 ²									
TENNESSEE									
REGION									
CLEC AGGREGATE									
TENNESSEE									
- RESALE RESIDENCE									
- RESALE BUSINESS									
- RESALE DESIGN									
- UNE DESIGN									
- UNE NON-DESIGN									
- UNE LOOPS WITH NP ¹									
REGION									
- RESALE RESIDENCE									
- RESALE BUSINESS									
- RESALE DESIGN									
- UNE DESIGN									
4	1	25.00%				1	25.00%		20
- UNE NON-DESIGN									
1									8
- UNE LOOPS WITH NP ¹									
BST									
TENNESSEE									
- RETAIL RESIDENCE									
1	1	100.00%							22
- RETAIL BUSINESS									
1						1	100.00%		17
- RETAIL DESIGN									
REGION									
- RETAIL RESIDENCE									
8	1	12.50%							8
- RETAIL BUSINESS									
7						4	57.14%		22
- RETAIL DESIGN									
CLEC 1 ²									
TENNESSEE									
REGION									
CLEC AGGREGATE									
TENNESSEE									
- LOCAL INTERCONNECTION TRUNKS									
REGION									
- LOCAL INTERCONNECTION TRUNKS									
BST									
TENNESSEE									
- LOCAL TRUNKS									
REGION									
- LOCAL TRUNKS									

Note 1: UNE Loop with NP items have been integrated into appropriate UNE categories.
Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

PROVISIONING

REPORT: JEOPARDY INTERVAL & PERCENT JEOPARDY
REPORT PERIOD: 01/01/2001 - 01/31/2001

CATEGORY	AVG INTERVAL OF POSITIVE NOTIFICATION (HOURS)	PERCENT OF ORDERS IN JEOPARDY
CLEC 1¹		
TENNESSEE		
REGION		
CLEC AGGREGATE		
TENNESSEE		
- Residence	187.68	0.45%
- Business	320.00	0.98%
- Design	906.00	10.53%
- UNE Non-Design	146.67	0.31%
- UNE Design	379.17	11.50%
- Local Interconnection Trunks		
- Total	339.98	1.56%
REGION		
- Residence	245.24	0.56%
- Business	367.93	1.51%
- Design	777.68	11.05%
- UNE Non-Design	384.00	0.67%
- UNE Design	419.89	14.11%
- Local Interconnection Trunks		
- Total	382.46	1.69%
BST		
TENNESSEE		
- Residence	288.59	0.55%
- Business	376.89	1.78%
- Design	746.69	22.07%
- Local Trunks		
- Total	431.72	0.89%
REGION		
- Residence	548.18	1.05%
- Business	468.05	2.27%
- Design	762.62	22.55%
- Local Trunks		
- Total	575.20	1.42%

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: PERCENT MISSED INSTALLATION APPOINTMENTS
REPORT PERIOD: 01/01/2001 - 01/31/2001

		DISPATCH		NO DISPATCH		TRUNKS ¹
		< 10 CKTS	>= 10 CKTS	< 10 CKTS	>= 10 CKTS	
		TOTAL MA	EU ³	TOTAL MA	EU ³	
CLEC ^{1,2}						
TENNESSEE						
REGION						
CLEC AGGREGATE						
TENNESSEE						
- LOCAL INTERCONNECTION TRUNKS						
- RESALE RESIDENCE	11.93%	6.24%		0.84%	0.76%	0.00%
- RESALE BUSINESS	7.53%	6.16%	50.00%	0.56%	0.56%	
- RESALE DESIGN	56.25%	43.75%		9.09%		
- UNE DESIGN	15.68%	10.56%				
- UNE NON-DESIGN	18.10%	7.62%		2.60%	2.09%	
- UNE LOOPS WITH NP ⁴						
REGION						
- LOCAL INTERCONNECTION TRUNKS						
- RESALE RESIDENCE	12.94%	6.60%	18.75%	0.72%	0.62%	6.90%
- RESALE BUSINESS	16.06%	10.30%	29.17%	2.13%	1.88%	10.28%
- RESALE DESIGN	50.43%	31.30%		28.57%	23.98%	60.00%
- UNE DESIGN	18.66%	13.25%	20.00%	51.02%	38.78%	
- UNE NON-DESIGN	27.23%	17.20%	21.21%	2.92%	1.05%	1.05%
- UNE LOOPS WITH NP ⁴						
BST						
TENNESSEE						
- LOCAL TRUNKS						
- RETAIL RESIDENCE	13.99%	6.30%	4.00%	0.26%	0.20%	0.00%
- RETAIL BUSINESS	9.77%	6.86%	16.44%	2.16%	1.94%	31.82%
- RETAIL DESIGN	27.46%	16.93%		39.46%	34.98%	
REGION						
- LOCAL TRUNKS						
- RETAIL RESIDENCE	16.21%	6.82%	17.13%	0.38%	0.32%	1.63%
- RETAIL BUSINESS	9.05%	5.85%	20.60%	1.57%	1.38%	10.22%
- RETAIL DESIGN	33.37%	21.39%	40.00%	36.43%	14.29%	14.29%

Note 1: Dispatch / No Dispatch categories are not applicable to Trunks.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 3: "EU" are End User caused misses, including those caused by the CLEC.

Note 4: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: PERCENT MISSED INSTALLATION APPOINTMENTS
REPORT PERIOD: 01/01/2001 - 01/31/2001

MECHANIZED LSRs ¹		EU ³
TOTAL MA ²		
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOP assoc w/LNP	17.20%	16.67%
- LNP	6.66%	6.66%
REGION		
- UNE LOOP assoc w/LNP	17.14%	13.84%
- LNP	3.37%	2.88%

Note 1: Mechanized LSRs are submitted electronically.

Note 2: MA = Total Missed Appointments.

Note 3: EU = Missed Appointments caused by CLEC End User.

Provisioning

REPORT: PROVISIONING TROUBLES WITHIN 30 DAYS OF INSTALLATION
REPORT PERIOD: 01/01/2001 - 01/31/2001

DISPATCH		NO DISPATCH		TOTAL (%)	
< 10 CKTS	>= 10 CKTS	< 10 CKTS	>= 10 CKTS	< 10 CKTS	>= 10 CKTS
CLEC 1 ²					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
- LOCAL INTERCONNECTION TRUNKS					0.00%
- RESALE RESIDENCE	11.74%	4.34%		4.65%	
- RESALE BUSINESS	13.13%	7.41%	0.00%	8.94%	0.00%
- RESALE DESIGN	0.00%	0.00%		0.00%	
- UNE DESIGN	5.11%	0.00%		5.10%	0.00%
- UNE NON-DESIGN	10.67%	6.16%	14.29%	6.32%	14.29%
- UNE LOOPS WITH NP ¹					
REGION					
- LOCAL INTERCONNECTION TRUNKS					0.02%
- RESALE RESIDENCE	9.26%	14.29%	4.01%	4.28%	14.29%
- RESALE BUSINESS	7.15%	10.34%	3.82%	0.78%	2.53%
- RESALE DESIGN	1.05%	0.00%	0.70%	0.98%	0.00%
- UNE DESIGN	7.12%	27.16%	0.00%	7.09%	26.83%
- UNE NON-DESIGN	5.32%	7.14%	3.91%	5.00%	5.41%
- UNE LOOPS WITH NP ¹					
BST					
TENNESSEE					
- LOCAL TRUNKS					0.00%
- RETAIL RESIDENCE	7.99%	4.55%	3.11%	3.43%	4.55%
- RETAIL BUSINESS	4.23%	6.52%	3.51%	0.00%	3.75%
- RETAIL DESIGN	1.22%		0.00%	1.16%	
REGION					
- LOCAL TRUNKS					2.12%
- RETAIL RESIDENCE	8.31%	10.03%	3.56%	3.95%	10.03%
- RETAIL BUSINESS	3.26%	7.95%	3.80%	0.65%	4.09%
- RETAIL DESIGN	1.78%	0.00%	0.23%	0.00%	0.00%

Note 1: UNE Loop with NP items have been integrated into appropriate UNE categories.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 3: Dispatch / No Dispatch categories are not applicable to Trunks.

Provisioning

REPORT: COORDINATED CUSTOMER CONVERSIONS
REPORT PERIOD: 01/01/2001 - 01/31/2001

		% ≤ 5 MIN	% > 5, ≤ 15 MIN	% > 15 MIN	AVERAGE INTERVAL (MINUTES)
CLEC 1					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
REGION					
- Unbundled Loops with Interim Number Portability		0.00%	100.00%	0.00%	5:10
- Unbundled Loops with Local Number Portability		80.36%	17.86%	1.79%	3:51
REGION					
- Unbundled Loops with Interim Number Portability		0.00%	100.00%	0.00%	5:10
- Unbundled Loops with Local Number Portability		85.35%	13.32%	1.32%	3:34

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: COORDINATED CUSTOMER CONVERSIONS - HOT CUT TIMELINESS
REPORT PERIOD: 01/01/2001 - 01/31/2001

	Early Count >15, <= 30 Min	Early % >15, <=30 Min	Early Count > 30 Min	Early % > 30 Min	On Time Count <= 15 Min	On Time % <= 15 Min	Late Count > 15, <= 30 Min	Late % > 15, <= 30 Min	Late Count > 30 Min	Late % > 30 Min	Average Interval (Minutes: Seconds)
CLEC											
TENNESSEE											
REGION											
CLEC AGGREGATE											
TENNESSEE											
- SL1 Time Specific	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0:00
- SL1 Non-Time Specific	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0:00
- SL2 Non-Time Specific	0	0.00%	0	0.00%	38	100.00%	0	0.00%	0	0.00%	0:40
- SL2 Time Specific	0	0.00%	0	0.00%	159	80.30%	13	6.57%	26	13.13%	185:36
REGION											
- SL1 Time Specific	0	0.00%	0	0.00%	22	91.67%	0	0.00%	2	8.33%	69:40
- SL1 Non-Time Specific	0	0.00%	0	0.00%	163	100.00%	0	0.00%	0	0.00%	0:28
- SL2 Non-Time Specific	0	0.00%	3	0.14%	2095	99.43%	0	0.00%	9	0.43%	9:51
- SL2 Time Specific	4	0.17%	11	0.46%	2204	91.34%	61	2.53%	133	5.51%	298:28

Note 1: CLEC information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: AVERAGE DISCONNECT TIMELINESS INTERVAL
AND DISCONNECT TIMELINESS INTERVAL DISTRIBUTION
REPORT PERIOD: 01/01/2001 - 01/31/2001

MECHANIZED LSRs ¹					
	0 - 4 Hours	4 - 8 Hours	8 - 12 Hours	12 - 24 Hours	>= 24 Hours
CLEC AGGREGATE					
TENNESSEE					
- Disc LNP	39.73%	26.03%	2.74%	4.11%	27.40%
26:15					
REGION					
- Disc LNP	38.69%	38.04%	1.08%	12.17%	10.02%
24:52					

Note 1: Mechanized LSRs are submitted electronically.

Provisioning

REPORT: AVERAGE COMPLETION NOTICE INTERVAL
REPORT PERIOD: 01/01/2001 - 01/31/2001

		<10 CIRCUITS		>=10 CIRCUITS	
		DISPATCH AVERAGE INTERVAL (HOURS) ²	NO - DISPATCH AVERAGE INTERVAL (HOURS) ²	DISPATCH AVERAGE INTERVAL (HOURS) ²	NO - DISPATCH AVERAGE INTERVAL (HOURS) ²
CLEC 1 ¹					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
- Residence		6.40	3.43		
- Business		13.18	9.58		
- Design					
- UNE Non-Design		12.74	10.87		0.60
- UNE Design		34.74			
REGION					
- Residence		4.66	3.34	0.01	
- Business		15.06	8.37	2.50	
- Design					
- UNE Non-Design		27.72	9.70	54.82	8.35
- UNE Design		26.47			
BST					
TENNESSEE					
- Residence		1.42	1.21	1.57	
- Business		3.02	1.78	2.67	0.70
- Design		87.05	58.10		
REGION					
- Residence		4.10	1.27	3.74	0.32
- Business		5.22	2.21	10.47	1.88
- Design		150.69	155.92	322.71	203.02

Note 1: CLEC1 specific data will be populated & distributed on an individual CLEC basis.

Note 2: Where an interval reports zero (0), this accounts for notices sent in less than a minute timeframe. This does not apply to blank intervals.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME - FULLY MECHANIZED
REPORT PERIOD: 01/01/2001 - 01/31/2001

DISPATCH															
0-5 DAYS		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		> 30 DAYS		AVG. (DAYS)	
< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts	
CLEC															
TENNESSEE															
REGION															
CLEC AGGREGATE															
TENNESSEE															
- RESALE RESIDENCE	16.62%		77.75%		3.07%		1.53%		0.77%				0.28%		6.23
- RESALE BUSINESS	49.05%		35.85%		7.55%		1.89%		3.77%		1.89%				5.79
- RESALE DESIGN															
- UNE DESIGN	25.00%		14.29%		28.57%		42.86%		14.29%						15.14
- UNE NON-DESIGN			60.71%		10.71%		3.57%								6.33
- UNE LOOPS WITH NP ²															
REGION															
- RESALE RESIDENCE	28.98%	27.27%	60.21%	63.64%	8.42%	9.09%	1.21%	0.37%		0.23%		0.59%		6.18	6.00
- RESALE BUSINESS	45.45%	37.50%	40.52%	50.00%	8.05%		3.38%	12.50%	1.17%	0.52%		0.91%		5.90	5.75
- RESALE DESIGN															
- UNE DESIGN	0.28%		49.15%	42.61%			3.41%	0.28%		1.42%		2.84%		11.12	
- UNE NON-DESIGN	20.92%		47.98%	13.63%	66.67%	33.33%	6.91%	3.84%		3.65%		3.07%		9.58	8.00
- UNE LOOPS WITH NP ²															
BST															
TENNESSEE															
- RETAIL RESIDENCE	20.54%	19.05%	74.09%	76.19%	2.54%		0.78%	8.00%	0.58%	0.41%	4.76%	1.06%		6.37	6.67
- RETAIL BUSINESS	69.43%	16.00%	24.73%	54.00%	2.49%	18.00%	1.34%	8.00%	0.64%	0.30%		1.07%		4.12	8.42
- RETAIL DESIGN	13.08%		21.28%	16.52%			13.63%		12.27%		6.20%	17.02%		18.92	
REGION															
- RETAIL RESIDENCE	32.91%	36.52%	56.32%	53.91%	6.65%	6.52%	1.33%	0.87%	0.79%	0.43%	0.48%	0.87%	1.51%	0.87%	6.80
- RETAIL BUSINESS	71.57%	30.92%	22.01%	39.88%	2.98%	13.65%	1.09%	5.45%	0.69%	3.35%	0.42%	1.24%	4.95%	3.94	10.10
- RETAIL DESIGN	11.92%	16.07%	20.56%	25.00%	17.82%	10.71%	13.17%	3.57%	10.14%	7.14%	6.46%	1.79%	19.55%	21.35	25.67
NO DISPATCH															
0-5 DAYS		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		> 30 DAYS		AVG. (DAYS)	
< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts		< 10 Cmts		>= 10 Cmts	
CLEC															
TENNESSEE															
REGION															
CLEC AGGREGATE															
TENNESSEE															
- RESALE RESIDENCE	90.98%		7.77%		1.12%		0.11%				0.01%			1.30	
- RESALE BUSINESS	72.50%		22.50%		3.75%		1.25%							3.04	
- RESALE DESIGN															
- UNE DESIGN															
- UNE NON-DESIGN	22.91%	100.00%	43.78%		21.61%		4.09%		2.85%		1.86%		2.91%	8.90	0.33
- UNE LOOPS WITH NP ²															
REGION															
- RESALE RESIDENCE	85.18%		12.55%		1.92%		0.18%		0.08%		0.05%		0.04%	1.78	
- RESALE BUSINESS	74.73%		20.77%		2.92%		0.77%		0.39%		0.11%		0.30%	3.23	
- RESALE DESIGN															
- UNE DESIGN															
- UNE NON-DESIGN	42.97%	81.08%	28.28%	16.22%	18.20%	1.35%	3.50%	1.35%	2.46%		1.55%		3.03%	7.46	2.23
- UNE LOOPS WITH NP ²															
BST															
TENNESSEE															
- RETAIL RESIDENCE	98.47%		1.48%		0.03%		0.00%		0.00%		0.00%		0.01%	1.00	
- RETAIL BUSINESS	93.74%	88.41%	4.53%	7.25%	0.57%	1.45%	0.50%	0.43%	0.43%	0.08%	0.16%	1.45%	1.47	2.15	
- RETAIL DESIGN	24.43%		40.46%		6.11%		6.87%		3.82%		1.53%		11.23		
REGION															
- RETAIL RESIDENCE	98.49%	66.67%	1.39%	33.33%	0.09%		0.01%		0.01%		0.00%		0.01%	0.98	2.55
- RETAIL BUSINESS	91.26%	72.17%	6.65%	20.08%	0.83%	3.77%	0.43%	1.73%	0.39%	0.92%	0.22%	1.02%	1.57	3.84	
- RETAIL DESIGN	25.02%	16.67%	40.13%	50.00%	12.00%	16.67%	6.15%	7.38%	3.62%	5.71%	16.67%	11.77	11.77	11.17	

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 2: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

MECHANIZED LSRs ²		0-5 DAYS	5-10 DAYS	10-15 DAYS	15-20 DAYS	20-25 DAYS	25-30 DAYS	> 30 DAYS	TOTAL INTERVAL(DAYS)
CLEC AGGREGATE									
TENNESSEE									
- UNE Loop w/LNP			16.67%	83.33%					10.92
- LNP	25.00%		50.00%						11.20
REGION									
- UNE Loop w/LNP		16.67%	20.51%	24.36%	12.82%	3.85%	6.41%	15.38%	17.87
- LNP	17.44%	16.28%	8.14%	12.79%	2.33%	13.95%	29.07%		22.26

Note 1: This report excludes orders missed due to customer/end user missed appointments.

Note 2: Mechanized LSRs are submitted electronically.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

MECHANIZED LSRs (COMPANY OFFERED) ²		0-5 DAYS	5-10 DAYS	10-15 DAYS	15-20 DAYS	20-25 DAYS	25-30 DAYS	> 30 DAYS	TOTAL	INTERVAL(DAYS)
CLEC AGGREGATE										
TENNESSEE										
- UNE Loop w/LNP		16.67%		83.33%					100.00%	10.40
- LNP		100.00%							100.00%	4.22
REGION										
- UNE Loop w/LNP		11.48%	21.31%	27.87%	16.39%	3.28%	9.84%	9.84%	100.00%	16.13
- LNP		40.91%	36.36%	4.55%	9.09%		4.55%	4.55%	100.00%	9.22

Note 1: This report includes only those orders with 'W' Appointment codes and excludes orders with end user missed appointments.

Note 2: Mechanized LSRs are submitted electronically.



TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(M&R) MAINTENANCE & REPAIR

- OSS Interface Availability**
- OSS Maintenance and Repair Response Interval**
 - a. BST & CLEC
 - b. BST Totals
- Average Answer Time
- Missed Repair Appointments
- Customer Trouble Report Rate
- Maintenance Average Duration
- Percent Repeat Troubles within 30 days
- Out of Service Over 24 Hours

** OSS Interface Availability (M&R) and OSS Maintenance and Repair Response Interval are listed in the OSS Section of the SQM.

Maintenance & Repair

REPORT: OSS INTERFACE AVAILABILITY
REPORT PERIOD: 01/01/2001 - 01/31/2001

OSS INTERFACE	% AVAILABILITY
CLEC AGGREGATE	
- CLEC TAFI	100.00%
- ECTA	100.00%
BST AGGREGATE	
- TAFI	
CLEC/BST ¹	
- LMOS HOST	100.00%
- LNP	100.00%
- MARCH	100.00%
- OSPCM	99.90%
- Predictor	100.00%
- SOCS	99.97%
- CRIS	99.95%

Note 1: If the legacies are available for BST, they are available for CLECs and vice versa.

Maintenance & Repair

REPORT: OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL - BST TOTALS
REPORT PERIOD: 01/01/2001 - 01/31/2001

TRANSACTION NAME	≤ 4 SECONDS			> 4 AND ≤ 10 SECONDS			≤ 10 SECONDS			> 10 SECONDS			> 30 SECONDS		
	BST BUS.	BST RES.	BST TOT.	BST BUS.	BST RES.	BST TOT.	BST BUS.	BST RES.	BST TOT.	BST BUS.	BST RES.	BST TOT.	BST BUS.	BST RES.	BST TOT.
CRIS															
- COUNT	278,405	1,446,902	1,725,307	242,289	1,400,380	1,642,669	26,217	35,020	61,237	268,506	1,435,400	1,703,906	9,899	11,502	21,401
- % OF TOTAL	87.03%	96.78%	95.21%	9.42%	2.42%	3.55%	96.44%	99.21%	98.76%	3.56%	0.79%	1.24%	1.09%	0.05%	0.22%
DLETH															
- COUNT	1,394	36,606	38,000	198	4,135	4,333	937	25,377	26,314	1,135	29,512	30,647	259	7,094	7,353
- % OF TOTAL	14.20%	11.30%	11.40%	67.22%	69.32%	69.32%	80.62%	80.62%	80.62%	18.58%	19.38%	19.38%	0.14%	0.09%	0.09%
DLR															
- COUNT	2,069	36,792	38,861	146	2,737	2,883	1,780	30,152	31,932	1,926	32,889	34,815	173	3,903	4,076
- % OF TOTAL	6.96%	7.44%	7.41%	84.80%	81.95%	82.11%	91.76%	99.39%	99.52%	8.24%	10.61%	10.48%	0.14%	0.06%	0.06%
OSPCM															
- COUNT	315	4,914	5,229	194	3,495	3,689	114	1,338	1,452	308	4,833	5,141	7	81	88
- % OF TOTAL	61.59%	71.12%	70.55%	36.19%	27.23%	27.23%	97.78%	98.35%	98.32%	2.22%	1.65%	1.68%	0.00%	0.02%	0.02%
LMOS															
- COUNT	276,349	1,441,710	1,718,059	276,090	1,440,523	1,716,613	196	946	1,142	276,286	1,441,469	1,717,755	63	241	304
- % OF TOTAL	99.91%	99.92%	99.92%	0.07%	0.07%	0.07%	99.98%	99.98%	99.98%	0.02%	0.02%	0.02%	0.00%	0.00%	0.00%
LMOSUPD															
- COUNT	191,043	1,059,434	1,250,477	187,250	1,041,865	1,229,115	3,121	14,148	17,269	190,371	1,056,013	1,246,384	672	3,421	4,093
- % OF TOTAL	98.01%	98.34%	98.29%	1.63%	1.34%	1.38%	99.65%	99.68%	99.67%	0.35%	0.32%	0.33%	0.03%	0.04%	0.04%
MARCH															
- COUNT	5,013	3,460	8,473	2,504	1,601	4,105	0	0	0	2,504	1,601	4,105	2,509	1,859	4,368
- % OF TOTAL	49.95%	46.27%	48.45%	0.00%	0.00%	0.00%	49.95%	46.27%	48.45%	50.05%	53.73%	51.55%	47.02%	44.48%	45.98%
PREDICTOR															
- COUNT	11,717	76,804	88,521	3,738	12,876	16,614	0	0	0	3,738	12,876	16,614	7,979	63,928	71,907
- % OF TOTAL	31.90%	16.76%	18.77%	0.00%	0.00%	0.00%	31.90%	16.76%	18.77%	68.10%	83.24%	81.23%	65.55%	80.28%	78.33%
SOC5															
- COUNT	46,403	230,109	276,512	46,272	229,728	276,000	99	343	442	46,371	230,071	276,442	32	38	70
- % OF TOTAL	99.72%	99.83%	99.81%	0.21%	0.15%	0.15%	99.93%	99.98%	99.97%	0.07%	0.02%	0.03%	0.00%	0.00%	0.00%
LNP															
- COUNT	27,580	94,927	122,507	27,439	94,348	121,787	72	121	193	27,511	94,469	121,980	69	458	527
- % OF TOTAL	99.49%	99.39%	99.41%	0.26%	0.13%	0.13%	99.75%	99.52%	99.57%	0.25%	0.48%	0.43%	0.12%	0.18%	0.17%
NIW															
- COUNT	16,572	54,908	71,480	14,676	48,665	63,341	1,781	5,857	7,638	16,457	54,522	70,979	115	386	501
- % OF TOTAL	88.56%	88.63%	88.61%	10.75%	10.67%	10.67%	10.69%	99.31%	99.30%	99.30%	0.69%	0.70%	0.00%	0.00%	0.00%

Maintenance & Repair

REPORT: AVERAGE ANSWER TIME
REPORT PERIOD: 01/01/2001 - 01/31/2001

		AVERAGE ANSWER TIME / MONTH (SECONDS)
CLEC AGGREGATE		
REGION		
- UNE CENTER		27.39 Sec
- RESALE MAINTENANCE CENTER		33.00 Sec
CLEC / BST AGGREGATE		
REGION		
- RESIDENCE REPAIR CENTER		46.84 Sec
- BUSINESS REPAIR CENTER		67.68 Sec
- AVERAGE ANSWER TIME - TOTAL ¹		49.20 Sec

Note 1: "Average Answer Time - Total" is the combination of the
Residence and Business Repair Centers time averages.

Maintenance & Repair

REPORT: MISSED REPAIR APPOINTMENTS ¹
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ²		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS				
- RESALE RESIDENCE	3.43%	1.17%		2.82%
- RESALE BUSINESS	10.63%	2.15%		7.51%
- RESALE DESIGN	0.00%	0.00%		0.00%
- UNE DESIGN	2.60%	0.75%		2.16%
- UNE NON-DESIGN	7.23%	1.91%		5.10%
REGION				
- LOCAL INTERCONNECTION TRUNKS		3.19%		3.19%
- RESALE RESIDENCE	5.63%	2.10%		4.67%
- RESALE BUSINESS	11.30%	5.78%		9.43%
- RESALE DESIGN	2.50%	2.10%		2.33%
- UNE DESIGN	5.50%	4.57%		5.24%
- UNE NON-DESIGN	11.66%	6.30%		9.78%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%		0.00%
- RETAIL RESIDENCE	6.29%	1.34%		4.37%
- RETAIL BUSINESS	7.66%	3.07%		6.31%
- RETAIL DESIGN	4.05%	1.04%		2.43%
REGION				
- LOCAL INTERCONNECTION TRUNKS	2.70%	0.29%		0.33%
- RETAIL RESIDENCE	8.70%	1.99%		6.15%
- RETAIL BUSINESS	12.59%	4.40%		9.82%
- RETAIL DESIGN	3.24%	1.33%		2.16%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: % Missed includes those caused by the CLEC and/or the end user.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: CUSTOMER TROUBLE REPORT RATE
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ¹		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RESALE RESIDENCE		2.37%	0.87%	3.24%
- RESALE BUSINESS		1.18%	0.69%	1.86%
- RESALE DESIGN		0.23%	0.30%	0.53%
- UNE DESIGN		0.89%	0.28%	1.17%
- UNE NON-DESIGN		1.03%	0.69%	1.72%
REGION				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.17%	0.17%
- RESALE RESIDENCE		2.29%	0.86%	3.14%
- RESALE BUSINESS		1.42%	0.73%	2.15%
- RESALE DESIGN		0.36%	0.26%	0.62%
- UNE DESIGN		1.43%	0.58%	2.01%
- UNE NON-DESIGN		1.00%	0.54%	1.55%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.22%	0.22%
- RETAIL RESIDENCE		1.91%	1.21%	3.12%
- RETAIL BUSINESS		1.08%	0.45%	1.53%
- RETAIL DESIGN		0.36%	0.41%	0.77%
REGION				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.17%	0.18%
- RETAIL RESIDENCE		2.06%	1.26%	3.32%
- RETAIL BUSINESS		1.10%	0.56%	1.66%
- RETAIL DESIGN		0.36%	0.46%	0.82%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: MAINTENANCE AVERAGE DURATION
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ¹	DISPATCH (HRS)	NO DISPATCH (HRS)	TOTAL (HRS)
TENNESSEE			
REGION			
CLEC AGGREGATE			
TENNESSEE			
- LOCAL INTERCONNECTION TRUNKS			
- RESALE RESIDENCE	23.70	7.77	19.43
- RESALE BUSINESS	10.84	3.76	8.24
- RESALE DESIGN	8.22	5.25	6.52
- UNE DESIGN	7.63	4.49	6.88
- UNE NON-DESIGN	18.15	5.63	13.14
REGION			
- LOCAL INTERCONNECTION TRUNKS		2.27	2.27
- RESALE RESIDENCE	22.36	7.39	18.27
- RESALE BUSINESS	11.61	4.35	9.16
- RESALE DESIGN	5.92	5.59	5.78
- UNE DESIGN	8.56	6.41	7.94
- UNE NON-DESIGN	15.81	5.41	12.16
BST			
TENNESSEE			
- LOCAL INTERCONNECTION TRUNKS		0.67	0.67
- RETAIL RESIDENCE	26.15	11.16	20.33
- RETAIL BUSINESS	10.35	3.93	8.46
- RETAIL DESIGN	7.05	2.73	4.72
REGION			
- LOCAL INTERCONNECTION TRUNKS	1.67	0.70	0.72
- RETAIL RESIDENCE	22.76	8.91	17.50
- RETAIL BUSINESS	12.60	4.24	9.77
- RETAIL DESIGN	6.49	2.93	4.48

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: PERCENT REPEAT TROUBLES WITHIN 30 DAYS
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ¹		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS				
- RESALE RESIDENCE	15.10%	18.42%		15.99%
- RESALE BUSINESS	8.75%	18.28%		12.25%
- RESALE DESIGN	66.67%	12.50%		35.71%
- UNE DESIGN	14.89%	12.03%		14.21%
- UNE NON-DESIGN	15.32%	12.10%		14.03%
REGION				
- LOCAL INTERCONNECTION TRUNKS				
- RESALE RESIDENCE	16.44%	5.04%		5.04%
- RESALE BUSINESS	14.72%	18.16%		16.91%
- RESALE DESIGN	41.50%	15.56%		15.00%
- UNE DESIGN	18.58%	36.36%		39.36%
- UNE NON-DESIGN	17.03%	21.01%		19.28%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS				
- RETAIL RESIDENCE	23.12%	4.88%		4.88%
- RETAIL BUSINESS	15.39%	17.31%		20.86%
- RETAIL DESIGN	33.85%	13.74%		14.90%
REGION				
- LOCAL INTERCONNECTION TRUNKS				
- RETAIL RESIDENCE	2.70%	6.46%		6.40%
- RETAIL BUSINESS	22.08%	18.06%		20.55%
- RETAIL DESIGN	16.56%	15.25%		16.12%
- RETAIL DESIGN	37.48%	37.06%		37.24%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: OUT OF SERVICE OVER 24 HOURS
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ¹		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS				
- RESALE RESIDENCE		36.89%	10.75%	31.42%
- RESALE BUSINESS		5.26%	0.00%	3.90%
- RESALE DESIGN		0.00%	0.00%	0.00%
- UNE DESIGN		2.60%	0.75%	2.16%
- UNE NON-DESIGN		17.79%	10.26%	15.35%
REGION				
- LOCAL INTERCONNECTION TRUNKS				
- RESALE RESIDENCE		29.54%	10.81%	25.76%
- RESALE BUSINESS		8.36%	2.13%	6.58%
- RESALE DESIGN		2.50%	2.10%	2.33%
- UNE DESIGN		5.50%	4.57%	5.24%
- UNE NON-DESIGN		13.48%	6.61%	11.53%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS				
- RETAIL RESIDENCE		36.49%	19.28%	32.22%
- RETAIL BUSINESS		6.59%	2.82%	5.72%
- RETAIL DESIGN		4.05%	1.04%	2.43%
REGION				
- LOCAL INTERCONNECTION TRUNKS				
- RETAIL RESIDENCE		25.14%	14.30%	22.73%
- RETAIL BUSINESS		10.14%	3.85%	8.60%
- RETAIL DESIGN		3.24%	1.33%	2.16%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(B) BILLING

- Invoice Accuracy
- Invoice Timeliness
- Usage Data Delivery Accuracy
- Usage Record Timeliness and Completeness

Billing

REPORT: INVOICE ACCURACY
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1 ³		TOTAL BILLED REVENUE (\$)	TOTAL ADJUSTMENTS (\$)	% ACCURACY
REGION				
CLEC AGGREGATE				
TENNESSEE				
- RESALE		\$1,945,626	\$16,408	99.16%
- UNE ¹		\$553,350	\$17,493	96.84%
- INTERCONNECTION ²		\$1,068,723	\$4,691	99.56%
- TOTAL		\$3,567,699	\$38,592	98.92%
REGION				
- RESALE		\$35,060,475	\$209,771	99.40%
- UNE ¹		\$8,937,088	\$422,125	95.28%
- INTERCONNECTION ²		\$15,135,926	\$67,749	99.55%
- TOTAL		\$59,133,489	\$699,646	98.82%
BST AGGREGATE				
TENNESSEE				
- TOTAL REVENUE BILLED		\$158,547,015	\$1,369,075	99.14%
REGION				
- TOTAL REVENUE BILLED		\$1,513,292,355	\$23,477,322	98.45%

Note 1: UNE data includes only those UNEs billed through CRIS.

Note 2: Interconnection data represents the total of UNEs and Interconnection services as billed through CABS.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Billing

REPORT: INVOICE TIMELINESS
REPORT PERIOD: 01/01/2001 - 01/31/2001

	MEAN TIME TO DELIVER CRIS BILLS (work days)	MEAN TIME TO DELIVER CABS BILLS (calendar days)
CLEC 1 ¹		
REGION		
CLEC AGGREGATE		
TENNESSEE		
- RESALE	3.59	
- UNE	3.54	
- INTERCONNECTION ²		4.40
REGION		
- RESALE	3.61	
- UNE	3.60	
- INTERCONNECTION ²		4.41
BST AGGREGATE ³		
REGION		
- AGGREGATE	3.97	4.18

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: Interconnection data represents the total of UNEs and Interconnection services as billed through CABS.

Note 3: The aggregate 6th workday number represents a weighted average of all BST bills.

Billing

REPORT: USAGE DATA DELIVERY ACCURACY
REPORT PERIOD: 01/01/2001 - 01/31/2001

	TOTAL DATA PACKS SENT ²	TOTAL PACKS REQUIRING RETRANSMISSION ²	% ACCURACY
CLEC 1 ¹			
- REGION			
CLEC AGGREGATE			
- REGION	11,950	0	100.00%
BST			
- REGION	7,407	8	99.89%

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: Reports reflect accuracy based on error free transmission of data packs.

Billing

REPORT: USAGE RECORD TIMELINESS & COMPLETENESS
REPORT PERIOD: 01/01/2001 - 01/31/2001

	DAYS DELAY						TIMELINESS BENCHMARK			COMPLETENESS BENCHMARK			MEAN TIME TO DELIVER INVOICES
	0	1	2	3	4	5	6	7	8	9	10-30	OVER 30	TOTALS
CLEC 1													
REGION													
CLEC AGGREGATE													
REGION													
- RECORD VOLUME		16,066,125	42,544,775	29,625,000	30,189,244	10,017,442	1,486,730	765,505	522,291	330,597	2,169,460	358,877	134,075,147
- CUMULATIVE RECORD VOLUME							129,929,316				133,716,270		Calendar Day
- CUMULATIVE %							96.91%				99.73%		4.18
BST AGGREGATE													
REGION													
- RECORD VOLUME		50,337	18,002	16,114	6,511	1,294	269	81	2	6	185	522	93,250
- CUMULATIVE RECORD VOLUME							92,527				92,729		Work Day
- CUMULATIVE %							99.22%				99.44%		3.97

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.



TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

**(OS) (DA) OPERATOR SERVICES: TOLL &
DIRECTORY ASSISTANCE**

- Speed to Answer Performance
 - Toll Assistance
 - a. Average Speed to Answer (Seconds)
 - b. Percent Answered Within "X" Seconds
 - Directory Assistance
 - a. Average Speed to Answer (Seconds)
 - b. Percent Answered Within "X" Seconds

**Operator Services:
Toll & Directory Assistance**

REPORT: SPEED TO ANSWER PERFORMANCE
REPORT PERIOD: 01/01/2001 - 01/31/2001

TENNESSEE		AVERAGE SPEED TO ANSWER (SECONDS)	PERCENT ANSWERED WITHIN "X" SECONDS
- TOLL ASSISTANCE		5.79	77.5% within 10 seconds
- DIRECTORY ASSISTANCE		6.40	76.3% within 10 seconds

TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(E) E911

- E911 Mean Interval
- E911 Timeliness & Accuracy

E911 MEAN INTERVAL

REPORT: E911 MEAN INTERVAL
REPORT PERIOD: 01/01/2001 - 01/31/2001

	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24+ HRS	MEAN INTV. (HOURS)
BST & CLEC AGGREGATE (Resale)								
-TENNESSEE	96.24%	0.40%	3.31%		0.05%			2.06
-REGION TOTAL	99.15%	0.19%	0.48%	0.08%	0.09%			1.26

E911 TIMELINESS & ACCURACY

REPORT: E911 TIMELINESS & ACCURACY
REPORT PERIOD: 01/01/2001 - 01/31/2001

	% E911 ACCURACY ¹	E911 TIMELINESS (% WITHIN 24 HOURS)
BST & CLEC AGGREGATE (Resale)		
- TENNESSEE	96.47%	100.00%
- REGION TOTAL	95.24%	100.00%

Note 1: '% E911 Accuracy' represents the percentage of total records initially processed without errors.



TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(TGP) TRUNK GROUP PERFORMANCE

- Trunk Group Service (Summary)
- Trunk Group Service (Detail)

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (SUMMARY)
REPORT PERIOD: 01/01/2001 - 01/31/2001

	AL	GA	KY	LA	MS	NC	IN	SC	SF	TN	REGION	TOTAL
CLEC 1¹												
BST ADMINISTERED												
- TOTAL TRUNK GROUPS												
- TRK GRPS MEAS/PROC												
- TOT GRPS > 3% OBSERVED BLOCKING												
CLEC 1¹ ADMINISTERED²												
- TOTAL TRUNK GROUPS												
- TRK GRPS MEAS/PROC												
- TOT GRPS > 3% OBSERVED BLOCKING												
CLEC AGGREGATE												
BST ADMINISTERED												
- TOTAL TRUNK GROUPS	48	141	37	63	30	86	97	47	104	107		760
- TRK GRPS MEAS/PROC	48	141	37	63	30	86	97	47	104	107		760
- TOT GRPS > 3% OBSERVED BLOCKING	5	7	6	2	5	2	8	5	8	4		52
CLEC ADMINISTERED²												
- TOTAL TRUNK GROUPS	182	540	82	194	84	406	352	161	464	295		2760
- TRK GRPS MEAS/PROC	182	540	82	194	84	406	352	161	464	295		2760
- TOT GRPS > 3% OBSERVED BLOCKING	10	10	2	0	2	5	4	1	11	5		50
BELLSOUTH COMMON TRANSPORT TRUNK GROUP(CTTG)												
BST ADMINISTERED												
- TOTAL TRUNK GROUPS	390	416	191	502	391	472	375	218	346	407		3708
- TRK GRPS MEAS/PROC	383	412	191	501	390	472	369	218	345	407		3688
- TOT GRPS > 2% OBSERVED BLOCKING	3	4	3	14	7	1	3	2	5	8		50
BELLSOUTH LOCAL NETWORK												
BST ADMINISTERED												
- TOTAL TRUNK GROUPS	584	1193	309	729	452	796	519	443	644	786		6455
- TRK GRPS MEAS/PROC	581	1185	309	726	450	796	502	443	644	786		6422
- TOT GRPS > 3% OBSERVED BLOCKING	12	20	4	7	4	22	6	7	5	12		99

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: BST does not have all the traffic data measurement from CLEC switches to accurately compute the blocking on CLEC administered trunk groups; in this case inferred blocking is determined from the traffic usage collected on BST switches.

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

CLEC 1																			
ADMINISTERED										RMKS									
ADMINISTERED	TGSN	BST SWITCH	CLEC POT	DESCRPT	OBSVD BLKG	HR	TKS	VAL DAYS	NBR RPTS										
BST																			
CLEC 1																			
BST Common Transport Trunk Group																			
ADMINISTERED										RMKS									
ADMINISTERED	TGSN	TANDEM	END OFFICE	DESCRPT	OBSVD	HR	TKS	VAL	NBR										
BST	AC116914	ATLNGABU02T	ATLNGAGR24F	M-AF ET	3.20%	24	22	20	1	1D1K1 All blocking 1 hr 1 day									
BST	AC126267	SVNHGABS03T	SVNHGAGE35C	77 AF DT	6.68%	16	504	20	1	1A0A1 +24 trks IE 012401									
BST	AC138785	NDADFLG030T	MIAMFLAL63E	M-DT ET	4.56%	12	36	20	1	2D111 Busy trunks on 1/5/01									
BST	AC147257	WPBHLGR02T	BLGLFLMAD50	77 AF DT	2.44%	21	380	20	1	1B0A1 48 trunks completed on 012901									
BST	AC147050	NDADFLG030T	MIAMFLAL63E	MM AF DT	3.36%	12	24	20	1	1D111 busy trunks on 1/5/01									
BST	AC164876	WPBHLGR02T	SESTFLMAD50	77 AF DT	8.06%	21	1128	20	1	1B0A1 96 Trunks Completed on 1-8-01, 96 Trunks Completed on 1-12-01									
BST	AC168470	GNVLSCT160T	SESTFLMAD50	77 AF DT	8.95%	21	864	20	1	1B0A1 +120 on 1/26/01									
BST	AC169237	GNVLSCT160T	SESTFLMAD50	77 AF DT	2.01%	21	648	20	1	1A0A1 +48 trunks will be logged once ST01 goes in on 2-25-01									
BST	AC170653	WPBHLGR02T	GRERSCHAB7F	77 AF DT	3.84%	20	768	20	1	1B0A1 48 Trunks Completed on 1-8-01, 96 Trunks Completed on 1-12-01									
BST	AC189333	AGSTGAMT03T	PSLFLMAD50	77 AF DT	2.97%	21	168	20	1	1A0A1 +96 dd 021301 - GAM217565									
BST	AC190580	ATLNGABU01T	AKRNSCHAB4E	77 AF DT	4.95%	20	432	20	6	6 A0A1 +24 trks IE 013001									
BST	AC196928	NRCRCAM01T	ATLNGACD28F	77 AF DT	10.07%	21	360	20	1	1D111 72 trks oos 1/20/02 @ 11A									
BST	AC198630	GNBONCEU05T	WNSLNCLE78F	77 AF DT	2.79%	21	456	20	1	1A0A1 96 Trunks Pending on 030701									
BST	AC200395	NDADFLG030T	NDADFLD50	77 AF DT	4.68%	17	624	20	1	1D111 trunks busy on 1/5/01									
BST	AC205946	NDADFLG030T	NDADFLD50	M-DT ET	2.24%	12	12	20	1	1D121 Ind. Co. does not want to add additional trunks									
BST	AC215272	CHTRSCD160T	HLWDSXAD51	77 AF DT	4.30%	21	201	20	1	1A0A1 24 Trunks Pending 3/1/2001.									
BST	AC217068	ORLDFLC01T	MLBFLMAD50	77 AF DT	3.95%	15	24	20	1	1B0A1 24 Trunks Completed on 012401; 24 pending 2/1/2001 & 12 pending 2/1/2001									
BST	AF071724	SHPTLMA04T	MMPHTNWVC00	77 AF TC	4.27%	21	239	20	4	1A0A1 +48 trks due 02/02/01									
BST	AF087955	SHPTLMA04T	INDNMSAD50	77 AF DT	7.64%	16	528	20	1	1A0A1 A0A1 - 48 TRUNKS PENDING ON 030201									
BST	AF089376	GNWDMMA06T	INDNMSAD50	77 AF DT	15.66%	21	480	20	1	1D1C2 Carrier Failure on 1/26/01									
BST	AF089708	NWORLMA06T	BUSHLAMAD50	77 AF DT	12.33%	20	120	20	1	1B0A1 12 trunks completed 1/7/2001; 12 pending 2/7 & 24 pending 2/7/2001									
BST	AF099626	MMPHTNMA04T	MMPHTNWVC00	77 AF DT	3.08%	21	274	20	1	1D1R2 High traffic load due to ISP ported behind CLEC 1/1/01									
BST	AF101956	BTRGLAGW03T	LTCFLAMAD50	77 AF DT	34.35%	21	432	20	1	1A0F1 Construction Required on 02/10/01									
BST	AF102304	LYTLMA04T	PTBRLAMAD50	77 AF DT	4.15%	20	552	20	1	3 A0A1 48 trunks pending on 2/5/2001									
BST	AF102775	MMPHTNMA04T	MGNTNMXAD50	77 AF DT	10.69%	21	672	20	3	3 A0A1 72 trunks pending 2/8/2001									
BST	AF102817	NSVLTNMT84T	NSVLTNMXC00	77 AF DT	5.05%	21	672	20	1	1A0A1 +48 Trunk due 02/07/01									
BST	AF103344	SHPTLMA04T	CNVRLAMAD50	77 AF DT	3.33%	20	120	20	1	1B0A1 72 trunks completed on 1/31/2001									
BST	AF105059	KNVLTNMA04T	DNVRLAMAD50	77 AF DT	12.75%	21	336	20	1	1A0A1 +192 trunks pending 02/09/01									
BST	AF107760	WNCRYMA02T	RMDKYNMAD50	77 AF DT	10.81%	21	592	20	1	2D111 Maintenance - Overdue LAM (completed 1/15/01)									
BST	AF108012	ALXNLMA05T	MRVLLAMND50	77 AF DT	9.88%	20	441	20	2	1A0A1 48 Trunks Pending on 2/12/01									
BST	AF110327	HTBGMMA06T	NWAGMSXAD50	77 DF DT	9.32%	21	144	20	1	1A0A1 A0A1 - 24 TRUNKS PENDING ON 02/04/01									
BST	AF110580	GNWDMMA06T	WINOMMSAD50	77 AF DT	9.42%	21	360	20	1	6 A0A1 24 trunks pending on 2/5/2001									
BST	AF112163	KNVLTNMA04T	ENWDTNMXAD50	77 DF DT	14.18%	21	170	20	2	2 B0A1 80A1 - 24 Trunks to be added on 1-19-01									
BST	AF115378	GNWDMMA06T	CHTNMSAD50	77 AF DT	5.19%	21	216	20	1	1A0J1 Substituting IC Group Requires Augmenting									
BST	AF117799	ALXNLMA05T	FRDYLAMAD50	77 AF DT	7.55%	21	510	20	1	1B0A1 +192 Trunks Completed on 2/5/01									
BST	AF118027	NWOKRAMT01T	FRDYLAMAD50	77 AF DT	18.71%	21	1164	20	1	1B0L1 +96 due 1/28									
BST	AF120270	GLPTMSLYDS0	RCLDLAMAD50	77 AF DT	2.39%	21	816	20	2	2 B0L1 +96 due 1/28									
BST	AF120274	BILMSEDD06T	MSPNMSAD50	77 AF DT	8.14%	21	546	20	1	1A0A1 +72 Trunks due 02/06/01. Completed 02/07/01									
BST	AF121152	MONRLMA06T	ESTRLAMAD50	77 AF DT	4.07%	21	648	20	1	1A0A1 +120 DD= 2/5/2001									
BST	AF121303	BRHMLHW06T	BRHMLVAB2E	77 AF DT	2.48%	21	552	20	1	1A0A1 +120 DD= 2/5/2001									
BST	AF121387	BRHMLHW06T	BRHMLVAB2E	77 AF DT	5.21%	21	432	20	1	1A0A1 +120 DD= 2/5/2001									
BST	AF121632	MDVLYMA02T	MYFDKYNMAD50	77 AF DT	15.53%	21	488	20	2	1E1HX +120 km077074 dd 1/26/01 data error due to elec trunks									
BST	AF123424	MONRLMA06T	RSNYFLMAD50	77 AF DT	3.76%	21	948	20	2	2 B0A1 +144 trunks completed on 02/02/01									
BST	AF123425	MONRLMA06T	MONRLAMAD50	77 AF DT	2.57%	21	1128	20	1	1A0A1 +72 Trunks due 02/07/01									
BST	AF123478	AF123478	MMHGLAMAD50	77 DF DT	14.20%	21	150	20	1	1D121 Negotiating with Independent Company for trunk add									
BST	AF124734	HNVLALN06T	HNVLALMTDS0	77 AF DT	9.00%	16	2304	20	1	1A0A1 +120 DD= 2/6/01.									

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

BST	AF124956	SHPTLMA00GT	VIVNLAXADS0	77 DF DT	16.52%	21	332	20	1 D1Z1 Negotiating with Independent company for trunk add
BST	AF125296	NSVLTNMT84T	FYVLTNMA00GT	77 AF DT	3.73%	21	696	20	2 B0A1 120 trunks completed 11/16/2001
BST	AF127004	KNVLTNMA84T	KNVLTNMA00GT	77 AF DT	1.61%	16	1128	20	1 A0A1 96 trunks pending 2/16/2001
BST	AF128306	ALXNLMA00GT	GLNMLXADS0	77 DF DT	7.27%	21	312	20	1 D1Z1 Negotiating with Independent company for trunk add
BST	AF128364	GNVLSMA00GT	GNVLSMA00GT	77 AF DT	2.31%	21	384	20	1 B0A1 B0A1 - 24 TRUNKS ADDED ON 01/24/01
BST	AF128567	BILXMSD00GT	GLPTMSTSD0	77 AF DT	5.94%	21	960	20	1 B0L1 +192 due 2/6
BST	AF128614	NWORLDAMT01T	THBCLAMADS0	77 AF DT	4.74%	21	638	20	1 B0L1 +96 Trunks Completed 1/31/01 on Subtending High Usage Gr
BST	AF128809	SHPTLMA00GT	SHPTLMA00GT	77 AF DT	11.58%	21	504	20	1 A0A1 +72 Trunks due 02/06/01
BST	AF128832	MMPHNTMA84T	SHLHTNXADS0	77 DF DT	8.46%	18	82	10	1 A0A1 24 trunks pending on 2/16/2001
BST	AF130504	L FYTLMA00GT	CRNCLAMADS0	77 AF DT	8.35%	21	672	20	1 B0A1 +72 Trunks completed on 2/20/01 12/5 NO BLOCKING
BST	AF132130	JCSNMSCP06T	NWLBMSXADS0	77 DF DT	5.00%	21	48	20	6 D1Z1 Referred to Ind. Relations 2/15/00
BST	AF133434	NSVLTNMA02T	DKSNTNMTD80	77 AF DT	3.56%	21	816	20	1 A0A1 144 trunks pending 2/2/2001
BST	AF134695	MONRLMA06T	WSNRLXADS0	77 DF DT	4.89%	20	90	20	1 D1Z1 Negotiating with Independent Company for trunk add
BST	AF135008	LFYTLMA00GT	BRBRAXADS0	77 DF DT	5.76%	20	1404	20	1 D1Z1 Negotiating with Independent Company for trunk add
BST	AF135408	MONRLMA06T	MARNLXADS0	77 DF DT	12.64%	20	228	20	6 D1Z1 Negotiating with Independent Company for trunk add
BST	AF137394	DAVLKYM01T	DWREKXADS0	77 DF DT	11.15%	20	36	20	1 D1Z1 No equip to augment on Leslie County Telephone end.
BST	AF137603	BRHMLMT0GT	LSMNLXADS0	77 DF DT	2.11%	20	72	20	1 D1Z1 IND RELS RESP
BST	AF139098	KNVLTNMA84T	JFCYTNMA00GT	77 AF DT	21.66%	21	456	20	3 A0F1 2/25/2001 scm will have switch terminations available
BST	AF146315	CHTGTTN84T	OLTWTNXADS1	77 AF DT	5.36%	2	72	14	1 D1Z1 Referred to BIR for possible Independent Company additio
BST	AF153419	MTGMALMT0GT	ECLGALXADS1	77 DF DT	28.20%	20	24	20	12 D1Z1 Ind Reals to be notified
BST	AF157767	SHPTLMA00GT	RNGLXADS0	77 DF DT	4.34%	20	144	20	1 D1Z1 Negotiating with Independent Company for trunk add.
BST	AF190739	BRHMLMT0GT	BUVLALXADS1	77 AF DT	3.43%	20	144	20	1 D1Z1 IND REL RESP
BST	AF420176	MDVIKYMA02T	MYFDKYMA00GT	77 DF DT	2.73%	21	72	20	1 E1HX +48 kym077104 dd 1/26/01 error due to alec traffic to pd
BST Local Network	TGSN	A-END	Z-END	DESCRPT	OBSVD	HR	TKS	VAL	NBR
ADMINISTERED									
BST	AC113467	FTPRFLMACG0	PTSLFLMADS0	77 DF IE	4.75%	20	1544	20	1
BST	AC122269	CLYDNCMA62F	WYVLCNMA45F	77 DF IE	4.51%	20	360	20	1
BST	AC124027	FLRNSCMA66F	HTVLSMA33E	77 DF IE KE	3.52%	21	845	20	1 48 TRK ADD. 011201. NCM145528048.
BST	AC125429	FLRNSCMA66F	MARNSCMA42E	77 DF IE KE	4.40%	21	330	20	1 96 Trunks -Due Date 02/06/01
BST	AC126850	HTISFLMADS0	STRIFLMA00GT	77 DF IE KE	5.17%	20	504	20	1 48 Trunks -Due Date 02/06/01
BST	AC129204	CLMASCSN60T	LXTNSCX35A	77 AF OG CNA	8.49%	21	360	20	1 24 trunks added 1/9/01. 48 trunks completed 2/1/01.
BST	AC132436	WYBOGAESE5A	AGSTGAMT03T	M-DF IR	5.21%	19	14	20	1
BST	AC132609	ALBYGAMA88C	ALBYGAMA03T	M-DF IR	4.27%	11	48	20	1 Blocking has stopped
BST	AC136684	TFTNGAMA38C	ALBYGAMA03T	M-DF IR	5.74%	11	14	20	1 Under investigation
BST	AC139726	WYCRGAMA28C	WYCRGAMA02T	A-DF IR	7.47%	10	12	20	1
BST	AC140429	CRCYFLXADS0	PLTKFLMADS0	MMDF IE CNA	8.76%	21	120	20	1
BST	AC140521	CORDGAMA27C	ALBYGAMA03T	M-DF IR	4.71%	17	10	20	1 Blocking has stopped
BST	AC145290	FRYNCCE23T	RTTNCCCE28G	77 AF OG KE	12.02%	21	909	20	1 48 TRK AUGMENT. DD: 01122001. CLO: NCM
BST	AC146795	EGLLFLB0D50	MLBRFLMADS0	77 DF IE	3.13%	20	1680	20	1
BST	AC147818	CMILLGAMA33E	ALBYGAMA03T	M-DF IR	6.22%	18	10	20	1 Abnormal call volumn
BST	AC147960	BRWKGAMA44C	WYCRGAMA28C	77 DF IE	5.47%	21	336	20	1 +96 IE 01/51/01
BST	AC148797	GTWDNCMA38F	DAVLVADA03T	A-DF IR	3.33%	14	5	20	1
BST	AC149046	CLMASCAR75E	CLMASCSN60T	77 AF OG KE	4.91%	21	190	20	1 48 trunks due 2/5/01
BST	AC149414	WPBHLFLGRD50	WPBHLFLHDS0	77 DF IE	4.34%	17	912	20	1
BST	AC151039	FTVYGAMA82C	MACNGAMT04T	M-DF IR	3.18%	10	8	20	1
BST	AC153238	AHVLNCOH23T	AHVLNCOH29F	77 AF OG KE	5.19%	21	264	20	1 NCM146027048. 48 TRKS DUE 02/09/01. WORK SOONER IF POSSI
BST	AC153245	AHVLNCOH23T	LCSRNCMA68F	77 AF OG	44.08%	21	140	20	2 NO ACTUAL BLOCKING. NCM145462096 AND NCM146012048. 144
BST	AC153260	AHVLNCOB27F	AHVLNCOH23T	77 AF OG KE	3.95%	17	66	20	2 NCM145470024. 24 TRKS COMPLETED 01/10/01
BST	AC153458	SCHLNCH427F	WLMGNCFOT2T	77 AF OG G40	6.59%	21	98	20	1

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

BST	AC153509	JCVLFLBWD50	JCVLFLCL55T	77 AF OG	16.24%	21	1457	20	1	
BST	AC156620	WWSPLFHD50	WWSPLFHD50	77 DF IE	5.71%	20	480	20	1	
BST	AC157196	SPBGSCMA60T	SPBGSCMA60T	77 AF OG KE	4.96%	21	168	20	1	+72 to sublingding group(AC161116) on 2/1
BST	AC157423	WPBHLGAD50	WPBHLGAD50	77 DF IE	6.76%	20	312	20	1	
BST	AC160364	CPHLNCR096G	HLBONCXBD50	77 DF IE CNAKE	6.29%	21	384	20	1	1 + 72 2-8
BST	AC166380	ATLNGAPP34A	MRTTGAMA42G	77 DF IE KE	16.30%	21	216	20	1	120 trks oos 1 day
BST	AC167693	BOONNCK126F	SGGVNCA29F	MM AF IE CNA	16.67%	21	24	20	3	NO EQPT AT SGGVNCXA UNTIL 1ST QTR 2001
BST	AC169258	GNVLSCT160T	GRSRSMA87F	77 AF OG KE	4.54%	21	120	20	1	1 No ST01 fac in Greer until 2/25/01
BST	AC169740	GNBONCEU05T	GNBONCEU05T	77 AF OG KE	4.32%	21	264	20	1	1 + 26 trunks completed 1/30/01
BST	AC169742	GNBONCEU05T	GNBONCEU05T	77 AF OG KE	9.45%	21	345	20	1	1 + 48 completed 1/31/01
BST	AC170281	BYBHLFMD50	WPHFLGR02T	M- DF ET ZONA	6.36%	19	24	20	1	
BST	AC171207	RLGHNC001T	WINDLNGP136F	77 AF OG KE	6.03%	21	202	20	1	1 + 50 2-9
BST	AC171977	LMTNCCMA21T	PMBRNCCE2F	77 DF OG KE	3.02%	21	528	20	1	
BST	AC172058	CHTNSCDT60T	CHTNSCDT60T	77 AF OG KE	3.62%	17	192	20	1	1 off 1 time occurrence 16:30 to 18:00 On 1/24--under inve
BST	AC174344	AMRCCGAD51	ALBYGAMA03T	M- DF IR	6.99%	11	13	20	1	1 Blocking has stopped
BST	AC181410	GNBONCEU05T	RDVLNMA34F	77 AF OG KE	4.02%	21	453	20	1	1 + 48 completed 1/24/2001
BST	AC182651	MIAMFLME32E	MIAMFLRR1GT	77 AF OG	3.12%	10	72	20	1	1 invalid data 1/16/01 pc out 1524 pc in 520/Sublingding ok
BST	AC182627	SCHLNCMA68F	RLGHNCMA03T	77 DF OG CNAKE	43.25%	21	288	20	3	1 + 48 1-22 PH HO87G +48 2-9 OG
BST	AC187669	CHRLNCB005T	SSVLNCA87F	77 AF OG KE	30.90%	21	288	20	1	1 possible USLEC traffic: ASR pending for recip trks
BST	AC187689	CHRLNCCMA05T	LMTNCCMA73F	77 AF OG KE	16.86%	21	443	20	1	1 USLEC traffic: recip trunks pending 1/30/01
BST	AC187686	CHRLNCB005T	CHRLNCCMA05T	77 AF OG KE	8.79%	17	168	20	1	1 incm145523 due 2/13/01. Asked CIG (Jamie Goines) if could
BST	AC187905	CHRLNCCMA05T	CHRLNCCMA05T	77 AF OG KE	10.65%	21	120	20	1	1 24 trunks added on 1/22/01. No blocking since 1/18/01.
BST	AC187911	CHRLNCCMA05T	CHRLNCCMA05T	77 AF OG KE	7.68%	21	72	20	1	1 NCM145542 adding 24 trunks. Asked CIG(Kim Chandler) to s
BST	AC189105	CAIRGAXAD51	GNBONCEU05T	M- DF DA CC	6.22%	14	12	20	1	1 24 TRK AUGMENT, 1-23-01, NCM145601024.
BST	AC192547	BURLNCD56F	THVLGAMA22C	77 DF IE CNA	3.50%	21	288	20	1	1 + 48 IE 02/05/01
BST	AC192615	CLHNGAESD51	ATLNGABU02T	M- DF DA CC	4.04%	10	24	20	2	23 of 24 trunks out of service 12/15/00
BST	AC192742	CHSNSCXAD50	SPBGSCMA60T	77 AF OG KE	5.47%	21	96	20	1	
BST	AC194672	RLGHNCMA05T	SPBGSCMA60T	77 AF OG CNA	74.19%	21	119	20	6	1 + 24 IE 01/25/01
BST	AC195181	ORBGSCMA63E	SMFDNCA93F	77 AF OG CNAKE	43.30%	21	552	20	3	1 Independent company does not want to add addl trunks; do
BST	AC195358	CPHLNCR096G	SLCYNCA74B	M- DF ES	3.37%	22	5	20	1	1 + 48 AC211706 PH HO87G & +24 AC211707 PH GA77E 1-22-2001
BST	AC195826	GLBONCA21T	WLSNCCXAD3F	77 DF OG CNA	12.27%	20	284	20	1	1 overflow occurred 1/26 at 22:00 and 22:30. peg counts w
BST	AC195842	DLLSGAF544A	MACNGAMT12T	77 DF OG CNA	4.64%	21	310	20	1	1 + 48 trks 1-22-2001
BST	AC196331	MACNGAMT12T	PRRYGAXAD50	77 AF OG	4.86%	21	384	20	1	1 + 24 2-18
BST	AC198107	HCKRNCXAD50	MGTNCCRA43F	77 DF IE CNAKE	7.83%	21	336	20	1	1 No blocking
BST	AC198544	PNSCFBL35T	PNSCFBL35T	77 AF OG	7.94%	21	2136	20	1	
BST	AC198581	GNBONCEU05T	WNSLNCV176F	77 AF OG KE	4.05%	16	284	20	1	1 48 trunks were added on 1/31/01
BST	AC199192	INTWFLXAD51	STRFLMAD50	77 DF IE CNAKE	3.05%	20	120	20	1	
BST	AC200989	CORDEGAMA27C	WRWKGAXA53A	77 DF IE CNA	23.28%	21	96	20	1	1 + 24 IE 01/23/01
BST	AC201831	ADELGAXAD50	VLDGSGAMAD51	77 DF IE CNA	7.16%	21	144	12	1	1 Blocked 23 calls 20:00-22:30
BST	AC201836	LKLDGAXAD50	VLDGSGAMAD51	77 DF IE CNA	5.44%	21	144	13	1	1 Add 24 trks 2/21
BST	AC202672	LKPKGAMA55C	VLDGSGAMA03T	M- DF IR	6.44%	19	7	20	1	1 Blocked 1 time 2/1/01
BST	AC204629	AGSTGAAU86C	AGSTGATH73C	77 DF IE	4.48%	20	72	20	1	1 11 trks OOS 1/22/01
BST	AC204698	ALBYGAMA45A	FTZGAXAD50	77 DF IE	5.96%	21	72	20	1	1 + 24 IE 02/06/01
BST	AC205397	CRTYNCCXAD51	WNSLNCV176F	77 AF OG CNAKE	38.89%	21	888	20	1	1 144 trunks due 2/19/01
BST	AC207475	ATLNGABU03T	CMRCGAXAD51	77 AF OG CNAKE	12.64%	21	192	20	1	1 20 trks oos @ 2200 on 1/15/01
BST	AC209529	EBTNGAMA28A	ATNGAMA03T	M- DF IR	6.59%	12	8	20	1	1 excessive calling @ 12n on 01/24/01

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

Trunk Group Performance

BST	AC209533	WTVLGAESDS1	ATHNGAMA03T	M-DF IR	3.02%	15	6	20	1	blocking on 1/16-17/01 No longer blocking
BST	AC211682	GSVFLMA35T	WALDFLXADS0	77 DF OG CNA	5.57%	21	144	20	1	
BST	AC212234	GSVFLMA35T	HGSPFLXADS0	77 AF OG CNA	12.17%	21	312	20	1	
BST	AC212849	BXLVGAES38A	HTVRGAXADS1	77 DF IE CNA	6.97%	21	72	20	1	
BST	AC214814	ATLNGAEL37C	ATLNGABU02T	M-DF IR	4.86%	11	14	20	2	
BST	AC214845	ATLNGAWDD51	ATLNGABU02T	M-DF IR	3.37%	11	14	20	1	14 of 14 trks oos 1/19-20/01
BST	AC215274	CHTNSCDT60T	HLWDSCXADS1	77 AF OG CNA	4.20%	21	240	20	1	Indep company Verizon does not want to add addl trunks a
BST	AC215580	ATLNGACD28F	ATLNGACDS1	7-DF IE	13.70%	21	144	20	2	
BST	AC460317	INTRFLXADS0	PLTKFLMADS0	77 DF IE CNA	7.04%	20	312	20	1	
BST	AF058683	MTGMALNO28E	MTGMALMT26T	7- AF TO	5.71%	21	720	20	1	
BST	AF068964	AUBNALMADS0	OPLKALMTDS0	77 DF IE	3.60%	21	480	20	1	
BST	AF097025	CRHLALNMDS0	JSPRALMTDS0	77 DF OG	3.22%	21	144	20	1	
BST	AF098751	SHPTLAMA04T	SHPTLACLD50	7- AF TG	3.65%	15	138	20	1	1 BLOCKED FOR 2 1/2 HOURS ON 01/31/01 ONLY
BST	AF100880	RLVLALMADS0	TRMBTNXADS0	MMDF IE	8.43%	21	288	20	3	3 + 72 DD= 12/19/00
BST	AF101312	DYBGTNMADS0	WINBOLAMADS0	77 DF IE	8.71%	21	48	20	1	
BST	AF102433	CWVLLAMADS0	WINBOLAMADS0	77 DF IE	3.55%	20	72	20	1	1 48 trks busied out until 01/23/01.
BST	AF105808	HAZLYKXADS0	MRRYKYMADS0	77 DF IE CNA	3.55%	21	72	20	1	
BST	AF109263	CLMATNMADS0	ETRGTNXADS0	77 DF IE CNA	3.46%	20	72	20	1	
BST	AF112216	LFYTLAMA04T	LFYTLAMADS0	7- AF TG	56.86%	16	573	20	6	6/adding 120 trunks dd 2/16/00 / add was expedited/
BST	AF114339	MTGMALNWH01T	RKWDTNMADS0	77 AF OG	57.90%	21	216	20	6	
BST	AF114779	MTGMALMT26T	MTGMALMT26T	77 AF OG	23.63%	21	1104	20	1	
BST	AF115607	DCTRMSXADS0	NWNTNMSMADS0	77 DF IE CNA	8.36%	21	72	20	2	
BST	AF118858	JCSNMSCPDS2	JCSNMSCPDS2	77 DF OG	3.30%	21	624	20	1	
BST	AF120557	JCSNMSCPDS2	JCSNMSCPDS2	77 DF IE KE	5.36%	21	504	20	1	
BST	AF121634	ARMRALXADS0	HNVIALMT0GT	77 DF IE CNA	12.61%	20	96	20	6	
BST	AF121854	BCKHKYXEDS0	JCSNKMADS0	77 DF IE CNA	13.11%	21	120	20	1	No equip to augment on Leslie County telephone end.
BST	AF123616	KNVLTNMA0GT	KNVLTNMA0GT	77 AF OG KE	6.22%	16	264	20	1	
BST	AF123682	AMRYMSMA16T	SNWILMSXADS0	77 DF OG CNA	8.43%	20	119	20	1	
BST	AF128140	LFYTLAMADS0	NWIBLAMADS0	77 DF OG	16.96%	21	456	20	1	1 adding 72 trunks dd 2/20/01
BST	AF128637	FLRNALMADS0	SHFDALMTDS0	77 AF IE KE	41.55%	20	1464	20	3	3 + 120 DD = 12/19/00
BST	AF128757	OWBOKYMADS0	RDCLKYXA03T	77 DF OG CNAKE	6.27%	20	168	20	1	1 Add +24 per Independent Co. 3-1-01.
BST	AF129331	HOUMLAMADS0	MTGTLAMADS0	77 DF IE	3.21%	21	480	20	1	1 +48 trs due 02/19/01
BST	AF130855	HPVLKYMADS0	OKGVKYESDS0	77 DF IE KE	10.98%	21	478	20	1	
BST	AF132195	FRHPALMADS0	MOBLALAZ1GT	77 AF OG	22.40%	21	480	20	3	3 + 72 DD 02/16/2001
BST	AF132363	MOBLALAZ1GT	MOBLALPR45E	77 AF OG	4.36%	21	576	20	1	Maintenance
BST	AF135582	CHTGTNNS90T	CHTGTNTRBDS0	77 AF OG KE	14.10%	21	881	20	1	
BST	AF135805	LVRGTNXADS2	NSVLTNBW01T	77 DF OG CNAKE	6.34%	20	48	20	1	
BST	AF135896	MTJLTNXADS2	NSVLTNMT7GT	77 AF OG CNAKE	3.80%	21	1102	20	1	
BST	AF136753	BRSSLAMADS0	LFYTLAMA0GT	M-DF DA CC	16.13%	10	10	20	1	1 +2 trs due 2/20/01
BST	AF137622	NWORLAMCCG0	NWORLAMA20T	M-DF DA CC	3.85%	12	14	20	1	1 Carrier Failure 1/26 per B.Hitchens
BST	AF137622	DKSNTNMTDS0	NSVLTNBW01T	77 AF OG KE	13.95%	21	408	20	2	1 +96 added 1/18. No bkg since
BST	AF139312	CHTGTNMTDS0	CHTGTNNS90T	77 AF OG KE	33.11%	21	1776	20	1	
BST	AF139363	CHTGTNNS90T	CLEVTNMA0GT	77 AF OG KE	6.35%	21	1248	20	1	
BST	AF140822	BRHMLMT1GT	LEDSALXBDS0	77 AF OG CNAKE	14.49%	21	718	20	1	
BST	AF141432	NSVLTNBW01T	SMVLTNXADS1	77 DF OG CNA	5.05%	20	108	20	1	
BST	AF142108	RCMDKYMA03T	WINCHKYMA0GT	77 DF OG	3.45%	20	72	20	1	
BST	AF142761	PDCRKYMA02T	MDVIRKYMA02T	M-DF DA CC	12.07%	16	24	20	1	
BST	AF144986	BRHMALEW95E	BRHMALEW95E	M-DF IR	4.70%	22	12	20	1	
BST	AF144983	BRHMALEW95E	BRHMALEW95E	M-DF IR	4.00%	19	12	20	1	
BST	AF145199	KNVLTNBEDS0	KNVLTNBEDS0	M-DF IR	3.13%	16	12	20	1	
BST	AF145450	DKLBMAMADS0	JCSNMSCP36T	M-DF IR	3.03%	11	4	20	1	

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 01/01/2001 - 01/31/2001

BST	AF145456	OBDHMSMADS0	JCSNMSCP36T	M-DF IR	3.32%	18	4	20	1	
BST	AF146253	CHTGTNNS90T	OLTWTNXADS1	77 AF OG CNAKE	5.73%	21	336	20	1	
BST	AF148501	CHTGTNNS90T	LFYTGAXADS0	77 DF OG CNA	6.30%	21	480	20	1	

Trunk Group Performance

BS#	AF#	RDCL	RSTR	77 DF	6.32%	21	312	20	3	ADD
BS#	AF146667	RDCLKYXA03T	RSTRKYESDS0	77 DF OG CNAKE	6.32%	21	312	20	3	ADD +48 per Independent Co. 2-19-01.
BS#	AF146982	GRVL TNXADS0	JFCYTNMADS1	77 DF IE CNAKE	76.99%	21	216	20	6	
BS#	AF147249	KNVL TNXADS1	KNVL TNWH01T	77 AF OG KE	7.43%	20	1	1032	20	1
BS#	AF147255	KNVL TNWH01T	OKRGNTMADS0	77 AF OG KE	4.10%	21	672	20	1	
BS#	AF147301	ATHNTNMA53T	GLEVTNMA530	77 DF OG KE	12.92%	21	144	20	1	
BS#	AF147503	KNVL TNMA90T	KNVL TNWHDS0	77 AF OG KE	16.02%	21	1080	20	4	
BS#	AF148345	BOZALMADS0	GTVLALNMRS0	77 DF IE KE	16.06%	21	216	20	1	
BS#	AF152642	GRTWKYMADS0	LXTNMTYADS1	77 AF IE CNAKE	6.02%	21	696	20	1	NO TERM. AVAIL @ GTVL UNTIL 3/15/01. PLAN +120 ADD
BS#	AF153978	TSCALAMTDS0	BRMALMT0GT	M-DF IR	3.61%	13	12	20	1	+120 trunks added 02/16/01
BS#	AF154094	BRFRNTNADS2	HMBL TNMADS1	77 DF IE CNAKE	11.54%	21	192	20	2	+12 DD 02/16/2001
BS#	AF155842	MMPHNTNADS0	MMPHNTMT93T	77 AF OG KE	17.36%	20	624	20	1	96 Trunks Added on 01/23/01
BS#	AF180449	CRNTNMAADS2	RINZMSXADS0	77 DF IE CNA	4.17%	20	144	20	1	
BS#	AF190707	CHTGTNNS90T	PKVL TNXADS0	77 AF OG CNAKE	4.76%	21	96	20	1	
BS#	AF191059	CRBNKYMADS0	LFLTNTNADS0	77 DF IE KE	52.44%	21	216	20	1	+168 trunks added 01/31/01
BS#	AF193164	BYSPMSXA01T	PLHTMSMA16T	77 DF MT CNAKE	7.09%	19	48	13	1	

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

TENNESSEE SQM DATA
REPORT PERIOD - JANUARY 2001

(C) COLLOCATION

Average Response Time, Average Arrangement Time,
% of Due Dates Missed, Arrangements in Service

- Physical
 - a. Initial
 - b. Augmentations
 - c. Total
- Virtual
 - a. Initial
 - b. Augmentations
 - c. Microwave
 - d. Total

Collocation: Tennessee Physical - Initial

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

INITIAL													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPLICATION RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLETIONS	# PROV. DAYS	AVG. ARRANGEMENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
AC							3	1	119	119		0	0%
BW								4	476	119		0	0%
CJ				1	42	42							
DX				1	42	42	3						
ED								2	216	108		0	0%
EF								1	119	119		0	0%
EU	1	7	7										
FJ				1	38	38	1	1	119	119		0	0%
STATE	1	7	7	3	122	41	7	9	1049	117		0	0%
REGION	27	100	4	45	926	21	44	195	19733	101	103	0	0%

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

2/16/2001

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

2/16/2001

Colloquium: Tennessee Virtual - Augmentations

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

AUGMENTATIONS													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPLICATION RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLETIONS	# PROV. DAYS	AVG. ARRANGEMENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
DX								2	71	36		0	0%

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

2/16/2001

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: January 1, 2001 - January 31, 2001

2/16/2001



TENNESSEE SQM DATA REPORT PERIOD - FEBRUARY 2001

<u>CATEGORY</u>	<u>MEASUREMENT DESCRIPTION*</u>
(OSS) Operations Support Systems	• Average Response Interval (Pre-Ordering/Ordering) • Percent OSS Interface Availability (Pre-Ordering/Ordering) • OSS Interface Availability (Maintenance & Repair)** • OSS Maintenance and Repair Response Interval ** ** OSS Interface Availability (M&R) and OSS Maintenance & Repair Response Interval are located in the Maintenance & Repair Section
(O) Ordering	• Percent Flow-through Service Requests (Summary) • Percent Flow-through Service Requests (Detail) • Flow-through Error Analysis • Percent LNP Flow Through Service Requests (Summary) • Percent LNP Flow Through Service Requests (Detail) • Percent Rejected Service Requests • LNP-Percent Rejected Service Requests • Reject Distribution Interval & Average Interval • LNP-Reject Interval Distribution & Average Interval • Firm Order Confirmation Timeliness • LNP-Firm Order Confirmation Timeliness • Speed of Answer in Ordering Center
(P) Provisioning	• Order Completion Interval Distribution & Average Interval • Held Order Interval Distribution and Mean Interval • Jeopardy Interval & Percent Jeopardy • Percent Missed Installation Appointments • LNP-Percent Missed Installation Appointments • Provisioning Troubles within 30 Days of Installation • Coordinated Customer Conversions • Coordinated Customer Conversions - Hot Cut Timeliness • Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution • Average Completion Notice Interval • Total Service Order Cycle Time (TSOCT) • LNP-Total Service Order Cycle Time (TSOCT)
(M&R) Maintenance & Repair	• OSS Interface Availability** • OSS Maintenance & Repair Response Interval** • Average Answer Time • Missed Repair Appointments • Customer Trouble Report Rate • Maintenance Average Duration • Percent Repeat Troubles within 30 days • Out of Service Over 24 Hours
(B) Billing	• Invoice Accuracy • Invoice Timeliness • Usage Data Delivery Accuracy • Usage Record Timeliness and Completeness



TENNESSEE SQM DATA REPORT PERIOD - FEBRUARY 2001

<u>CATEGORY</u>	<u>MEASUREMENT DESCRIPTION *</u>
(OS) (DA) Operator Services Toll & Directory Assistance	• Speed to Answer Performance/Average Speed to Answer (Toll) • Speed to Answer Performance/Percent Answered within "X" Seconds (Toll) • Speed to Answer Performance/Average Speed to Answer (DA) • Speed to Answer Performance/Percent Answered within "X" Seconds (DA)
(E) E911	• E911 Mean Interval • E911 Timeliness & Accuracy
(TGP) Trunk Group Performance	• Trunk Group Service-Summary • Trunk Group Service – Detail
(C) Collocation	• Average Response Time • Average Arrangement Time • % of Due Dates Missed • Arrangements in Service

* These reports are subject to change due to regulatory requirements.

NOTE: PMAP reports display numeric values (including zeros, e.g. 0.0%) when there is raw data (activity) for the reporting period and blanks when there is no activity. For instance, when totals are calculated, combinations of blanks (null values) and zeros will generate a zero. When the total being calculated includes only blanks, the total will also generate a blank.

**TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001**

(OSS) Operations Support Systems

- Average Response Interval
- Percent OSS Interface Availability
- OSS Interface Availability (M&R)**
- OSS Maintenance and Repair Response Interval**

** OSS Interface Availability (M&R) and OSS Maintenance and Repair Response Interval are located in the Maintenance & Repair Section

Pre-Ordering and Ordering OSS

REPORT: AVERAGE RESPONSE INTERVAL
REPORT PERIOD: 02/01/2001 - 02/28/2001

SYSTEM	EST. RNS			EST. ROS			CLEC. LENS			CLEC. TAG		
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS
- RSAG	96.95%	0.82%	1.49	4383135	90.51%	2.08%	97.96%	1.80	9022	92.18%	2.80%	97.33%
- BY TN	92.38%	1.92%	2.33	547871	78.17%	4.83%	95.60%	2.49	655979	91.55%	2.93%	97.21%
- BY ADDR	96.00%	1.12%	1.06	365453	97.82%	0.76%	99.27%	0.75	258778	96.43%	0.56%	99.46%
- ATLAS - MLH										0.00%	0.00%	0.00
- ATLAS - DID										100.00%	0.00%	100.00%
- DSAP	98.60%	0.62%	0.61	616853	99.10%	0.52%	99.51%	0.51	240880	96.55%	1.50%	98.57%
- CSR Data 1												
- CRSACCTS	94.69%	1.65%	1.74	2086401								
- HAL/CRIS												
- CRSECSR												
- CRSEINIT												
- CRSOCSR												
- Service/Feature Availability 2												
- OASISBSN	0.00%	0.00%	0.00	0								
- OASISCAR	99.80%	0.07%	0.20	152008								
- OASISLPC	99.82%	0.06%	0.17	178613								
- OASISMTN	99.85%	0.06%	0.07	98598								
- OASISBIG	93.38%	0.27%	0.95	872552	85.60%	0.08%	99.94%	1.73	183674			
- COFFIUSOC												
- PSIMS/ORB												
- CRSECSR												
- CRSEINIT												
- CRSOCSR												
- HAL/CRIS												
- CRSACCTS												
- CRSECSR												
- CRSEINIT												
- CRSOCSR												
- Service/Feature Availability 2												
- OASISBSN	0.00%	0.00%	0.00	0								
- OASISCAR	99.80%	0.07%	0.20	152008								
- OASISLPC	99.82%	0.06%	0.17	178613								
- OASISMTN	99.85%	0.06%	0.07	98598								
- OASISBIG	93.38%	0.27%	0.95	872552	85.60%	0.08%	99.94%	1.73	183674			
- COFFIUSOC												
- PSIMS/ORB												

Sources of CSR data and service/feature availability differs for RNS, ROS, LENS and TAG.

Note 1: CSR data is retrieved via the CRSACCTS contract in RNS, CRSOCSR contract in ROS, HAL/CRIS contract in LENS and CRSEINIT contract in TAG. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS, CRSOCSR, and CRSEINIT & CRSOCSR contracts.

Note 2: Service/feature availability is retrieved via a series of OASIS contracts in RNS and via COFFI and PSIMS in LENS. Service/feature availability data are stored locally in TAG.

Note 3: The old LENS application was turned off in December, 2000. New LENS data will not be available until mid April, 2001.

Pre-Ordering and Ordering OSS

REPORT: PERCENT OSS INTERFACE AVAILABILITY
REPORT PERIOD: 02/01/2001 - 02/28/2001

OSS INTERFACE	ACTUAL AVAILABILITY
CLEC AGGREGATE	
- LENS	99.98%
- LEO MAINFRAME	98.51%
- LEO UNIX ¹	
- LESOG	100.00%
- EDI	100.00%
- HAL	99.99%
- TAG	99.79%
- PSIMS	100.00%
CLEC/BST	
- SOCS	99.96%
- BOCRIS	99.95%
- ATLAS/COFFI	99.99%
- RSAG	99.97%
- DSAP	99.96%
- SONGS	99.99%

Note 1: LEO UNIX has been removed from the Encore Architecture.
All LEO activity is now processed on the mainframe.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(O) ORDERING

- Percent Flow-Through Service Requests (Summary)
 - Percent Flow-Through Service Requests (Detail)
 - Percent Flow Through Service Requests (Fatal Rejects)
 - Flow Through Error Analysis
 - Percent LNP Flow Through Service Requests (Summary)
 - Percent LNP Flow Through Service Requests (Aggregate Detail)
 - Percent LNP Flow Through Service Requests (Fatal Rejects)
- Percent Rejected Service Requests (Fully, Partially, Total & Non-Mechanized LSRs; Trunks ASR)
- LNP - Percent Rejected Service Requests (Fully, Partially & Total Mechanized LNP Gateway)
- Reject Distribution Interval & Average Interval
 - a. Fully & Partially Mechanized LSRs
 - b. Total & Non-Mechanized LSRs; Local Interconnection Trunks
- LNP - Reject Distribution Interval & Average Interval (Fully, Partially & Total Mechanized LSRs)

Continued....

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(O) ORDERING

- Firm Order Confirmation Timeliness
 - a. Fully & Partially Mechanized LSRs
 - b. Total & Non-Mechanized LSRs; Local Interconnection Trunks
- LNP - Firm Order Confirmation Timeliness (Fully, Partially & Total Mechanized LSRs)
- Speed of Answer in Ordering Center

****Note:** BellSouth is reinstituting the reporting of business retail flow-through as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flow-through for the Regional Operating System (ROS) interface used by business retail. BellSouth retail reports capture all business service requests submitted from all sources, including manually. BellSouth has initiated the development of an accurate report and will reflect this measure as soon as its development is complete.

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING													FLOWTHROUGH		
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification		Z Status	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout	
#1		13	0	0	13	2	3	0	8	7	7	0	1	10.00%	12.50%	12.50%	
#2		1142	0	0	1142	92	66	7	977	224	208	16	753	71.51%	77.07%	76.36%	
#3		7	0	0	7	0	1	0	6	3	3	0	3	50.00%	50.00%	50.00%	
#4		83	0	0	83	7	10	0	66	15	13	2	51	71.83%	77.27%	79.69%	
#5		1301	0	0	1301	107	104	17	1073	275	254	21	798	68.85%	74.37%	75.86%	
#6		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#7		5	0	0	5	0	1	0	4	3	2	1	1	33.33%	25.00%	33.33%	
#8		16	0	0	16	0	0	0	16	7	5	2	9	64.29%	56.25%	64.29%	
#9		76	0	0	76	12	13	1	50	23	19	4	27	46.55%	54.00%	58.70%	
#10		3391	0	0	3391	224	297	5	2865	294	264	30	2571	84.05%	89.74%	90.69%	
#11		254	0	0	254	79	28	2	145	57	51	6	88	40.37%	60.69%	63.31%	
#12		285	0	0	285	6	12	1	266	21	21	0	245	90.07%	92.11%	92.11%	
#13		0	0	18	18	0	6	1	11	4	4	0	7	63.64%	63.64%	63.64%	
#14		0	0	4	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
#15		855	0	0	855	88	107	17	643	226	204	22	417	58.82%	64.85%	67.15%	
#16		70	0	0	70	9	10	1	50	26	25	1	24	41.38%	48.00%	48.98%	
#17		75	0	0	75	11	15	0	49	16	14	2	33	56.90%	67.35%	70.21%	
#18		104	0	0	104	12	17	1	74	31	27	4	43	52.44%	58.11%	61.43%	
#19		0	94	0	94	40	19	7	28	17	11	6	11	17.74%	39.29%	50.00%	
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#21		891	0	0	891	107	82	5	697	117	108	9	580	72.96%	83.21%	84.30%	
#22		525	0	0	525	23	50	4	448	56	51	5	392	84.12%	87.50%	88.49%	
#23		20	0	0	20	0	0	0	20	2	2	0	18	90.00%	90.00%	90.00%	
#24		344	0	0	344	22	17	1	304	74	74	0	230	70.55%	75.66%	75.66%	
#25		2231	0	0	2231	91	172	20	1948	342	326	16	1606	79.39%	82.44%	83.13%	
#26		19	0	0	19	0	0	0	19	16	16	0	3	15.79%	15.79%	15.79%	
#27		0	65	0	65	4	19	0	42	27	16	11	15	42.86%	35.71%	48.39%	
#28		27	0	0	27	15	0	0	12	3	3	0	9	33.33%	75.00%	75.00%	
#29		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#30		0	3	0	3	0	0	0	3	2	1	1	1	50.00%	33.33%	50.00%	
#31		312	0	0	312	39	23	12	238	62	57	5	176	64.71%	73.95%	75.54%	
#32		137	0	0	137	21	15	0	101	7	6	1	94	77.69%	93.07%	94.00%	
#33		12	0	0	12	1	3	0	8	4	3	1	4	50.00%	50.00%	57.14%	
#34		89	0	0	89	5	3	0	81	18	16	2	63	75.00%	77.78%	79.75%	
#35		41	0	0	41	2	3	0	36	3	3	0	33	86.84%	91.67%	91.67%	
#36		317	0	0	317	10	24	0	283	37	35	2	246	84.54%	86.93%	87.54%	
#37		51	0	0	51	1	5	0	45	4	4	0	41	89.13%	91.11%	91.11%	
#38		0	0	3	3	0	1	0	2	2	2	0	0	0.00%	0.00%	0.00%	
#39		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#40		252	0	0	252	51	14	3	184	59	34	25	125	59.52%	67.93%	78.62%	

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING														FLOWTHROUGH			
Company Info		LESOG																	
		Mechanized Interface Used				Rejects				Errors									
		ED	EDI	TAG	Total LSR's	Manual	Total Manual	Auto	Clarification	Z Status	Validated	Total System	BSST Caused	CLEC	Issued SO's	Achieved	Base	CLEC Error	Excluded
Name		RESH / OCN	LENS															Calculation	Calculation
#81			38	0	0	0	38	1	1	1	24	15	11	4	9	28.13%	37.50%	45.00%	
#82			0	2479	0	2479	273	270		3	1933	676	617	59	1257	58.55%	65.03%	67.08%	
#83			2997	0	0	2997	198	254		19	2526	459	406	53	2067	77.39%	81.83%	83.58%	
#84			0	0	1291	38	1291	191		26	1036	284	267	17	752	71.14%	72.59%	73.80%	
#85			531	0	0	531	54	64		6	407	86	78	8	321	70.86%	78.87%	80.45%	
#86			42	0	0	42	0	5		0	37	6	6	0	31	83.78%	83.78%	83.78%	
#87			966	0	0	966	76	147		7	736	85	76	9	651	81.07%	88.45%	89.55%	
#88			128	0	0	128	8	14		1	105	7	7	0	98	86.73%	93.33%	93.33%	
#89			3	0	0	3	1	0		0	2	0	0	0	2	66.67%	100.00%	100.00%	
#90			24	0	0	24	3	0		1	20	10	9	1	10	45.45%	50.00%	52.63%	
#91			147	0	0	147	21	8		2	116	35	30	5	81	61.36%	69.83%	72.97%	
#92			0	0	1514	29	1514	135		0	1350	123	121	2	1227	89.11%	90.89%	91.02%	
#93			318	0	0	318	20	25		4	269	44	36	8	225	80.07%	83.64%	86.21%	
#94			436	0	0	436	11	37		1	387	42	40	2	345	87.12%	89.15%	89.61%	
#95			1114	0	0	1114	128	101		3	882	93	86	7	789	78.66%	89.46%	90.17%	
#96			21	0	0	21	3	1		0	17	10	10	0	7	35.00%	41.18%	41.18%	
#97			1723	0	0	1723	664	121		26	912	492	401	91	420	28.28%	46.05%	51.16%	
#98			0	252	0	252	158	53		15	26	23	19	4	3	1.67%	11.54%	13.64%	
#99			2	0	0	2	0	2		0	0	0	0	0	0	0.00%	0.00%	0.00%	
#100			154	0	0	154	43	8		4	99	42	36	6	57	41.91%	57.58%	61.29%	
#101			512	0	0	512	35	43		15	419	141	125	16	278	63.47%	66.35%	68.98%	
#102			0	0	6177	6177	113	323		0	5741	447	403	44	5294	91.12%	92.21%	92.93%	
#103			4665	0	0	4665	232	321		33	4079	447	377	70	3632	85.64%	89.04%	90.60%	
#104			1	0	0	1	0	0		0	1	0	0	0	1	100.00%	100.00%	100.00%	
#105			0	0	0	0	4	0		0	0	0	0	0	0	0.00%	0.00%	0.00%	
#106			173	0	0	173	31	29		3	110	43	31	12	67	51.94%	60.91%	68.37%	
#107			0	5909	0	5909	2335	310		470	2794	389	184	205	2405	48.84%	56.08%	62.89%	
#108			237	0	0	237	41	25		1	170	69	54	15	101	51.53%	59.41%	65.16%	
#109			232	0	0	232	24	21		4	183	49	42	7	134	67.00%	73.22%	76.14%	
#110			0	1542	0	1542	63	18		0	1461	70	63	7	1391	91.69%	95.21%	95.67%	
#111			886	0	0	886	3	27		79	777	145	134	11	632	82.18%	81.34%	82.51%	
#112			0	181	0	181	1	34		2	144	9	7	2	135	94.41%	93.75%	95.07%	
#113			190	0	0	190	1	4		3	182	26	23	3	156	86.67%	85.71%	87.15%	
#114			0	0	3891	3891	389	694		42	2766	440	378	62	2326	75.20%	84.09%	86.02%	
#115			19631	0	0	19631	540	1901		33	17157	1506	1389	117	15651	89.03%	91.22%	91.85%	
#116			4791	0	0	4791	260	301		8	4222	364	338	26	3858	86.58%	91.38%	91.94%	
#117			17	0	0	17	0	5		0	12	9	9	0	3	25.00%	25.00%	25.00%	
#118			0	3	0	3	0	1		0	2	0	0	0	2	100.00%	100.00%	100.00%	
#119			2842	0	0	2842	524	266		23	2029	786	707	79	1243	50.24%	61.26%	63.74%	
#120			18	0	0	18	0	4		0	14	1	1	0	13	92.86%	92.86%	92.86%	

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AGGREGATE ORDER TYPES		LSR PROCESSING														FLOWTHROUGH			
Company Info		LESOG																	
		Mechanized Interface Used				Rejects		Validated		Errors				Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout						
Name																			
#121		9	0	0	0	9	2	2	0	5	0	0	0	5	71.43%	100.00%	100.00%		
#122		0	0	0	24	24	1	1	0	22	5	5	0	17	73.91%	77.27%	77.27%		
#123		11	0	0	0	11	3	1	0	7	0	0	0	7	70.00%	100.00%	100.00%		
#124		48	0	0	0	48	2	5	0	41	7	6	1	34	80.95%	82.93%	85.00%		
#125		312	0	0	0	312	2	11	0	299	42	42	0	257	85.38%	85.95%	85.95%		
#126		18	0	0	0	18	1	5	1	11	3	3	0	8	66.67%	72.73%	72.73%		
#127		1	0	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#128		0	0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#129		0	0	0	47	47	11	6	0	30	17	11	6	13	37.14%	43.33%	54.17%		
#130		10	0	0	0	10	1	0	0	9	1	1	0	8	80.00%	88.89%	88.89%		
#131		280	0	0	0	280	40	28	1	211	77	70	7	134	54.92%	63.51%	65.69%		
#132		21	0	0	0	21	3	0	6	12	12	11	1	0	0.00%	0.00%	0.00%		
#133		0	4182	0	0	4182	40	1931	8	2203	209	140	69	1994	91.72%	90.51%	93.44%		
#134		17	0	0	0	17	0	1	0	16	11	10	1	5	33.33%	31.25%	33.33%		
#135		121	0	0	0	121	20	4	2	95	30	27	3	65	58.04%	68.42%	70.65%		
#136		466	0	0	0	466	67	34	1	364	85	78	7	279	65.80%	76.65%	78.15%		
#137		7	0	0	0	7	4	0	0	3	0	0	0	3	42.86%	100.00%	100.00%		
#138		1	0	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%		
#139		6	0	0	0	6	3	0	0	3	1	1	0	2	33.33%	66.67%	66.67%		
#140		0	0	0	62	62	3	13	0	46	10	10	0	36	73.47%	78.26%	78.26%		
#141		0	0	0	223	223	81	42	1	99	48	37	11	51	30.18%	51.52%	57.95%		
#142		697	0	0	0	697	137	136	11	413	177	140	37	236	46.00%	57.14%	62.77%		
#143		0	0	0	11	11	0	0	0	10	6	4	2	4	50.00%	40.00%	50.00%		
#144		0	3068	0	0	3068	56	1022	2	1988	363	287	76	1625	82.57%	81.74%	84.99%		
#145		20	0	0	0	20	1	1	0	18	0	0	0	18	94.74%	100.00%	100.00%		
#146		35	0	0	0	35	15	0	3	17	5	4	1	12	38.71%	70.59%	75.00%		
#147		0	1875	0	0	1875	31	637	0	1207	147	94	53	1060	89.45%	87.82%	91.85%		
#148		16	0	0	0	16	0	0	0	16	1	1	0	15	93.75%	93.75%	93.75%		
#149		0	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#150		68	0	0	0	68	1	2	0	65	2	2	0	63	95.45%	96.92%	96.92%		
#151		1	0	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#152		117	0	0	0	117	57	19	11	30	28	24	4	2	2.41%	6.67%	7.69%		
#153		0	406	0	0	406	298	69	17	22	8	4	4	14	4.43%	63.64%	77.78%		
#154		32	0	0	0	32	3	13	0	16	10	10	0	6	31.58%	37.50%	37.50%		
#155		10	0	0	0	10	2	2	0	6	2	2	0	4	50.00%	66.67%	66.67%		
#156		0	0	0	3	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#157		9	0	0	0	9	2	0	0	7	1	1	0	6	66.67%	85.71%	85.71%		
#158		0	112	0	0	112	50	52	0	10	10	4	6	0	0.00%	0.00%	0.00%		
#159		9	0	0	0	9	1	0	0	8	2	2	0	6	66.67%	75.00%	75.00%		
#160		10	0	0	0	10	6	1	0	3	2	2	0	1	11.11%	33.33%	33.33%		

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
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AGGREGATE ORDER TYPES		LSR PROCESSING													FLOWTHROUGH		
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects			Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual	Auto Clarification		Z Status	Total System	BST Caused					CLEC Caused
#161		4	0	0	4	0	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#162		2	0	0	2	2	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#163		2	0	0	2	0	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#164		16	0	0	16	3	0	10	0	3	3	2	1	0	0.00%	0.00%	0.00%
#165		0	0	119	119	57	9	9	0	53	28	26	2	25	23.15%	47.17%	49.02%
#166		16	0	0	16	2	0	0	0	14	7	7	0	7	43.75%	50.00%	50.00%
#167		0	2334	0	2334	1	247	21	2065	64	64	13	51	2001	99.31%	96.90%	99.35%
#168		0	0	39	39	23	4	0	12	3	2	2	1	9	26.47%	75.00%	81.82%
#169		33	0	0	33	3	2	0	28	8	4	4	0	20	74.07%	71.43%	83.33%
#170		0	0	3	3	2	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#171		0	684	0	684	614	30	2	38	34	26	8	4	4	0.62%	10.53%	13.33%
#172		23	0	0	23	6	1	1	15	7	4	3	8	8	44.44%	53.33%	66.67%
#173		2552	0	0	2552	138	287	2	2125	180	162	18	1945	1945	86.64%	91.53%	92.31%
#174		236	0	0	236	45	18	6	167	57	52	5	110	110	53.14%	65.87%	67.90%
#175		128	0	0	128	3	6	0	119	49	47	2	70	70	58.33%	58.82%	59.83%
#176		297	0	0	297	10	4	2	281	18	18	0	263	263	90.38%	93.59%	93.59%
#177		39	0	0	39	13	2	0	24	3	3	0	21	21	56.76%	87.50%	87.50%
#178		21	0	0	21	0	3	1	17	1	1	0	16	16	94.12%	94.12%	94.12%
#179		0	0	19	19	14	2	1	2	0	0	0	2	2	12.50%	100.00%	100.00%
#180		98	0	0	98	32	6	3	57	40	27	13	17	17	22.37%	29.82%	38.64%
#181		78	0	0	78	10	15	1	52	5	4	1	47	47	77.05%	90.38%	92.16%
#182		0	0	2	2	1	0	0	1	1	0	0	1	0	0.00%	0.00%	0.00%
#183		0	0	74	74	8	14	0	52	22	17	5	30	30	54.55%	57.69%	63.83%
#184		309	0	0	309	33	43	3	230	79	62	17	151	151	61.38%	65.65%	70.89%
#185		477	0	0	477	26	64	1	386	23	23	0	363	363	88.11%	94.04%	94.04%
#186		1	0	0	1	0	0	0	1	0	0	0	1	1	100.00%	100.00%	100.00%
#187		0	0	1	1	0	0	0	1	1	1	0	0	0	0.00%	0.00%	0.00%
#188		11530	0	0	11530	1214	1589	60	8667	3071	2620	451	5596	5596	59.34%	64.57%	68.11%
#189		279	0	0	279	35	12	0	232	20	18	2	212	212	80.00%	91.38%	92.17%
#190		0	0	1160	1160	21	99	0	1040	99	94	5	941	941	89.11%	90.48%	90.92%
#191		217	0	0	217	22	42	8	145	29	23	6	116	116	72.05%	80.00%	83.45%
#192		0	0	3	3	0	1	0	2	1	1	0	1	1	50.00%	50.00%	50.00%
#193		17	0	0	17	0	1	0	16	11	5	6	5	5	50.00%	31.25%	50.00%
#194		79	0	0	79	17	14	2	46	34	22	12	12	12	23.53%	26.09%	35.29%
#195		679	0	0	679	29	53	3	594	92	88	4	502	502	81.10%	84.51%	85.08%
#196		365	0	0	365	17	46	1	301	75	73	2	226	226	71.52%	75.08%	75.59%
#197		98	0	0	98	15	16	1	66	32	29	3	34	34	43.59%	51.52%	53.97%
#198		294	0	0	294	51	49	1	193	63	53	10	130	130	55.56%	67.36%	71.04%
#199		745	0	0	745	26	20	1	698	34	32	2	664	664	91.97%	95.13%	95.40%
#200		362	0	0	362	34	25	1	302	18	15	3	284	284	85.29%	94.04%	94.98%

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REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
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AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
		Mechanized Interface Used						Rejects			Validated						
		EDI		TAG		Total Mech LSR's		Manual	Total	Auto	LSR's	Total System Fallout	Errors	CLEC		CLEC Error Excluded Calculation	
Name		RESH / OCN	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS	LENS
#201			564	0	0	564	32	30	0	0	502	24	21	3	478	90.02%	95.22%
#202			7	0	0	7	3	0	0	0	4	2	2	0	2	28.57%	50.00%
#203			686	0	0	686	39	38	0	0	609	24	21	3	585	90.70%	96.06%
#204			0	0	6	6	0	3	0	0	3	2	0	2	1	100.00%	33.33%
#205			25	0	0	25	1	11	0	0	13	5	5	0	8	57.14%	61.54%
#206			0	19	0	19	6	4	4	0	5	3	3	0	2	18.18%	40.00%
#207			0	0	3796	3796	29	1678	92	0	1997	1154	671	483	843	54.63%	42.21%
#208			2	0	0	2	0	0	0	0	2	2	2	0	0	0.00%	0.00%
#209			0	0	1807	1807	29	79	6	1693	97	81	16	1596	1596	93.55%	94.27%
#210			6394	0	0	6394	389	420	12	5573	323	294	29	5250	5250	88.49%	94.20%
#211			927	0	0	927	44	99	1	783	32	29	3	751	751	91.14%	95.91%
#212			85	0	0	85	20	12	0	53	3	2	2	1	50	69.44%	94.34%
#213			1169	0	0	1169	138	72	1	958	38	34	4	920	920	84.25%	96.03%
#214			2420	0	0	2420	166	313	0	1941	70	51	19	1871	1871	89.61%	96.39%
#215			119	0	0	119	8	7	0	104	39	35	4	65	65	60.19%	62.50%
#216			69	0	0	69	10	5	0	54	17	16	1	37	37	58.73%	68.52%
#217			1	0	0	1	0	1	0	0	0	0	0	0	0	0.00%	0.00%
#218			1631	0	0	1631	126	106	6	1393	83	76	7	1310	1310	86.64%	94.04%
#219			0	0	13440	13440	1637	2088	46	9689	1972	1600	372	7717	7717	70.45%	79.65%
#220			7755	0	0	7755	538	601	23	6593	616	467	149	5977	5977	85.61%	90.66%
#221			44	0	0	44	4	3	0	37	0	0	0	37	37	90.24%	100.00%
#222			3	0	0	3	0	0	0	3	0	0	0	3	3	100.00%	100.00%
#223			249	0	0	249	18	16	3	212	25	19	6	187	187	83.48%	88.21%
#224			216	0	0	216	19	13	0	184	9	9	9	175	175	86.21%	95.11%
#225			513	0	0	513	67	74	6	366	140	126	14	226	226	53.94%	61.75%
#226			40	0	0	40	2	6	1	31	5	2	3	26	26	86.67%	83.87%
#227			103	0	0	103	20	6	1	76	41	31	2	35	35	40.70%	46.05%
#228			505	0	0	505	12	93	1	399	9	9	6	390	390	95.59%	97.74%
#229			10	0	0	10	0	0	0	10	2	2	2	8	8	80.00%	80.00%
#230			1137	0	0	1137	70	93	2	972	41	34	7	931	931	89.95%	95.78%
#231			196	0	0	196	9	6	2	179	23	22	1	156	156	83.42%	87.15%
#232			6562	0	0	6562	59	571	3	5929	353	326	27	5576	5576	93.54%	94.05%
#233			151	0	0	151	14	11	0	126	9	8	1	117	117	84.17%	92.86%
#234			9	0	0	9	0	6	0	3	0	0	0	3	3	100.00%	100.00%
#235			44	0	0	44	8	4	1	31	9	8	1	22	22	57.89%	70.97%
#236			623	0	0	623	39	130	0	454	21	11	10	433	433	89.65%	95.37%
#237			1099	0	0	1099	50	66	3	980	66	55	11	914	914	89.70%	93.27%
#238			0	0	5	5	0	0	0	5	4	2	2	1	1	33.33%	20.00%
#239			111	0	0	111	15	10	1	85	44	35	9	41	41	45.05%	48.24%
#240			13	0	0	13	0	2	0	11	6	4	2	5	5	55.56%	45.45%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's		Achieved Flowthrough	
		Total Mech LSR's		Auto Clarification		Z Status		LSR's		Total System Fallout		BST Caused Fallout		CLEC Caused Fallout	
		LENS	EDI	TAG	Manual	Total Manual	Manual	Manual	Manual	Manual	Manual	Manual	Manual	Manual	Manual
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual	Auto Clarification	Z Status	Validated	Total System	BST Caused	CLEC Caused	CLEC Error
Name															Calculation
#241			149	0	0	149	45	19	3	82	27	26	1	55	67.07%
#242			970	0	0	970	65	70	1	834	43	34	9	791	88.88%
#243			106	0	0	106	20	5	2	79	21	20	1	58	59.18%
#244			60	0	0	60	6	1	0	53	30	26	4	23	41.82%
#245			0	0	34	34	5	3	3	23	17	15	2	6	23.08%
#246			189	0	0	189	16	9	0	164	19	15	4	145	82.39%
#247			268	0	0	268	24	39	4	201	57	53	4	144	65.16%
#248			0	0	15	15	0	3	0	12	9	6	3	3	33.33%
#249			3	0	0	3	0	0	0	3	2	2	0	1	33.33%
#250			0	0	215	215	40	23	1	151	41	32	9	110	60.44%
#251			830	0	0	830	120	76	13	621	145	118	27	476	66.67%
#252			129	0	0	129	28	25	0	76	27	20	7	49	50.52%
#253			202	0	0	202	7	15	0	180	8	6	2	172	92.97%
#254			687	0	0	687	35	40	1	611	25	23	2	586	90.99%
#255			3	0	0	3	1	0	0	2	1	0	1	1	50.00%
#256			224	0	0	224	29	60	1	134	38	31	7	96	61.54%
#257			152	0	0	152	5	11	0	136	5	5	0	131	92.91%
#258			1	0	0	1	0	0	0	0	0	0	0	1	100.00%
#259			2	0	0	2	2	0	0	0	0	0	0	0	0.00%
#260			9	0	0	9	2	0	1	6	3	2	1	3	42.86%
#261			35	0	0	35	1	6	0	28	3	3	0	25	86.21%
#262			94	0	0	94	6	7	1	80	10	7	3	70	84.34%
#263			2443	0	0	2443	206	208	5	2024	120	92	28	1904	86.47%
#264			1527	0	0	1527	109	98	5	1315	54	40	14	1261	89.43%
#265			804	0	0	804	49	47	3	705	88	82	6	617	82.49%
#266			0	0	1057	1057	226	18	17	796	184	160	24	612	61.32%
#267			1645	0	0	1645	79	70	23	1473	150	135	15	1323	86.08%
#268			295	0	0	295	14	71	1	209	41	35	6	168	77.42%
#269			105	0	0	105	14	3	0	88	6	6	0	82	80.39%
#270			0	140	0	140	12	19	0	109	23	19	4	86	73.50%
#271			7	0	0	7	1	3	0	3	0	0	0	3	75.00%
#272			30	0	0	30	2	8	0	20	5	3	2	15	75.00%
#273			3	0	0	3	0	1	0	2	1	1	0	1	50.00%
#274			205	0	0	205	19	31	2	153	28	22	6	125	75.30%
#275			1	0	0	1	0	0	0	1	0	0	0	1	100.00%
#276			31	0	0	31	3	2	1	25	20	17	3	5	20.00%
#277			0	63	0	63	5	19	0	39	14	8	6	25	65.79%
#278			2	0	0	2	0	0	0	2	1	1	0	1	50.00%
#279			284	0	0	284	11	26	0	247	61	51	10	186	75.00%
#280			592	0	0	592	69	43	1	479	18	16	2	461	84.43%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout		Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#281		171	0	0	171	34	17	2	118	21	19	2	97	64.67%	82.20%	83.62%
#282		22	0	0	22	6	6	0	10	6	3	0	4	25.00%	40.00%	40.00%
#283		10	0	0	10	3	1	0	6	3	3	0	3	33.33%	50.00%	50.00%
#284		0	0	515	515	46	52	1	416	25	23	2	391	85.00%	93.99%	94.44%
#285		426	0	0	426	63	34	1	328	23	18	5	305	79.02%	92.99%	94.43%
#286		0	0	98	98	15	14	0	69	8	6	2	61	74.39%	88.41%	91.04%
#287		20	0	0	20	2	1	0	17	0	0	0	17	89.47%	100.00%	100.00%
#288		101	0	0	101	8	16	0	77	5	4	1	72	85.71%	93.51%	94.74%
#289		217	0	0	217	18	10	0	189	17	15	2	172	83.90%	91.01%	91.98%
#290		857	0	0	857	99	78	3	677	70	61	9	607	79.14%	89.66%	90.87%
#291		75	0	0	75	5	1	0	69	6	5	1	63	86.30%	91.30%	92.65%
#292		5	0	0	5	1	0	0	4	0	0	0	4	80.00%	100.00%	100.00%
#293		0	0	31	31	1	11	0	19	6	4	2	13	72.22%	68.42%	76.47%
#294		1408	0	0	1408	57	304	1	1046	47	33	14	999	91.74%	95.51%	96.80%
#295		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#296		226	0	0	226	24	17	0	185	14	13	1	171	82.21%	92.43%	92.93%
#297		0	7	0	7	0	1	2	4	4	4	0	0	0.00%	0.00%	0.00%
#298		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#299		415	0	0	415	36	41	1	337	38	25	13	299	83.06%	89.72%	92.28%
#300		78	0	0	78	22	11	2	43	19	15	4	24	39.34%	55.81%	61.54%
#301		96	0	0	96	2	4	2	88	11	9	2	77	87.50%	87.50%	89.53%
#302		0	5	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%
#303		64	0	0	64	4	6	1	53	10	10	0	43	75.44%	81.13%	81.13%
#304		65	0	0	65	12	13	1	39	18	16	2	21	42.86%	53.85%	56.76%
#305		0	0	40	40	6	5	1	28	18	8	10	10	41.67%	35.71%	55.56%
#306		171	0	0	171	24	22	2	123	56	42	14	67	50.38%	54.47%	61.47%
#307		188	0	0	188	48	27	1	112	34	29	5	78	50.32%	69.64%	72.90%
#308		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#309		58	0	0	58	4	19	0	35	11	10	1	24	63.16%	68.57%	70.59%
#310		323	0	0	323	29	55	1	238	47	32	15	191	75.79%	80.25%	85.65%
#311		35	0	0	35	5	10	1	19	9	6	3	10	47.62%	52.63%	62.50%
#312		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#313		0	0	30	30	4	5	1	20	4	1	3	16	76.19%	80.00%	94.12%
#314		0	0	81	81	16	14	1	50	20	17	3	30	47.62%	60.00%	63.83%
#315		175	0	0	175	36	21	3	115	33	29	4	82	55.78%	71.30%	73.87%
#316		1096	0	0	1096	101	134	3	858	47	42	5	811	85.01%	94.52%	95.08%
#317		70	0	0	70	7	24	0	39	13	9	4	26	61.90%	66.67%	74.29%
#318		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#319		168	0	0	168	5	29	0	134	16	13	3	118	86.76%	88.06%	90.08%
#320		118	0	0	118	23	10	2	83	33	27	6	50	50.00%	60.24%	64.94%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual Total Manual Fallout	Rejects	Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		LENS	EDI	TAG	Total Mech LSR's				Total System Fallout	BST Caused Fallout	CLEC Caused Fallout						
#321		69	0	0	69	15	4	0	9	8	1	41	64.06%	82.00%	83.67%		
#322		8	0	0	8	4	0	0	0	0	0	4	50.00%	100.00%	100.00%		
#323		0	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#324		67	0	0	67	7	15	0	45	5	5	35	74.47%	77.78%	87.50%		
#325		0	2	0	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%		
#326		1	0	0	1	0	0	0	1	1	0	0	0.00%	0.00%	0.00%		
#327		0	1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#328		362	0	0	362	68	53	1	240	65	13	162	54.92%	67.50%	71.37%		
#329		0	0	23	23	0	4	3	16	15	6	1	10.00%	6.25%	10.00%		
#330		163	0	0	163	15	23	1	124	5	0	119	85.61%	95.97%	95.97%		
#331		1311	0	0	1311	118	106	7	1080	129	23	951	80.94%	88.06%	89.97%		
#332		0	0	169	169	27	41	0	101	36	3	65	52.00%	64.36%	66.33%		
#333		548	0	0	548	93	45	2	408	104	10	304	61.91%	74.51%	76.38%		
#334		36	0	0	36	5	10	0	21	5	4	16	72.73%	76.19%	94.12%		
#335		536	0	0	536	31	36	0	469	35	4	434	87.50%	92.54%	93.33%		
#336		0	0	14	14	9	2	1	2	2	1	0	0.00%	0.00%	0.00%		
#337		63	0	0	63	0	41	2	20	19	15	4	6.25%	5.00%	6.25%		
#338		0	0	16	16	1	5	1	9	6	2	4	50.00%	33.33%	60.00%		
#339		816	0	0	816	128	88	10	590	117	95	473	67.96%	80.17%	83.27%		
#340		43	0	0	43	4	1	0	38	2	2	36	85.71%	94.74%	94.74%		
#341		0	16	0	16	4	1	0	11	2	2	8	57.14%	72.73%	80.00%		
#342		2327	0	0	2327	245	153	8	1921	334	295	39	74.61%	82.61%	84.33%		
#343		593	0	0	593	49	24	0	520	14	13	506	89.08%	97.31%	97.50%		
#344		58	0	0	58	3	1	0	54	12	10	42	76.36%	77.78%	80.77%		
#345		40	0	0	40	4	5	0	31	5	4	26	76.47%	83.87%	86.67%		
#346		3	0	0	3	0	0	0	3	0	0	3	100.00%	100.00%	100.00%		
#347		3	0	0	3	1	1	0	0	0	0	1	50.00%	100.00%	100.00%		
#348		0	151	0	151	0	24	1	126	125	52	73	1.89%	0.79%	1.89%		
#349		2920	0	0	2920	558	245	8	2109	481	386	95	63.30%	77.19%	80.83%		
#350		777	0	0	777	70	212	5	490	171	100	71	65.24%	65.10%	76.13%		
#351		246	0	0	246	27	28	4	187	75	71	4	53.33%	59.89%	61.20%		
#352		0	0	4	4	4	0	0	0	0	0	0	0.00%	0.00%	0.00%		
#353		221	0	0	221	50	27	3	141	28	23	5	60.75%	80.14%	83.09%		
#354		1	0	0	1	0	0	0	1	1	0	0	0.00%	0.00%	0.00%		
#355		3	0	0	3	0	0	0	3	1	1	0	66.67%	66.67%	66.67%		
#356		0	66	0	66	12	14	15	25	22	18	4	9.09%	12.00%	14.29%		
#357		679	0	0	679	59	41	3	576	138	129	9	69.97%	76.04%	77.25%		
#358		128	0	0	128	11	13	0	104	14	14	0	78.26%	86.54%	86.54%		
#359		0	0	4	4	3	0	0	1	1	1	0	0.00%	0.00%	0.00%		
#360		0	0	9	9	7	0	0	2	0	0	2	22.22%	100.00%	100.00%		

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
		Mechanized Interface Used				Manual	Rejects		Validated	Total System Fallout	Errors		GLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	GLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's						Manual Fallout	Auto Clarification					
Name	RESH / OCN																
#361		31	0	0	31	8	1	1	21	9	7	2	12	44.44%	57.14%	63.16%	
#362		0	218	0	218	149	39	19	11	7	6	1	4	2.52%	36.36%	40.00%	
#363		0	0	565	565	135	148	13	269	97	70	27	172	45.62%	63.94%	71.07%	
#364		0	0	100	100	15	40	0	45	19	14	5	26	47.27%	57.78%	65.00%	
#365		0	0	3	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%	
#366		0	0	124	124	22	17	0	85	30	27	3	55	52.88%	64.71%	67.07%	
#367		9	0	0	9	4	1	0	4	4	4	0	0	0.00%	0.00%	0.00%	
#368		104	0	0	104	13	4	1	86	7	6	1	79	80.61%	91.86%	92.94%	
#369		0	0	626	626	153	98	7	368	132	105	27	236	47.77%	64.13%	69.21%	
#370		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#371		941	0	0	941	76	61	8	796	93	86	7	703	81.27%	88.32%	89.10%	
#372		413	0	0	413	50	36	0	327	103	93	10	224	61.04%	68.50%	70.66%	
#373		252	0	0	252	34	25	3	190	41	38	3	149	67.42%	78.42%	79.68%	
#374		1758	0	0	1758	162	275	38	1283	334	246	88	949	69.93%	73.97%	79.41%	
#375		1295	0	0	1295	137	120	6	1032	169	138	31	863	75.83%	83.62%	86.21%	
#376		171	0	0	171	15	13	4	139	104	101	3	35	23.18%	25.18%	25.74%	
#377		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
#378		0	0	2	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%	
#379		683	0	0	683	78	60	2	543	82	75	7	461	75.08%	84.90%	86.01%	
#380		0	38	0	38	11	7	0	20	12	2	10	8	38.10%	40.00%	80.00%	
#381		4	0	0	4	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%	
#382		0	3	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%	
#383		0	1758	0	1758	81	513	0	1164	915	198	717	249	47.16%	21.39%	55.70%	
#384		2659	0	0	2659	126	308	7	2218	497	427	70	1721	75.68%	77.59%	80.12%	
#385		0	132	0	132	7	33	0	92	9	8	1	83	84.69%	90.22%	91.21%	
#386		106	0	0	106	4	23	0	79	12	11	1	67	81.71%	84.81%	85.90%	
#387		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#388		13	0	0	13	3	3	0	7	0	0	0	7	70.00%	100.00%	100.00%	
LENS Subtotal		188246	0	0	188246	15368	17589	984	154305	23671	20696	2975	130634	78.37%	84.66%	86.32%	
EDI Subtotal		0	27535	0	27535	4725	5807	638	16365	3378	1951	1427	12987	66.05%	79.36%	86.94%	
TAG Subtotal		0	0	39381	39381	3351	6083	267	29680	5601	4410	1191	24079	75.63%	81.13%	84.52%	
TOTAL INTERFACES		188246	27535	39381	255162	23444	29479	1889	200350	32650	27057	5593	167700	76.86%	83.70%	86.11%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects			Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
#1		1142	0	0	1142	92	66	7	977	224	208	16	753	71.51%	77.07%	78.36%
#2		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#3		58	0	0	58	3	5	0	50	8	7	1	42	80.77%	84.00%	85.71%
#4		1301	0	0	1301	107	104	17	1073	275	254	21	798	68.85%	74.37%	75.86%
#5		23	0	0	23	0	3	0	20	3	1	2	17	94.44%	85.00%	94.44%
#6		3387	0	0	3387	222	296	5	2864	294	264	30	2570	84.10%	89.73%	90.68%
#7		106	0	0	106	16	17	0	73	28	24	4	45	52.94%	61.64%	65.22%
#8		265	0	0	265	6	12	1	266	21	21	0	245	90.07%	92.11%	92.11%
#9		210	0	0	210	12	21	0	177	35	32	3	142	76.34%	80.23%	81.61%
#10		37	0	0	37	4	5	0	28	3	3	0	25	78.13%	89.29%	89.29%
#11		880	0	0	880	101	79	5	695	117	108	9	578	73.44%	83.17%	84.26%
#12		525	0	0	525	23	50	4	448	56	51	5	392	84.12%	87.50%	88.49%
#13		20	0	0	20	0	0	0	20	2	2	0	18	90.00%	90.00%	90.00%
#14		344	0	0	344	22	17	1	304	74	74	0	230	70.55%	75.66%	75.66%
#15		2212	0	0	2212	90	172	20	1930	335	321	14	1595	79.51%	82.64%	83.25%
#16		29	0	0	29	4	7	0	18	5	4	1	13	61.90%	72.22%	76.47%
#17		137	0	0	137	21	15	0	101	7	6	1	94	77.69%	93.07%	94.00%
#18		12	0	0	12	1	3	0	8	4	3	1	4	50.00%	50.00%	57.14%
#19		89	0	0	89	5	3	0	81	18	16	2	63	75.00%	77.78%	79.75%
#20		41	0	0	41	2	3	0	36	3	3	0	33	86.84%	91.67%	91.67%
#21		317	0	0	317	10	24	0	283	37	35	2	246	84.54%	86.93%	87.54%
#22		51	0	0	51	1	5	0	45	4	4	0	41	89.13%	91.11%	91.11%
#23		0	0	3	3	0	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#24		152	0	0	152	5	7	0	140	6	6	0	134	92.41%	95.71%	95.71%
#25		549	0	0	549	53	39	1	456	58	51	7	398	79.28%	87.28%	88.64%
#26		181	0	0	181	19	9	1	152	20	18	2	132	78.11%	86.84%	88.00%
#27		255	0	0	255	26	19	0	210	46	39	7	164	71.62%	78.10%	80.79%
#28		26886	0	0	26886	1613	2441	89	22743	3092	2835	257	19651	81.54%	86.40%	87.39%
#29		308	0	0	308	24	29	1	254	41	39	2	213	77.17%	83.86%	84.52%
#30		777	0	0	777	47	55	0	675	183	171	12	492	69.30%	72.89%	74.21%
#31		303	0	0	303	16	11	3	273	31	26	5	242	85.21%	88.64%	90.30%
#32		23	0	0	23	4	4	0	15	7	5	2	8	47.06%	53.33%	61.54%
#33		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#34		114	0	0	114	15	13	5	81	42	39	3	39	41.94%	48.15%	50.00%
#35		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#36		321	0	0	321	44	46	2	229	56	47	9	173	65.53%	75.55%	78.64%
#37		0	1074	0	1074	9	330	1	734	152	120	32	582	81.86%	79.29%	82.91%
#38		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#39		0	0	146	146	5	32	0	109	15	12	3	94	84.68%	86.24%	88.68%
#40		55	0	0	55	2	8	0	45	7	7	0	38	80.85%	84.44%	84.44%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)

REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout				
#41		18	0	0	18	2	7	0	9	2	2	7	63.64%	77.78%	77.78%
#42		303	0	0	303	12	16	2	273	33	28	5	85.71%	87.91%	89.55%
#43		23	0	0	23	1	1	0	21	3	3	0	81.82%	85.71%	85.71%
#44		422	0	0	422	36	31	0	355	33	32	1	82.56%	90.70%	90.96%
#45		101	0	0	101	8	14	2	77	34	31	3	52.44%	55.84%	58.11%
#46		0	0	443	443	21	39	0	383	17	16	1	90.82%	95.56%	95.81%
#47		83	0	0	83	5	3	0	75	15	14	1	75.95%	80.00%	81.08%
#48		918	0	0	918	26	84	4	804	94	81	13	86.90%	88.31%	89.76%
#49		3	0	0	3	0	0	0	3	0	0	0	100.00%	100.00%	100.00%
#50		0	0	1227	1227	94	125	2	1006	107	99	8	82.33%	89.36%	90.08%
#51		322	0	0	322	61	37	4	220	24	20	4	70.76%	89.09%	90.74%
#52		7	0	0	7	3	0	0	4	1	1	0	42.86%	75.00%	75.00%
#53		0	2479	0	2479	273	270	3	1933	676	617	59	58.55%	65.03%	67.08%
#54		2997	0	0	2997	198	254	19	2526	459	406	53	77.39%	81.83%	83.58%
#55		0	0	1291	1291	38	191	26	1036	284	267	17	71.14%	72.59%	73.80%
#56		531	0	0	531	54	64	6	407	86	78	8	70.86%	78.87%	80.45%
#57		36	0	0	36	0	3	0	33	6	6	0	81.82%	81.82%	81.82%
#58		966	0	0	966	76	147	7	736	85	76	9	81.07%	88.45%	89.55%
#59		128	0	0	128	8	14	1	105	7	7	0	86.73%	93.33%	93.33%
#60		15	0	0	15	1	0	1	13	5	5	0	57.14%	61.54%	61.54%
#61		78	0	0	78	11	5	0	62	8	8	0	73.97%	87.10%	87.10%
#62		0	0	1514	1514	29	135	0	1350	123	121	2	89.11%	90.89%	91.02%
#63		318	0	0	318	20	25	4	269	44	36	8	80.07%	83.64%	86.21%
#64		436	0	0	436	11	37	1	387	42	40	2	87.12%	89.15%	89.61%
#65		1112	0	0	1112	127	101	3	881	93	86	7	78.72%	89.44%	90.16%
#66		2	0	0	2	0	0	0	2	1	1	0	50.00%	50.00%	50.00%
#67		198	0	0	198	22	14	8	154	78	66	12	46.34%	49.35%	53.52%
#68		21	0	0	21	2	2	1	16	3	1	2	81.25%	81.25%	92.86%
#69		350	0	0	350	20	36	9	285	94	83	11	64.97%	67.02%	69.71%
#70		0	0	6177	6177	113	323	0	5741	447	403	44	91.12%	92.21%	92.93%
#71		4657	0	0	4657	231	321	33	4072	442	372	70	85.75%	89.15%	90.70%
#72		0	143	0	143	19	40	12	72	13	6	7	70.24%	81.94%	90.77%
#73		16	0	0	16	4	3	0	9	2	2	0	53.85%	77.78%	77.78%
#74		155	0	0	155	13	14	3	125	27	26	1	71.53%	78.40%	79.03%
#75		0	0	7	7	0	0	0	7	0	0	0	100.00%	100.00%	100.00%
#76		886	0	0	886	3	27	79	777	145	134	11	82.18%	81.34%	82.51%
#77		0	181	0	181	1	34	2	144	9	7	2	94.41%	93.75%	95.07%
#78		190	0	0	190	1	4	3	182	26	23	3	86.67%	85.71%	87.15%
#79		0	0	3888	3888	389	693	42	2764	440	378	62	75.19%	84.08%	86.01%
#80		19403	0	0	19403	538	1896	32	16937	1477	1384	93	88.94%	91.28%	91.78%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
		Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout
Name																	
#81		4791	0	0	0	4791	260	301	8	4222	364	338	26	3858	86.58%	91.38%	91.94%
#82		17	0	0	0	17	0	5	0	12	9	9	0	3	25.00%	25.00%	25.00%
#83		515	0	0	0	515	32	42	2	439	112	99	13	327	71.40%	74.49%	76.76%
#84		18	0	0	0	18	0	4	0	14	1	1	0	13	92.86%	92.86%	92.86%
#85		7	0	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%
#86		48	0	0	0	48	2	5	0	41	7	6	1	34	80.95%	82.93%	85.00%
#87		312	0	0	0	312	2	11	0	299	42	42	0	257	85.38%	85.95%	85.95%
#88		10	0	0	0	10	1	0	0	9	1	1	0	8	80.00%	88.89%	88.89%
#89		230	0	0	0	230	28	12	1	189	55	49	6	134	63.51%	70.90%	73.22%
#90		0	4181	0	0	4181	40	1931	8	2202	208	140	68	1994	91.72%	90.55%	93.44%
#91		67	0	0	0	67	6	2	2	57	18	15	3	39	65.00%	68.42%	72.22%
#92		428	0	0	0	428	61	30	1	336	69	63	6	267	68.29%	79.46%	80.91%
#93		0	0	0	62	62	3	13	0	46	10	10	0	36	73.47%	78.26%	78.26%
#94		0	0	0	87	87	21	18	0	48	21	17	4	27	41.54%	56.25%	61.36%
#95		301	0	0	0	301	28	55	6	212	79	61	18	133	59.91%	62.74%	68.56%
#96		0	3068	0	0	3068	56	1022	2	1988	363	287	76	1625	82.57%	81.74%	84.99%
#97		20	0	0	0	20	1	1	0	18	0	0	0	18	94.74%	100.00%	100.00%
#98		0	1875	0	0	1875	31	637	0	1207	147	94	53	1060	89.45%	87.82%	91.85%
#99		16	0	0	0	16	0	0	0	16	1	1	0	15	93.75%	93.75%	93.75%
#100		68	0	0	0	68	1	2	0	65	2	2	0	63	95.45%	96.92%	96.92%
#101		3	0	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#102		0	0	0	9	9	0	0	0	9	0	0	0	9	100.00%	100.00%	100.00%
#103		0	2334	0	0	2334	1	247	21	2065	64	13	51	2001	99.31%	96.90%	99.35%
#104		1	0	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#105		2550	0	0	0	2550	138	286	2	2124	179	161	18	1945	86.68%	91.57%	92.36%
#106		102	0	0	0	102	17	13	0	72	24	21	3	48	55.81%	66.67%	69.57%
#107		125	0	0	0	125	3	6	0	116	48	46	2	68	58.12%	58.62%	59.65%
#108		297	0	0	0	297	10	4	2	281	18	18	0	263	90.38%	93.59%	93.59%
#109		8	0	0	0	8	0	1	0	7	1	1	0	6	85.71%	85.71%	85.71%
#110		21	0	0	0	21	0	3	1	17	1	1	0	16	94.12%	94.12%	94.12%
#111		11	0	0	0	11	2	0	0	9	5	4	1	4	40.00%	44.44%	50.00%
#112		78	0	0	0	78	10	15	1	52	5	4	1	47	77.05%	90.38%	92.16%
#113		0	0	0	64	64	5	11	0	48	19	14	5	29	60.42%	60.42%	67.44%
#114		205	0	0	0	205	6	24	2	173	42	28	14	131	79.39%	75.72%	82.39%
#115		477	0	0	0	477	26	64	1	386	23	23	0	363	88.11%	94.04%	94.04%
#116		1	0	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#117		10547	0	0	0	10547	1017	1439	49	8042	2748	2347	401	5294	61.15%	65.83%	69.28%
#118		279	0	0	0	279	35	12	0	232	20	18	2	212	80.00%	91.38%	92.17%
#119		0	0	0	1160	1160	21	99	0	1040	99	94	5	941	89.11%	90.48%	90.92%
#120		217	0	0	0	217	22	42	8	145	29	23	6	116	72.05%	80.00%	83.45%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			
#121		6	0	0	6	1	0	0	5	5	2	3	0	0.00%	0.00%
#122		679	0	0	679	29	53	3	594	92	88	4	502	81.10%	85.08%
#123		365	0	0	365	17	46	1	301	75	73	2	226	71.52%	75.59%
#124		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	85.71%
#125		36	0	0	36	1	5	0	30	5	3	2	25	86.21%	89.29%
#126		745	0	0	745	26	20	1	698	34	32	2	664	91.97%	95.40%
#127		362	0	0	362	34	25	1	302	18	15	3	284	85.29%	94.98%
#128		556	0	0	556	29	28	0	499	22	19	3	477	90.86%	96.17%
#129		672	0	0	672	37	37	0	598	23	20	3	575	90.98%	96.64%
#130		9	0	0	9	0	7	0	2	1	1	0	1	50.00%	50.00%
#131		0	0	3775	3775	29	1666	91	1989	1148	666	482	841	54.75%	55.81%
#132		0	0	1807	1807	29	79	6	1693	97	81	16	1596	93.55%	95.17%
#133		6394	0	0	6394	389	420	12	5573	323	294	29	5250	88.49%	94.70%
#134		927	0	0	927	44	99	1	783	32	29	3	751	91.14%	96.28%
#135		81	0	0	81	18	12	0	51	3	2	1	48	70.59%	96.00%
#136		1162	0	0	1162	138	69	1	954	37	33	4	917	84.28%	96.53%
#137		2420	0	0	2420	166	313	0	1941	70	51	19	1871	89.61%	96.39%
#138		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%
#139		1625	0	0	1625	126	106	5	1388	83	76	7	1305	86.60%	94.50%
#140		0	0	12	12	2	1	1	8	8	3	5	0	0.00%	0.00%
#141		60	0	0	60	8	35	0	17	5	5	0	12	48.00%	70.59%
#142		44	0	0	44	4	3	0	37	0	0	0	37	90.24%	100.00%
#143		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#144		249	0	0	249	18	16	3	212	25	19	6	187	83.48%	90.78%
#145		213	0	0	213	19	13	0	181	9	9	0	172	86.00%	95.03%
#146		26	0	0	26	2	2	1	22	3	3	0	19	79.17%	86.36%
#147		40	0	0	40	2	6	1	31	5	2	3	26	86.67%	92.86%
#148		505	0	0	505	12	93	1	399	9	6	3	390	95.59%	98.48%
#149		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%
#150		1137	0	0	1137	70	93	2	972	41	34	7	931	89.95%	96.48%
#151		193	0	0	193	7	6	2	178	23	22	1	155	84.24%	87.57%
#152		6562	0	0	6562	59	571	3	5929	353	326	27	5576	93.54%	94.48%
#153		151	0	0	151	14	11	0	126	9	8	1	117	84.17%	92.86%
#154		7	0	0	7	0	6	0	1	0	0	0	1	100.00%	100.00%
#155		8	0	0	8	1	1	0	6	2	2	0	4	57.14%	66.67%
#156		620	0	0	620	39	130	0	451	20	10	10	431	89.79%	97.73%
#157		1099	0	0	1099	50	66	3	980	66	55	11	914	89.70%	94.32%
#158		36	0	0	36	5	2	0	29	13	8	5	16	55.17%	66.67%
#159		970	0	0	970	65	70	1	834	43	34	9	791	88.88%	95.88%
#160		60	0	0	60	6	1	0	53	30	26	4	23	41.82%	46.94%

ORDERING

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ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used				Rejects		Validated		Errors						
		LENS	EDI	TAG	Total Mech LSR's	Manual	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN															
#201		31	0	0	31	4	8	1	18	9	6	3	9	47.37%	50.00%	60.00%
#202		1096	0	0	1096	101	134	3	858	47	42	5	811	85.01%	94.52%	95.08%
#203		36	0	0	36	2	9	0	25	6	3	3	19	79.17%	76.00%	86.36%
#204		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
#205		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#206		16	0	0	16	5	9	0	2	2	2	0	0	0.00%	0.00%	0.00%
#207		163	0	0	163	15	23	1	124	5	5	0	119	85.61%	95.97%	95.97%
#208		1299	0	0	1299	118	106	7	1068	129	106	23	939	80.74%	87.92%	89.86%
#209		36	0	0	36	5	10	0	21	5	1	4	16	72.73%	76.19%	94.12%
#210		533	0	0	533	30	36	0	467	35	31	4	432	87.63%	92.51%	93.30%
#211		7	0	0	7	0	5	0	2	2	2	0	0	0.00%	0.00%	0.00%
#212		0	0	16	16	1	5	1	9	6	2	4	3	50.00%	33.33%	60.00%
#213		676	0	0	676	86	69	9	512	77	58	19	435	75.13%	84.96%	88.24%
#214		42	0	0	42	3	1	0	38	2	2	0	36	87.80%	94.74%	94.74%
#215		0	16	0	16	4	1	0	11	3	2	1	8	57.14%	72.73%	80.00%
#216		2271	0	0	2271	233	148	6	1884	313	277	36	1571	75.49%	83.39%	85.01%
#217		593	0	0	593	49	24	0	520	14	13	1	506	89.08%	97.31%	97.50%
#218		58	0	0	58	3	1	0	54	12	10	2	42	76.36%	77.78%	80.77%
#219		38	0	0	38	4	5	0	29	5	4	1	24	75.00%	82.76%	85.71%
#220		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#221		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#222		30	0	0	30	0	27	1	2	2	2	0	0	0.00%	0.00%	0.00%
#223		246	0	0	246	27	28	4	187	75	71	4	112	53.33%	59.89%	61.20%
#224		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#225		128	0	0	128	11	13	0	104	14	14	0	90	78.26%	86.54%	86.54%
#226		31	0	0	31	8	1	1	21	9	7	2	12	44.44%	57.14%	63.16%
#227		0	9	0	9	0	4	4	1	0	0	0	1	100.00%	100.00%	100.00%
#228		9	0	0	9	4	1	0	4	4	4	0	0	0.00%	0.00%	0.00%
#229		104	0	0	104	13	4	1	86	7	6	1	79	80.61%	91.86%	92.94%
#230		938	0	0	938	76	61	8	793	93	86	7	700	81.21%	88.27%	89.06%
#231		400	0	0	400	44	35	0	321	100	91	9	221	62.08%	68.85%	70.83%
#232		246	0	0	246	33	23	3	187	40	37	3	147	67.74%	78.61%	79.89%
#233		24	0	0	24	10	7	1	6	6	5	1	0	0.00%	0.00%	0.00%
#234		274	0	0	274	14	33	0	227	19	19	0	208	86.31%	91.63%	91.63%
#235		171	0	0	171	15	13	4	139	104	101	3	35	23.18%	25.18%	25.74%
#236		683	0	0	683	78	60	2	543	82	75	7	461	75.08%	84.90%	86.01%
#237		6	0	0	6	3	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal		149856	0	0	149856	9297	13724	622	126213	16154	14410	1744	110059	82.28%	87.20%	88.42%
EDI Subtotal		0	15368	0	15368	434	4516	53	10365	1635	1286	349	8730	83.54%	84.23%	87.16%
TAG Subtotal		0	0	22228	22228	847	3495	170	17716	2874	2212	662	14842	82.91%	83.78%	87.03%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH							
Company Info		LESOG																	
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		Validated		Errors			CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	17908	2755						
TOTAL INTERFACES		149856	15368	22228	187452	10578	21735	845	154294	20663	17908	2755	133631	82.43%	86.61%	88.18%			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Rejects			Validated	Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG		Manual	Total Manual	Auto Clarification		Z Status	LSR's	Total System	BST Caused	CLEC		
		Fallout	Fallout	Fallout		Fallout	Fallout	Fallout		Fallout	Fallout	Fallout	Fallout	Fallout	Fallout	Fallout
#1		5	0	0	5	0	0	1	0	0	4	3	3	0	25.00%	25.00%
#2		25	0	0	25	4	4	5	0	0	16	7	6	1	47.37%	56.25%
#3		0	0	1	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%
#4		5	0	0	5	0	0	1	0	0	4	3	2	1	33.33%	25.00%
#5		3	0	0	3	0	0	0	0	0	3	3	1	2	0.00%	0.00%
#6		53	0	0	53	12	12	10	1	1	30	20	18	2	25.00%	33.71%
#7		4	0	0	4	2	2	1	0	0	1	0	0	0	33.33%	100.00%
#8		148	0	0	148	63	63	11	2	72	72	29	27	2	32.33%	59.72%
#9		0	0	5	5	0	0	0	0	0	5	0	0	0	100.00%	100.00%
#10		0	0	4	4	0	0	0	0	0	4	0	0	0	100.00%	100.00%
#11		645	0	0	645	76	76	86	17	466	466	191	172	19	52.58%	59.01%
#12		38	0	0	38	7	7	10	0	21	21	13	11	2	30.77%	38.10%
#13		7	0	0	7	0	0	4	1	2	2	1	1	0	50.00%	50.00%
#14		1	0	0	1	0	0	0	0	1	1	0	0	0	100.00%	100.00%
#15		11	0	0	11	6	6	3	0	2	2	0	0	0	25.00%	100.00%
#16		19	0	0	19	1	1	0	0	18	18	7	5	2	64.71%	61.11%
#17		14	0	0	14	0	0	0	0	14	14	14	14	0	0.00%	0.00%
#18		0	4	0	4	1	1	0	0	3	3	1	1	0	50.00%	66.67%
#19		27	0	0	27	15	15	0	0	12	12	3	3	0	33.33%	75.00%
#20		0	3	0	3	0	0	0	0	0	3	2	1	1	50.00%	33.33%
#21		283	0	0	283	35	35	16	12	220	220	57	53	4	64.94%	74.09%
#22		1	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%
#23		252	0	0	252	51	51	14	3	184	184	59	34	25	59.52%	67.93%
#24		1	0	0	1	0	0	0	0	1	1	0	0	0	100.00%	100.00%
#25		25	0	0	25	22	22	0	0	3	3	2	2	0	4.00%	33.33%
#26		4	0	0	4	1	1	1	0	2	2	0	0	0	66.67%	100.00%
#27		74	0	0	74	11	11	4	3	56	56	26	17	9	51.72%	53.57%
#28		35	0	0	35	6	6	11	0	18	18	6	6	0	50.00%	66.67%
#29		4	0	0	4	0	0	0	0	4	4	0	0	0	100.00%	100.00%
#30		85	0	0	85	14	14	6	0	65	65	3	0	3	81.58%	95.38%
#31		80	0	0	80	5	5	7	1	67	67	22	20	2	64.29%	67.16%
#32		0	0	5	5	0	0	4	0	0	0	1	1	0	0.00%	0.00%
#33		657	0	0	657	285	285	49	2	321	321	153	137	16	28.47%	52.34%
#34		0	0	3	3	0	0	0	0	0	0	3	2	1	0.00%	0.00%
#35		93	0	0	93	12	12	5	1	75	75	17	11	6	71.60%	77.33%
#36		9	0	0	9	3	3	1	0	5	5	2	2	0	37.50%	60.00%
#37		1	0	0	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%
#38		19	0	0	19	4	4	3	0	12	12	6	6	0	37.50%	50.00%
#39		1	0	0	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%
#40		31	0	0	31	9	9	1	1	20	20	14	10	4	24.00%	30.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
		Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation	
		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual	Auto Clarification	Z Status	LSR's	Total System Fallout					BST Caused Fallout
Name																
#41			6	0	0	0	6	0	2	0	4	0	0	100.00%	100.00%	
#42			3	0	0	3	1	0	0	0	2	0	0	66.67%	100.00%	
#43			9	0	0	9	2	0	0	0	7	5	4	25.00%	28.57%	
#44			63	0	0	63	10	0	2	2	51	24	20	47.37%	52.94%	
#45			2	0	0	2	1	0	0	0	1	0	0	50.00%	100.00%	
#46			19	0	0	19	3	1	1	0	15	9	9	33.33%	40.00%	
#47			1511	0	0	1511	641	101	18	18	751	407	328	26.20%	45.81%	
#48			133	0	0	133	41	6	3	3	83	39	35	36.67%	53.01%	
#49			162	0	0	162	15	7	6	6	134	47	42	60.42%	64.93%	
#50			8	0	0	8	1	0	0	0	7	5	5	25.00%	28.57%	
#51			1	0	0	1	0	0	0	0	1	0	0	100.00%	100.00%	
#52			0	0	4	4	4	0	0	0	0	0	0	0.00%	0.00%	
#53			159	0	0	159	28	20	3	3	108	41	31	53.17%	62.04%	
#54			0	650	0	650	314	63	56	56	217	89	39	26.61%	58.99%	
#55			89	0	0	89	8	8	1	1	72	29	24	57.33%	59.72%	
#56			77	0	0	77	11	7	1	1	58	22	16	57.14%	62.07%	
#57			0	0	3	3	0	1	0	0	2	0	0	100.00%	100.00%	
#58			3	0	0	3	0	0	0	0	3	0	0	100.00%	100.00%	
#59			0	3	0	3	0	1	0	0	2	0	0	100.00%	100.00%	
#60			2240	0	0	2240	484	169	19	19	1568	652	590	46.03%	58.42%	
#61			2	0	0	2	1	0	0	0	1	0	0	50.00%	100.00%	
#62			11	0	0	11	3	1	0	0	7	0	0	70.00%	100.00%	
#63			16	0	0	16	1	5	1	1	9	2	2	70.00%	77.78%	
#64			1	0	0	1	0	0	0	0	1	1	1	0.00%	0.00%	
#65			0	0	32	32	6	6	0	0	20	10	5	47.62%	50.00%	
#66			17	0	0	17	0	1	0	0	16	11	10	33.33%	31.25%	
#67			54	0	0	54	14	2	0	0	38	12	12	50.00%	68.42%	
#68			38	0	0	38	6	4	0	0	28	16	15	36.36%	42.86%	
#69			7	0	0	7	4	0	0	0	3	0	0	42.86%	100.00%	
#70			1	0	0	1	0	0	0	0	1	0	0	100.00%	100.00%	
#71			6	0	0	6	3	0	0	0	3	1	1	33.33%	66.67%	
#72			0	0	129	129	57	21	1	1	50	26	19	24.00%	48.00%	
#73			304	0	0	304	75	36	5	5	188	85	67	42.04%	54.79%	
#74			35	0	0	35	15	0	3	3	17	5	4	38.71%	70.59%	
#75			0	1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	
#76			1	0	0	1	0	0	0	0	1	1	1	0.00%	0.00%	
#77			32	0	0	32	3	13	0	0	16	10	10	31.58%	37.50%	
#78			10	0	0	10	2	2	0	0	6	2	2	50.00%	66.67%	
#79			0	0	0	3	3	2	0	0	1	1	1	0.00%	0.00%	
#80			6	0	0	6	2	0	0	0	4	1	1	50.00%	75.00%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH			
Company Info		LESOG													
		Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's		Achieved Flowthrough	
		ED I	TAG	Total Mech LSR's	Manual Total Manual	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout			Base Calculation	CLEC Error Excluded Calculation
Name	RESH / OCN	LENS													
#81		9	0	0	9	1	0	0	8	2	2	0	6	66.67%	75.00%
#82		10	0	0	10	6	1	0	3	2	2	0	1	11.11%	33.33%
#83		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%
#84		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%
#85		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%
#86		0	0	109	109	57	8	0	44	28	26	2	16	16.16%	38.10%
#87		16	0	0	16	2	0	0	14	7	7	0	7	43.75%	50.00%
#88		0	0	39	39	23	4	0	12	3	2	1	9	26.47%	81.82%
#89		32	0	0	32	3	2	0	27	7	3	4	20	76.92%	86.96%
#90		0	0	3	3	2	1	0	0	0	0	0	0	0.00%	0.00%
#91		17	0	0	17	1	1	0	15	7	4	3	8	61.54%	66.67%
#92		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%
#93		134	0	0	134	28	5	6	95	33	31	2	62	51.24%	66.67%
#94		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%
#95		30	0	0	30	12	1	0	17	2	2	0	15	51.72%	88.24%
#96		0	0	19	19	14	2	1	2	0	0	0	2	12.50%	100.00%
#97		80	0	0	80	28	3	3	46	33	22	11	13	20.63%	37.14%
#98		0	0	10	10	3	3	0	4	3	3	0	1	14.29%	25.00%
#99		57	0	0	57	17	0	1	39	19	17	2	20	37.04%	54.05%
#100		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%
#101		983	0	0	983	197	150	11	625	323	273	50	302	39.12%	52.52%
#102		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%
#103		67	0	0	67	16	14	2	35	24	17	7	11	25.00%	39.29%
#104		86	0	0	86	14	15	1	56	28	26	2	28	41.18%	51.85%
#105		258	0	0	258	50	44	1	163	58	50	8	105	51.22%	67.74%
#106		8	0	0	8	3	2	0	3	2	2	0	1	16.67%	33.33%
#107		7	0	0	7	3	0	0	4	2	2	0	2	28.57%	50.00%
#108		14	0	0	14	2	1	0	11	1	1	0	10	76.92%	90.91%
#109		0	0	5	5	0	3	0	2	1	0	1	1	100.00%	100.00%
#110		16	0	0	16	1	4	0	11	4	4	0	7	58.33%	63.64%
#111		0	0	21	21	0	12	1	8	6	5	1	2	28.57%	28.57%
#112		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%
#113		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%
#114		7	0	0	7	0	3	0	4	1	1	0	3	75.00%	75.00%
#115		119	0	0	119	8	7	0	104	39	35	4	65	60.19%	65.00%
#116		69	0	0	69	10	5	0	54	17	16	1	37	58.73%	69.81%
#117		6	0	0	6	0	0	1	5	0	0	0	5	100.00%	100.00%
#118		0	0	8	8	4	3	0	1	1	1	0	0	0.00%	0.00%
#119		57	0	0	57	15	17	0	25	12	12	0	13	32.50%	52.00%
#120		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)

REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING														FLOWTHROUGH			
Company Info		LESOG																	
Name	RESH / OCN	Mechanized Interface Used				Rejects			Validated		Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation			
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's		
#121		3	0	0	3	0	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%		
#122		487	0	0	487	65	72	6	344	137	123	14	207	52.41%	60.17%	62.73%			
#123		103	0	0	103	20	6	1	76	41	31	10	35	40.70%	46.05%	53.03%			
#124		9	0	0	9	0	0	0	9	2	2	0	7	77.78%	77.78%	77.78%			
#125		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%			
#126		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%			
#127		36	0	0	36	7	3	1	25	7	6	1	18	58.06%	72.00%	75.00%			
#128		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%			
#129		75	0	0	75	10	8	1	56	31	27	4	25	40.32%	44.64%	48.08%			
#130		9	0	0	9	0	0	0	9	4	2	2	5	71.43%	55.56%	71.43%			
#131		106	0	0	106	20	5	2	79	21	20	1	58	59.18%	73.42%	74.36%			
#132		0	0	6	6	0	2	0	4	2	2	0	2	50.00%	50.00%	50.00%			
#133		61	0	0	61	11	0	0	50	9	7	2	41	69.49%	82.00%	85.42%			
#134		5	0	0	5	0	4	0	1	0	0	0	1	100.00%	100.00%	100.00%			
#135		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%			
#136		25	0	0	25	2	2	0	21	4	4	0	17	73.91%	80.95%	80.95%			
#137		3	0	0	3	2	0	0	1	1	1	0	0	0.00%	0.00%	0.00%			
#138		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%			
#139		78	0	0	78	16	29	0	33	16	14	2	17	36.17%	51.52%	54.84%			
#140		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
#141		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#142		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%			
#143		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%			
#144		3	0	0	3	0	0	0	3	3	3	0	0	0.00%	0.00%	0.00%			
#145		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%			
#146		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
#147		18	0	0	18	4	5	0	9	6	6	0	3	23.08%	33.33%	33.33%			
#148		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#149		27	0	0	27	5	2	2	18	2	2	0	16	69.57%	88.89%	88.89%			
#150		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%			
#151		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
#152		78	0	0	78	22	11	2	43	19	15	4	24	39.34%	55.81%	61.54%			
#153		8	0	0	8	1	2	0	5	2	2	0	3	50.00%	60.00%	60.00%			
#154		6	0	0	6	1	1	1	3	1	1	0	2	50.00%	66.67%	66.67%			
#155		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#156		7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100.00%	100.00%			
#157		24	0	0	24	4	7	0	13	6	5	1	7	43.75%	53.85%	58.33%			
#158		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%			
#159		5	0	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%			
#160		34	0	0	34	5	15	0	14	7	6	1	7	38.89%	50.00%	53.85%			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING														FLOWTHROUGH							
Company Info		LESOG																					
		Mechanized Interface Used				Validated				Errors													
		Total Mech LSR's		Manual		Rejects		Z Status		Total System Fallout		BST Caused Fallout		CLEC Caused Fallout		Issued SO's		Achieved Flowthrough		Base Calculation		CLEC Error Excluded Calculation	
Name		RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Manual	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation							
	#161		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%						
	#162		13	0	0	13	1	3	0	9	7	5	2	2	25.00%	22.22%	28.57%						
	#163		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%						
	#164		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%						
	#165		15	0	0	15	10	2	0	3	3	3	0	0	0.00%	0.00%	0.00%						
	#166		12	0	0	12	0	0	0	12	0	0	0	12	100.00%	100.00%	100.00%						
	#167		22	0	0	22	7	1	0	14	3	3	0	11	52.38%	78.57%	78.57%						
	#168		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%						
	#169		139	0	0	139	42	19	1	77	39	36	3	38	32.76%	49.35%	51.35%						
	#170		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%						
	#171		56	0	0	56	12	5	2	37	21	18	3	16	34.78%	43.24%	47.06%						
	#172		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%						
	#173		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%						
	#174		18	0	0	18	6	9	0	3	3	3	0	0	0.00%	0.00%	0.00%						
	#175		127	0	0	127	0	105	3	19	18	18	0	1	5.26%	5.26%	5.26%						
	#176		3	0	0	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%						
	#177		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%						
	#178		0	2	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%						
	#179		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%						
	#180		13	0	0	13	6	1	0	6	3	2	1	3	27.27%	50.00%	60.00%						
	#181		6	0	0	6	1	2	0	3	1	1	0	2	50.00%	66.67%	66.67%						
	#182		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%						
LENS Subtotal			11489	0	0	11489	2738	1250	154	7347	3139	2695	444	4208	43.65%	57.28%	60.96%						
EDI Subtotal			0	663	0	663	316	64	56	227	92	41	51	135	27.44%	59.47%	76.70%						
TAG Subtotal			0	0	410	410	172	71	3	164	86	68	18	78	24.53%	47.56%	53.42%						
TOTAL INTERFACES			11489	663	410	12562	3226	1385	213	7738	3317	2804	513	4421	42.30%	57.13%	61.19%						

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH				
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Rejects			Validated		Errors			Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's			
#1		13	0	0	13	2	3	0	8	7	7	0	1	10.00%	12.50%	12.50%
#2		13	0	0	13	0	0	0	13	4	4	0	9	69.23%	69.23%	69.23%
#3		0	0	13	13	0	6	1	6	4	4	0	2	33.33%	33.33%	33.33%
#4		70	0	0	70	9	10	1	50	26	25	1	24	41.38%	48.00%	48.98%
#5		97	0	0	97	12	13	0	72	30	26	4	42	52.50%	58.33%	61.76%
#6		0	94	0	94	40	19	7	28	17	11	6	11	17.74%	39.29%	50.00%
#7		5	0	0	5	0	0	0	5	2	2	0	3	60.00%	60.00%	60.00%
#8		0	61	0	61	3	19	0	39	26	15	11	13	41.94%	33.33%	46.43%
#9		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#10		35	0	0	35	4	24	0	7	7	5	2	0	0.00%	0.00%	0.00%
#11		0	140	0	140	112	5	12	11	6	4	2	5	4.13%	45.45%	55.56%
#12		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		28	0	0	28	4	1	0	23	22	16	6	1	4.76%	4.35%	5.88%
#14		0	305	0	305	218	51	12	24	18	10	8	6	2.56%	25.00%	37.50%
#15		0	0	25	25	1	4	0	20	11	7	4	9	52.94%	45.00%	56.25%
#16		5145	0	0	5145	984	342	69	3750	1083	986	97	2667	57.52%	71.12%	73.01%
#17		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#18		0	207	0	207	132	34	24	17	15	9	6	2	1.40%	11.76%	18.18%
#19		6	0	0	6	0	3	0	3	3	2	1	0	0.00%	0.00%	0.00%
#20		14	0	0	14	1	6	0	7	7	7	0	0	0.00%	0.00%	0.00%
#21		0	252	0	252	158	53	15	26	23	19	4	3	1.67%	11.54%	13.64%
#22		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		14	0	0	14	3	9	0	2	2	0	2	0	0.00%	0.00%	0.00%
#24		0	5116	0	5116	2002	207	402	2505	287	139	148	2218	50.88%	88.54%	94.10%
#25		132	0	0	132	29	14	0	89	38	28	10	51	47.22%	57.30%	64.56%
#26		0	1535	0	1535	63	18	0	1454	70	63	7	1384	91.66%	95.19%	95.65%
#27		225	0	0	225	2	5	1	217	29	5	24	188	96.41%	86.64%	97.41%
#28		87	0	0	87	8	55	2	22	22	18	4	0	0.00%	0.00%	0.00%
#29		0	0	24	24	1	1	0	22	5	5	0	17	73.91%	77.27%	77.27%
#30		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
#31		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#32		0	0	15	15	5	0	0	10	7	6	1	3	21.43%	30.00%	33.33%
#33		50	0	0	50	12	16	0	22	22	21	1	0	0.00%	0.00%	0.00%
#34		21	0	0	21	3	0	6	12	12	11	1	0	0.00%	0.00%	0.00%
#35		0	1	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#36		0	0	7	7	3	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#37		92	0	0	92	34	45	0	13	13	12	1	0	0.00%	0.00%	0.00%
#38		0	0	11	11	0	1	0	10	6	4	2	4	50.00%	40.00%	50.00%
#39		117	0	0	117	57	19	11	30	28	24	4	2	2.41%	6.67%	7.69%
#40		0	406	0	406	298	69	17	22	8	4	4	14	4.43%	63.64%	77.78%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)

REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING														FLOWTHROUGH			
Company Info		LESOG																	
Name	RESH / OCN	Mechanized Interface Used				Manual Total	Rejects	Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation				
		LENS	EDI	TAG	Total Mech LSR's			Auto Clarification	Z Status	LSR's	Total System Fallout					BST Caused Fallout	CLEC Caused Fallout		
#41		0	112	0	112	50	52	0	10	10	4	6	0	0.00%	0.00%	0.00%			
#42		16	0	0	16	3	10	0	3	3	2	1	0	0.00%	0.00%	0.00%			
#43		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#44		0	684	0	684	614	30	2	38	34	26	8	4	0.62%	10.53%	13.33%			
#45		6	0	0	6	5	0	1	0	0	0	0	0	0.00%	0.00%	0.00%			
#46		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#47		7	0	0	7	2	3	0	2	2	1	1	0	0.00%	0.00%	0.00%			
#48		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%			
#49		47	0	0	47	10	19	0	18	18	17	1	0	0.00%	0.00%	0.00%			
#50		0	0	3	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%			
#51		15	0	0	15	0	0	0	15	10	5	5	5	50.00%	33.33%	50.00%			
#52		6	0	0	6	0	0	0	6	5	3	2	1	25.00%	16.67%	25.00%			
#53		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%			
#54		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%			
#55		0	19	0	19	6	4	4	5	3	3	0	2	18.18%	40.00%	40.00%			
#56		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%			
#57		0	0	13420	13420	1631	2064	45	9680	1963	1596	367	7717	70.51%	79.72%	82.86%			
#58		7638	0	0	7638	515	549	23	6551	599	450	149	5952	86.05%	90.86%	92.97%			
#59		0	0	5	5	0	0	0	5	4	2	2	1	33.33%	20.00%	33.33%			
#60		4	0	0	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%			
#61		149	0	0	149	45	19	3	82	27	26	1	55	43.65%	67.07%	67.90%			
#62		0	0	28	28	5	1	3	19	15	13	2	4	18.18%	21.05%	23.53%			
#63		0	0	15	15	0	3	0	12	9	6	3	3	33.33%	25.00%	33.33%			
#64		0	0	215	215	40	23	1	151	41	32	9	110	60.44%	72.85%	77.46%			
#65		805	0	0	805	118	74	13	600	141	114	27	459	66.43%	76.50%	80.10%			
#66		126	0	0	126	26	25	0	75	26	19	7	49	52.13%	65.33%	72.06%			
#67		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
#68		9	0	0	9	2	0	1	6	3	2	1	3	42.86%	50.00%	60.00%			
#69		0	0	1057	1057	226	18	17	796	184	160	24	612	61.32%	76.88%	79.27%			
#70		0	140	0	140	12	19	0	109	23	19	4	86	73.50%	78.90%	81.90%			
#71		7	0	0	7	1	3	0	3	0	0	0	3	75.00%	100.00%	100.00%			
#72		30	0	0	30	6	14	0	10	10	10	0	0	0.00%	0.00%	0.00%			
#73		0	62	0	62	5	19	0	38	14	8	6	24	64.86%	63.16%	75.00%			
#74		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%			
#75		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%			
#76		0	0	98	98	15	14	0	69	8	6	2	61	74.39%	88.41%	91.04%			
#77		19	0	0	19	2	0	0	17	0	0	0	17	89.47%	100.00%	100.00%			
#78		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%			
#79		0	7	0	7	0	1	2	4	4	4	0	0	0.00%	0.00%	0.00%			
#80		0	5	0	5	0	1	0	4	1	1	0	3	75.00%	75.00%	75.00%			

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Rejects		Validated		Errors		Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation		
		LENS	EDI	TAG	Total Mech LSR's	Manual	Total Manual	Auto Clarification	Z Status	LSR's	Total System					BST Caused	CLEC
#81		0	0	40	40	6	6	5	1	28	18	8	10	41.67%	35.71%	55.56%	
#82		165	0	0	165	23	23	21	1	120	55	41	14	50.39%	54.17%	61.32%	
#83		187	0	0	187	47	47	27	1	112	34	29	5	50.65%	69.64%	72.90%	
#84		0	0	2	2	1	1	0	0	1	0	0	1	50.00%	100.00%	100.00%	
#85		51	0	0	51	3	3	17	0	31	11	10	1	60.61%	64.52%	66.67%	
#86		0	0	1	1	0	0	0	0	1	1	0	1	0.00%	0.00%	0.00%	
#87		0	0	30	30	4	4	5	1	20	4	1	3	76.19%	80.00%	94.12%	
#88		0	0	81	81	16	16	14	1	50	20	17	3	47.62%	60.00%	63.83%	
#89		170	0	0	170	35	35	20	3	112	32	28	4	55.94%	71.43%	74.07%	
#90		0	0	1	1	0	0	0	0	1	0	0	0	100.00%	100.00%	100.00%	
#91		162	0	0	162	5	5	24	0	133	16	13	3	86.67%	87.97%	90.00%	
#92		105	0	0	105	22	22	7	2	74	26	22	4	52.17%	64.86%	68.57%	
#93		65	0	0	65	14	14	3	0	48	9	8	1	63.93%	81.25%	82.98%	
#94		0	0	1	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#95		67	0	0	67	7	7	15	0	45	10	5	5	74.47%	77.78%	87.50%	
#96		0	2	0	2	0	0	0	1	1	1	1	0	0.00%	0.00%	0.00%	
#97		0	1	0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#98		331	0	0	331	53	53	42	1	235	73	60	13	58.91%	68.94%	72.97%	
#99		0	0	23	23	0	0	4	3	16	15	9	6	10.00%	6.25%	10.00%	
#100		0	0	169	169	27	27	41	0	101	36	33	3	52.00%	64.36%	66.33%	
#101		526	0	0	526	86	86	44	2	394	101	91	10	62.34%	74.37%	76.30%	
#102		0	0	14	14	9	9	2	1	2	2	1	1	0.00%	0.00%	0.00%	
#103		56	0	0	56	0	0	36	2	18	17	13	4	7.14%	5.56%	7.14%	
#104		1	0	0	1	0	0	0	0	1	1	1	0	0.00%	0.00%	0.00%	
#105		0	151	0	151	0	0	24	1	126	125	52	73	1.89%	0.79%	1.89%	
#106		2899	0	0	2899	549	549	236	8	2106	478	383	95	63.59%	77.30%	80.95%	
#107		620	0	0	620	70	70	80	1	469	151	80	71	67.95%	67.80%	79.90%	
#108		0	0	4	4	4	4	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#109		218	0	0	218	49	49	25	3	141	28	23	5	61.08%	80.14%	83.09%	
#110		1	0	0	1	0	0	0	0	1	1	0	1	0.00%	0.00%	0.00%	
#111		0	66	0	66	12	12	14	15	25	22	18	4	9.09%	12.00%	14.29%	
#112		676	0	0	676	59	59	41	3	573	138	129	9	69.82%	75.92%	77.13%	
#113		0	0	4	4	3	3	0	0	1	1	1	0	0.00%	0.00%	0.00%	
#114		0	0	9	9	7	7	0	0	2	0	0	2	22.22%	100.00%	100.00%	
#115		0	207	0	207	149	149	35	15	8	7	6	1	0.64%	12.50%	14.29%	
#116		0	0	565	565	135	135	148	13	269	97	70	27	45.62%	63.94%	71.07%	
#117		0	0	100	100	15	15	40	0	45	19	14	5	47.27%	57.78%	65.00%	
#118		0	0	3	3	1	1	1	0	1	1	0	1	0.00%	0.00%	0.00%	
#119		0	0	124	124	22	22	17	0	85	30	27	3	52.88%	64.71%	67.07%	
#120		0	0	626	626	153	153	98	7	368	132	105	27	47.77%	64.13%	69.21%	

ORDERING

REPORT: PERCENT FLOW THROUGH_{G-1} SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH					
Company Info		LESOG															
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects	Validated		Errors			Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Total Mech LSR's	Total Manual	Auto Clarification	Z Status	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
#121		0	0	1	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#122		1734	0	0	1734	152	152	268	37	1277	328	241	87	949	70.72%	74.31%	79.75%
#123		1021	0	0	1021	123	123	87	6	805	150	119	31	655	73.02%	81.37%	84.63%
#124		0	0	2	2	0	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#125		0	38	0	38	11	11	7	0	20	12	2	10	8	38.10%	40.00%	80.00%
#126		4	0	0	4	0	0	2	0	2	1	1	0	1	50.00%	50.00%	50.00%
#127		0	3	0	3	1	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#128		0	1758	0	1758	81	81	513	0	1164	915	198	717	249	47.16%	21.39%	55.70%
#129		2653	0	0	2653	123	123	305	7	2218	497	427	70	1721	75.78%	77.59%	80.12%
#130		0	132	0	132	7	7	33	0	92	9	8	1	83	84.69%	90.22%	91.21%
#131		106	0	0	106	4	4	23	0	79	12	11	1	67	81.71%	84.81%	85.90%
#132		0	0	1	1	0	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#133		13	0	0	13	3	3	3	0	7	0	0	0	7	70.00%	100.00%	100.00%
LENS Subtotal		26901	0	0	26901	3333	3333	2615	208	20745	4378	3591	787	16367	70.27%	76.90%	82.01%
EDI Subtotal		0	11504	0	11504	3975	3975	1227	529	5773	1651	624	1027	4122	47.27%	71.40%	86.85%
TAG Subtotal		0	0	16743	16743	2332	2332	2517	94	11800	2641	2130	511	9159	67.24%	77.62%	81.13%
TOTAL INTERFACES		26901	11504	16743	55148	9640	9640	6359	831	38318	8670	6345	2325	29648	64.97%	77.37%	82.37%

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		2
#2		3
#3		11
#4		2
#5		16
#6		2
#7		24
#8		47
#9		2
#10		22
#11		15
#12		5
#13		38
#14		42
#15		11
#16		4
#17		48
#18		4
#19		3
#20		4
#21		9
#22		66
#23		8
#24		3
#25		64
#26		7
#27		34
#28		23
#29		9
#30		1
#31		2
#32		11
#33		19
#34		7
#35		17
#36		14
#37		10
#38		660
#39		2
#40		1
#41		15
#42		50
#43		19
#44		14
#45		3

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

#46	1
#47	2
#48	43
#49	595
#50	378
#51	22
#52	2
#53	20
#54	20
#55	12
#56	24
#57	6
#58	1
#59	60
#60	112
#61	196
#62	136
#63	15
#64	1
#65	5
#66	54
#67	12
#68	39
#69	107
#70	40
#71	2
#72	26
#73	628
#74	2
#75	7
#76	279
#77	6
#78	52
#79	15
#80	951
#81	251
#82	195
#83	2
#84	4
#85	3
#86	33
#87	6
#88	3
#89	224
#90	10
#91	11
#92	5
#93	51
#94	1412
#95	4
#96	898
#97	3

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

#98	15
#99	38
#100	1
#101	17
#102	2
#103	11
#104	280
#105	8
#106	81
#107	51
#108	8
#109	2
#110	13
#111	7
#112	1
#113	7
#114	12
#115	8
#116	15
#117	276
#118	10
#119	73
#120	4
#121	80
#122	5
#123	26
#124	11
#125	15
#126	6
#127	25
#128	5
#129	10
#130	1047
#131	1
#132	249
#133	18
#134	7
#135	6
#136	33
#137	27
#138	2
#139	3
#140	48
#141	600
#142	3
#143	37
#144	9
#145	30
#146	9
#147	10
#148	5
#149	13

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

#150	1
#151	170
#152	14
#153	1
#154	1
#155	32
#156	47
#157	1
#158	1
#159	7
#160	32
#161	4
#162	7
#163	4
#164	16
#165	1
#166	75
#167	14
#168	19
#169	31
#170	9
#171	2
#172	1
#173	1
#174	7
#175	43
#176	29
#177	28
#178	87
#179	23
#180	28
#181	7
#182	7
#183	13
#184	6
#185	11
#186	56
#187	3
#188	2
#189	68
#190	3
#191	2
#192	5
#193	72
#194	1
#195	8
#196	2
#197	1
#198	5
#199	3
#200	2
#201	3

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

#202	1
#203	17
#204	41
#205	9
#206	10
#207	1
#208	2
#209	14
#210	38
#211	5
#212	6
#213	1
#214	6
#215	1
#216	17
#217	4
#218	12
#219	36
#220	31
#221	15
#222	6
#223	63
#224	71
#225	5
#226	11
#227	2
#228	15
#229	3
#230	3
#231	154
#232	32
#233	13
#234	14
#235	2
#236	19
#237	18
#238	11
#239	1
#240	13
#241	20
#242	9
#243	13
#244	9
#245	37
#246	1
#247	29
#248	30
#249	8
#250	48
#251	73
#252	4
#253	20

ORDERING REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

#254		1
#255		140
#256		7
#257		1
#258		1
#259		1
Total		13830

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC
1000	4426	7.95%	7.95%	IF CHGNG CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT	4041	91.30%	9.81%
6056	1	0.00%	7.96%	REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR	1	100.00%	0.00%
7020	945	1.70%	9.65%	NUM= TELNO= TN NOT FOUND IN CRIS	934	98.84%	2.27%
7040	39	0.07%	9.72%	LOGON ABORTED/FAILED	7	17.95%	0.02%
7055	1150	2.07%	11.79%	NUM= TELNO= ACCOUNT IS FINAL	1123	97.65%	2.73%
7095	6	0.01%	11.80%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	1	16.67%	0.00%
7100	6	0.01%	11.81%	PIC/LPIC IS REQUIRED ON INWARD ACTIVITY	1	16.67%	0.00%
7110	365	0.66%	12.47%	COFFI NOT AVAILABLE	191	52.33%	0.46%
7115	408	0.73%	13.20%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	210	51.47%	0.51%
7150	1	0.00%	13.20%	UNE - ERROR GENERATING ECCKT	0	0.00%	0.00%
7225	5	0.01%	13.21%	USOC= EXC IS MISSING	4	80.00%	0.01%
7230	4	0.01%	13.22%	REFERENCE OF CALL OPTION NOT VALID FOR THIS ACCOUNT ACTIVITY TYPE	4	100.00%	0.01%
7245	72	0.13%	13.35%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	65	90.28%	0.16%
7250	148	0.27%	13.62%	LSR HOUSENUMBER INCORRECT	148	100.00%	0.36%
7267	2	0.00%	13.62%	UNE - LOGBAN MISSING FOR LNP ORDER	2	100.00%	0.00%
7295	38	0.07%	13.69%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	22	57.89%	0.05%
7300	49	0.09%	13.78%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	48	97.96%	0.12%
7315	74	0.13%	13.91%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	65	87.84%	0.16%
7325	5	0.01%	13.92%	NUM= TELNO= LISTING INSTRUCTION CODE IS MISSING	5	100.00%	0.01%
7375	9	0.02%	13.93%	UNE - BOCABS SCREEN ERROR BOE001 6152612015 ACCOUNT NUMBER NOT FOUND	8	88.89%	0.02%
7380	55	0.10%	14.03%	UNE - ACTL INVALID	55	100.00%	0.13%
7400	4138	7.44%	21.47%	CLEC DOES NOT OWN THIS ACCOUNT.	4046	97.78%	9.82%
7435	6	0.01%	21.48%	WKG SVC - INPUT ADL, CONVSN ORD OR NOTE ABAND STA	6	100.00%	0.01%
7445	76	0.14%	21.62%	UNE - CALL FORWARD TN REQUIRED	75	98.68%	0.18%
7465	1778	3.20%	24.81%	CANNOT CANCEL ORDER	1039	58.44%	2.52%
7495	17	0.03%	24.84%	UNE - DIR LOCATOR PROBLEM	2	11.76%	0.00%
7555	78	0.14%	24.98%	FID MISSING IN FEATURE DETAIL	70	89.74%	0.17%
7630	233	0.42%	25.40%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	106	45.49%	0.26%
7640	1	0.00%	25.40%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	0	0.00%	0.00%
7645	1812	3.26%	28.66%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1080	59.60%	2.62%
7660	3	0.01%	28.66%	USOC FUJIX NOT FOR RESALE	2	66.67%	0.00%
7690	47	0.08%	28.75%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LNP SERVICE	47	100.00%	0.11%
7710	164	0.29%	29.04%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	102	62.20%	0.25%
7715	48	0.09%	29.13%	SOCs TIMEOUT/NOT AVAILABLE	22	45.83%	0.05%
7718	904	1.62%	30.75%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	351	38.83%	0.85%
7725	118	0.21%	30.97%	WAITING PERIOD EQUALS 5 MINUTES	23	19.49%	0.06%
7735	78	0.14%	31.11%	INVALID/MISSING LISTING NAME OR TYPE	78	100.00%	0.19%
7740	14	0.03%	31.13%	LOCAL CALLING PLUS INDICATOR NOT FOUND	7	50.00%	0.02%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CAUSATION				BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of CLEC	% of BST Caused
7755	6	0.01%	31.14%	UNE - NPANXX NOT FOUND IN CLLI TABLE	3	50.00%	0.01%	3	50.00%	0.01%	0.02%
7785	4	0.01%	31.15%	RSAG SITE TABLE LOOKUP FAILED TO FIND A MATCH	4	100.00%	0.01%	0	0.00%	0.01%	0.00%
7805	50	0.09%	31.24%	SITE COULD NOT BE DETERMINED	18	36.00%	0.04%	32	64.00%	0.04%	0.22%
7815	87	0.16%	31.40%	FID=RCU INVALID OR MISSING DATA	60	68.97%	0.15%	27	31.03%	0.15%	0.19%
7825	6	0.01%	31.41%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	4	66.67%	0.01%	2	33.33%	0.01%	0.01%
7850	26	0.05%	31.45%	RSAG - NEED ADDITIONAL ADDRESS OR TN	26	100.00%	0.06%	0	0.00%	0.06%	0.00%
7860	1940	3.49%	34.94%	RSAG - NO EXACT MATCH ON STREET NAME	1935	99.74%	4.70%	5	0.26%	4.70%	0.03%
7890	142	0.26%	35.20%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	141	99.30%	0.34%	1	0.70%	0.34%	0.01%
7900	175	0.31%	35.51%	RSAG - NO MATCH ON STREET NAME	174	99.43%	0.42%	1	0.57%	0.42%	0.01%
7905	2019	3.63%	39.14%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	1962	97.18%	4.76%	57	2.82%	4.76%	0.39%
7910	77	0.14%	39.28%	RSAG - NO MATCH ON EXACT STREET NAME	50	64.94%	0.12%	27	35.06%	0.12%	0.19%
7930	2	0.00%	39.28%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	2	100.00%	0.00%	0	0.00%	0.00%	0.00%
7935	23	0.04%	39.32%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	23	100.00%	0.06%	0	0.00%	0.06%	0.00%
7945	25	0.04%	39.37%	RSAG SYSTEM ERROR	6	24.00%	0.01%	19	76.00%	0.01%	0.13%
8130	1	0.00%	39.37%	CONVERSION SPECIFIED CAN ONLY BE USED ON RETAIL TO UNE SERVICE	1	100.00%	0.00%	0	0.00%	0.00%	0.00%
8150	100	0.18%	39.55%	ORDER HAS BEEN REQUESTED FOR THE MAXIMUM NUMBER OF OCCURRENCES	34	34.00%	0.08%	66	66.00%	0.08%	0.46%
8167	47	0.08%	39.63%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREX1	47	100.00%	0.11%	0	0.00%	0.11%	0.00%
8170	166	0.30%	39.93%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	166	100.00%	0.40%	0	0.00%	0.40%	0.00%
8173	33	0.06%	39.99%	INVALID CLASS OF SERVICE. FORMAT IDNT I31 UEPL=	33	100.00%	0.08%	0	0.00%	0.08%	0.00%
8175	1647	2.96%	42.95%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC	1647	100.00%	4.00%	0	0.00%	4.00%	0.00%
8177	30	0.05%	43.00%	USOC INVALID FOR THIS SWITCH. FORMAT SAE 183 I1 TTR	30	100.00%	0.07%	0	0.00%	0.07%	0.00%
8179	22	0.04%	43.04%	NPA NXX NOT VALID. FORMAT SAE 184 I1 NXMCR	22	100.00%	0.05%	0	0.00%	0.05%	0.00%
8180	85	0.15%	43.20%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERENCED	85	100.00%	0.21%	0	0.00%	0.21%	0.00%
8183	27	0.05%	43.24%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :00000000 / LINE ASSIGN :0	27	100.00%	0.07%	0	0.00%	0.07%	0.00%
8185	19	0.03%	43.28%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	19	100.00%	0.05%	0	0.00%	0.05%	0.00%
8187	456	0.82%	44.10%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 I1 EMP1S /TN	456	100.00%	1.11%	0	0.00%	1.11%	0.00%
8189	766	1.38%	45.47%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	766	100.00%	1.86%	0	0.00%	1.86%	0.00%
8190	1108	1.99%	47.47%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CPL /TN	1108	100.00%	2.69%	0	0.00%	2.69%	0.00%
8193	1	0.00%	47.47%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	1	100.00%	0.00%	0	0.00%	0.00%	0.00%
8195	169	0.30%	47.77%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	169	100.00%	0.41%	0	0.00%	0.41%	0.00%
8197	51	0.09%	47.86%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	51	100.00%	0.12%	0	0.00%	0.12%	0.00%
8199	63	0.11%	47.98%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	63	100.00%	0.15%	0	0.00%	0.15%	0.00%
8204	145	0.26%	48.24%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	145	100.00%	0.35%	0	0.00%	0.35%	0.00%
8207	30	0.05%	48.29%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	30	100.00%	0.07%	0	0.00%	0.07%	0.00%
8209	108	0.19%	48.49%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	108	100.00%	0.26%	0	0.00%	0.26%	0.00%
8240	238	0.43%	48.91%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	238	100.00%	0.58%	0	0.00%	0.58%	0.00%
8250	3	0.01%	48.92%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	3	100.00%	0.01%	0	0.00%	0.01%	0.00%
8395	1	0.00%	48.92%	LSF INVALID FOR REQTYPE/ACT TYPE COMBINATION	1	100.00%	0.00%	0	0.00%	0.00%	0.00%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	% of BST Caused
8410	1	0.00%	48.92%	1	100.00%	0.00%	0.00%
8415	23	0.04%	48.96%	23	100.00%	0.06%	0.00%
8430	1	0.00%	48.96%	1	100.00%	0.00%	0.00%
8700	5	0.01%	48.97%	4	80.00%	0.01%	0.01%
8820	258	0.46%	49.44%	115	44.57%	0.28%	0.99%
8825	12377	22.24%	71.68%	2049	16.55%	4.97%	83.45%
8830	442	0.79%	72.48%	439	99.32%	1.07%	0.02%
8835	12	0.02%	72.50%	12	100.00%	0.03%	0.00%
8855	5	0.01%	72.51%	5	100.00%	0.01%	0.00%
8885	2	0.00%	72.51%	2	100.00%	0.00%	0.00%
8890	1	0.00%	72.51%	1	100.00%	0.00%	0.00%
8940	261	0.47%	72.98%	257	98.47%	0.62%	0.03%
8945	3	0.01%	72.99%	3	100.00%	0.01%	0.00%
8970	456	0.82%	73.80%	445	97.59%	1.08%	0.08%
9000	32	0.06%	73.86%	30	93.75%	0.07%	0.01%
9015	12	0.02%	73.88%	8	66.67%	0.02%	0.03%
9110	1	0.00%	73.89%	1	100.00%	0.00%	0.00%
9115	1	0.00%	73.89%	1	100.00%	0.00%	0.00%
9145	763	1.37%	75.26%	756	99.08%	1.83%	0.05%
9155	23	0.04%	75.30%	23	100.00%	0.06%	0.00%
9160	163	0.29%	75.59%	163	100.00%	0.40%	0.00%
9190	1	0.00%	75.59%	1	100.00%	0.00%	0.00%
9245	137	0.25%	75.84%	136	99.27%	0.33%	0.01%
9263	3	0.01%	75.85%	3	100.00%	0.01%	0.00%
9428	1	0.00%	75.85%	1	100.00%	0.00%	0.00%
9432	3	0.01%	75.85%	3	100.00%	0.01%	0.00%
9433	1	0.00%	75.86%	1	100.00%	0.00%	0.00%
9438	2	0.00%	75.86%	2	100.00%	0.00%	0.00%
9439	115	0.21%	76.07%	115	100.00%	0.28%	0.00%
9442	564	1.01%	77.08%	544	96.45%	1.32%	0.14%
9466	31	0.06%	77.14%	31	100.00%	0.08%	0.00%
9470	29	0.05%	77.19%	29	100.00%	0.07%	0.00%
9471	4	0.01%	77.19%	4	100.00%	0.01%	0.00%
9475	363	0.65%	77.85%	361	99.45%	0.88%	0.01%
9476	34	0.06%	77.91%	34	100.00%	0.08%	0.00%
9477	6	0.01%	77.92%	6	100.00%	0.01%	0.00%
9479	42	0.08%	77.99%	41	97.62%	0.10%	0.01%
9481	791	1.42%	79.42%	772	97.60%	1.87%	0.13%

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REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	BST Caused
							Count % of Agg % of BST Caused Caused
9484	10	0.02%	79.43%	8	80.00%	0.02%	2 20.00% 0.01%
9487	1	0.00%	79.44%	1	100.00%	0.00%	0 0.00% 0.00%
9488	318	0.57%	80.01%	315	99.06%	0.76%	3 0.94% 0.02%
9495	3	0.01%	80.01%	3	100.00%	0.01%	0 0.00% 0.00%
9496	763	1.37%	81.38%	746	97.77%	1.81%	17 2.23% 0.12%
9498	20	0.04%	81.42%	18	90.00%	0.04%	2 10.00% 0.01%
9508	1	0.00%	81.42%	1	100.00%	0.00%	0 0.00% 0.00%
9515	1940	3.49%	84.91%	1866	96.19%	4.53%	74 3.81% 0.51%
9516	16	0.03%	84.94%	15	93.75%	0.04%	1 6.25% 0.01%
9517	10	0.02%	84.95%	10	100.00%	0.02%	0 0.00% 0.00%
9523	10	0.02%	84.97%	10	100.00%	0.02%	0 0.00% 0.00%
9526	3	0.01%	84.98%	1	33.33%	0.00%	2 66.67% 0.01%
9529	1090	1.96%	86.94%	1060	97.25%	2.57%	30 2.75% 0.21%
9543	41	0.07%	87.01%	40	97.56%	0.10%	1 2.44% 0.01%
9602	1644	2.95%	89.96%	1606	97.69%	3.90%	38 2.31% 0.26%
9605	126	0.23%	90.19%	126	100.00%	0.31%	0 0.00% 0.00%
9606	16	0.03%	90.22%	16	100.00%	0.04%	0 0.00% 0.00%
9616	8	0.01%	90.23%	8	100.00%	0.02%	0 0.00% 0.00%
9623	15	0.03%	90.26%	12	80.00%	0.03%	3 20.00% 0.02%
9626	91	0.16%	90.42%	91	100.00%	0.22%	0 0.00% 0.00%
9627	1344	2.42%	92.84%	1314	97.77%	3.19%	30 2.23% 0.21%
9628	77	0.14%	92.98%	73	94.81%	0.18%	4 5.19% 0.03%
9629	19	0.03%	93.01%	19	100.00%	0.05%	0 0.00% 0.00%
9639	49	0.09%	93.10%	49	100.00%	0.12%	0 0.00% 0.00%
9641	2376	4.27%	97.37%	2281	96.00%	5.54%	95 4.00% 0.66%
9647	371	0.67%	98.04%	356	95.96%	0.86%	15 4.04% 0.10%
9654	288	0.52%	98.56%	288	100.00%	0.70%	0 0.00% 0.00%
9670	28	0.05%	98.61%	28	100.00%	0.07%	0 0.00% 0.00%
9671	151	0.27%	98.88%	151	100.00%	0.37%	0 0.00% 0.00%
9673	10	0.02%	98.89%	10	100.00%	0.02%	0 0.00% 0.00%
9674	28	0.05%	98.95%	28	100.00%	0.07%	0 0.00% 0.00%
9675	36	0.06%	99.01%	36	100.00%	0.09%	0 0.00% 0.00%
9679	18	0.03%	99.04%	18	100.00%	0.04%	0 0.00% 0.00%
9772	10	0.02%	99.06%	10	100.00%	0.02%	0 0.00% 0.00%
9800	32	0.06%	99.12%	29	90.63%	0.07%	3 9.38% 0.02%
9805	3	0.01%	99.12%	3	100.00%	0.01%	0 0.00% 0.00%
9810	1	0.00%	99.12%	1	100.00%	0.00%	0 0.00% 0.00%
9860	487	0.88%	100.00%	480	100.00%	1.17%	7 0.00% 0.05%

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				CAUSATION			
ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CLEC Caused			
Error Type (by error code)	Count	%	Σ %	Count	% of Agg	% of CLEC	% of BST Caused
	55644	100.00%		41199		100.00%	100.00%
						14445	

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1005	1	0.01%	0.01%	CCNA REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1007	55	0.30%	0.30%	DUPLICATE CC, PON, VER
1012	37	0.20%	0.50%	CANNOT SUPP A PREVIOUSLY CANCELED LSR/PON
1015	8654	46.99%	47.49%	PON DUPLICATE ON INITIAL LSR
1017	2	0.01%	47.51%	PON VALID VALUES ARE UPPER CASE ALPHA A THRU Z, NUMERIC 0 THRU 9, AND SYMBOLS . , -
1023	217	1.18%	48.68%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	18	0.10%	48.78%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	107	0.58%	49.36%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	887	4.82%	54.18%	VER MUST BE GREATER THAN PREVIOUS VERSION
1032	8	0.04%	54.22%	VER MUST BE SPACES OR 00(ZEROS) FOR 850
1035	8	0.04%	54.27%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	4	0.02%	54.29%	VER MUST BE SPACES OR ZEROES FOR 850
1050	208	1.13%	55.42%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	2	0.01%	55.43%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1065	5	0.03%	55.45%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	42	0.23%	55.68%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	2	0.01%	55.69%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	5	0.03%	55.72%	DDD/DDD-CC MUST BE A VALID DATE
1085	12	0.07%	55.79%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1105	1	0.01%	55.79%	D/SENT REQUIRED
1110	613	3.33%	59.12%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	465	2.52%	61.64%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1135	2	0.01%	61.65%	APTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1145	4	0.02%	61.68%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1150	24	0.13%	61.81%	SUP PROHIBITED WHEN 1ST CHARACTER OF REQTP FIELD CHANGES
1153	4	0.02%	61.83%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1154	204	1.11%	62.94%	LSR/PON IS COMPLETED
1155	6	0.03%	62.97%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1170	18	0.10%	63.07%	CC REQUIRED
1180	7	0.04%	63.10%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1200	6	0.03%	63.14%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	11	0.06%	63.20%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1225	1	0.01%	63.20%	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP_EDIT)
1235	1	0.01%	63.21%	TOS REQUIRED
1265	13	0.07%	63.28%	AUTHNM MUST BE 1 TO 15 ALPHANUMERICS
1330	2	0.01%	63.29%	BAN1 MUST = E, N OR VALID BILLING ACCOUNT NUMBER FORMAT
1390	2	0.01%	63.30%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1395	2	0.01%	63.31%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB, BB OR CB
1430	3	0.02%	63.33%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1445	3	0.02%	63.34%	INITIATOR TELEPHONE NUMBER REQUIRED
1453	7	0.04%	63.38%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	1	0.01%	63.39%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1490	1	0.01%	63.39%	DRC MUST BE 3 ALPHANUMERICS
1505	2	0.01%	63.40%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	2	0.01%	63.41%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1520	5	0.03%	63.44%	FAX NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1530	6	0.03%	63.47%	IMPCON REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1630	110	0.60%	64.07%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	638	3.46%	67.54%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	753	4.09%	71.62%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	716	3.89%	75.51%	LSR/PON AGED OFF
1650	1149	6.24%	81.75%	LSR/PON COMPLETED
1655	664	3.61%	85.36%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1660	20	0.11%	85.46%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	2	0.01%	85.48%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	119	0.65%	86.12%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2000	2	0.01%	86.13%	EU-NAME REQUIRED
2015	13	0.07%	86.20%	EU-STATE REQUIRED
2035	1	0.01%	86.21%	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2060	463	2.51%	88.72%	LOCNUM=000 SASN REQUIRED WITH THIS REQTP/ACT TYP COMBINATION AT THIS LOCATION
2065	5	0.03%	88.75%	LOCBAN REQUIRED
2080	466	2.53%	91.28%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2090	1	0.01%	91.29%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES					
ERROR DETAILS (Fatal Errors)					
Error Type (by error code)	Count	%	Σ %	Error Description	
2095	5	0.03%	91.31%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION	
2115	6	0.03%	91.34%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS	
2120	9	0.05%	91.39%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE	
2185	7	0.04%	91.43%	EAN MUST BE 10 NUMERICS OR 13 ALPHANUMERICS	
2235	2	0.01%	91.44%	ROOM BILLNM-FB MUST BE UP TO 9 ALPHANUMERICS	
2280	109	0.59%	92.03%	LOCNUM= DISCNR=DNUM REQUIRED WHEN DISC NBR IS POPULATED	
2285	9	0.05%	92.08%	LOCNUM= DNUM MUST BE 5 NUMERIC	
2295	11	0.06%	92.14%	DNUM MUST BE GREATER THAN PREVIOUS DNUM	
2350	14	0.08%	92.22%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION	
3021	38	0.21%	92.43%	REFNUM=0001-TELNO= LNA MUST BE V OR W WHEN AN, ATN, EAN OR EATN IS POPULATED	
3030	1	0.01%	92.43%	REFNUM=0001-TELNO= TN MUST BE 10 NUMERICS	
3045	9	0.05%	92.48%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT	
3060	3	0.02%	92.50%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES	
3065	23	0.12%	92.62%	TELNO= PIC VALID ENTRIES ARE PIC CODE OF 4 NUMERICS, NONE, DFLT, NA	
3070	3	0.02%	92.64%	TELNO= LPIC DATA REQUIRED PER UNIQUE TELNO ON A, V, P9 ACTIVITY TYPES	
3075	21	0.11%	92.75%	TELNO= VALID LPIC ENTRIES ARE AN LPIC CODE, NA OR NONE	
3090	2	0.01%	92.76%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTP	
3105	1	0.01%	92.77%	LOCNUM=000 LNUM=22 TELNO= CHAN/PAIR MUST BE UP TO 5 ALPHANUMERICS	
3110	4	0.02%	92.79%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID	
3115	5	0.03%	92.82%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION	
3125	2	0.01%	92.83%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID	
3135	17	0.09%	92.92%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TC TO-PRIMARY FIELD IS POPULATED	
3140	49	0.27%	93.19%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED	
3165	43	0.23%	93.42%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE	
3180	7	0.04%	93.46%	REFNUM=0001-TELNO= FA VALID ENTRIES ARE A, C OR D	
3190	2	0.01%	93.47%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS	
3195	1	0.01%	93.47%	TELNO= LNECLSSVC REQUIRED ON ACT TYPE A OR V	
3205	1	0.01%	93.48%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C	
3245	1	0.01%	93.48%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y	
3260	3	0.02%	93.50%	LOCNUM=000 LNUM=00001 TELNO= JK CODE REQUIRED WHEN NIDR IS POPULATED WITH Y	
3380	2	0.01%	93.51%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N IF ACT IS N	

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REPORT: FLOWTHROUGH ERROR ANALYSIS
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AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
3400	2	0.01%	93.52%	LOCNUM=000 LNUM=00001 TELNO=LNA MUST BE N OR C IF ACT IS T
3410	7	0.04%	93.56%	LNUM=00001 TELNO=LNA MUST BE X OR G IF OTN IS POPULATED
3415	2	0.01%	93.57%	LOCNUM=000 LNUM=00001 TELNO=LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3430	2	0.01%	93.58%	FOR REQTP E, F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3460	16	0.09%	93.67%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTP/LNA TYPE COMBINATION (STOP EDIT)
3470	4	0.02%	93.69%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTP E-IS
3485	10	0.05%	93.74%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3680	1	0.01%	93.75%	LOCNUM=001 LNUM=00001 TELNO=TLI REQUIRED WHEN TERS IS POPULATED
3705	525	2.85%	96.60%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3735	5	0.03%	96.63%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3745	23	0.12%	96.75%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3755	4	0.02%	96.77%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3765	10	0.05%	96.83%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
4015	2	0.01%	96.84%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	3	0.02%	96.86%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4022	5	0.03%	96.88%	DLNUM=001 LTN= DLNUM MUST BE 4 NUMERICS
4027	7	0.04%	96.92%	REFNUM=0001-TELNO= ASTERISK OR PLUS SIGN INVALID FOR LN
4028	1	0.01%	96.93%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR RESIDENCE LISTING
4029	1	0.01%	96.93%	REFNUM=0001-TELNO= COMMA OR SEMICOLON REQUIRED FOR BUSINESS LISTING
4030	1	0.01%	96.94%	DLNUM=0001 LTN= LACT REQUIRED
4045	40	0.22%	97.15%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4050	4	0.02%	97.18%	INVALID YPH ENTRY
4052	2	0.01%	97.19%	YPH ENTRY MUST BE 999001 WHEN LISTING TYPE IS NL OR NP
4055	32	0.17%	97.36%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4061	1	0.01%	97.37%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTP J, RTY OF LML, AND LACT OF N OR I
4065	8	0.04%	97.41%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING
4075	36	0.20%	97.61%	MAIN LISTING REQUIRED
4085	32	0.17%	97.78%	REFNUM=0001-TELNO= DDA-ADDRESS 1 PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE
4090	1	0.01%	97.78%	DLNUM=0001 LTN= VALID LTY REQUIRED
4095	32	0.17%	97.96%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQTP AND ACTIVITY TYPE
4100	32	0.17%	98.13%	REFNUM=0001-TELNO= DDA-STATE PROHIBITED WITH THIS REQTP AND ACTIVITY TYPE

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4110	37	0.20%	98.33%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4115	1	0.01%	98.34%	SIC REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4120	28	0.15%	98.49%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	19	0.10%	98.59%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4180	18	0.10%	98.69%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	2	0.01%	98.70%	DLNUM=0001 LTN= DOI DATA INVALID WITH LTY 3
4200	4	0.02%	98.72%	DLNUM=0001 LTN MUST BE 10 NUMERICS
4205	3	0.02%	98.74%	DLNUM=0001 LTN REQUIRED
4310	1	0.01%	98.75%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4365	2	0.01%	98.76%	DLNUM=0001 LTN= LASS ENTRY INVALID
4385	47	0.26%	99.01%	DLNUM=0001 LTN= INVALID LAST ENTRY
4478	9	0.05%	99.06%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4490	4	0.02%	99.08%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	6	0.03%	99.11%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4550	4	0.02%	99.14%	DLNUM=0001 LTN=DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4600	2	0.01%	99.15%	DLNUM=0001 LTN=AMPERSAND REQUIRED WITH DLNM
4685	3	0.02%	99.16%	DLNUM=0006 LVL ENTRIES MUST BE SEQUENTIAL AND THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
5000	17	0.09%	99.26%	HUNTING PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
5005	20	0.11%	99.36%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED: HNUM, HA, AND HID
5015	14	0.08%	99.44%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	1	0.01%	99.45%	LOCNUM=000 HNUM= HA-G HA MUST BE N, E, C, OR D
5050	1	0.01%	99.45%	LOCNUM=001 DOES NOT MATCH AN END USER LOCNUM ON THIS LSR
5055	2	0.01%	99.46%	LOCNUM=000 HNUM=0001 HNUM MUST BE 5 NUMERICS
5060	7	0.04%	99.50%	LOCNUM=000 HNUM=00001 HNUM MUST BE UNIQUE WITHIN EACH LOCNUM
5125	8	0.04%	99.54%	LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E
5130	8	0.04%	99.59%	LOCNUM=000 HNUM=1 HTSEQ=2 HTSEQ MUST BE 4 NUMERICS
5135	9	0.05%	99.64%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5175	8	0.04%	99.68%	HNUM=00001 HT=T0001-T0002 HT MUST BE 10 NUMERICS OR 14 NUMERICS WITH A HYPHEN IF HNTYP 1-4
6010	1	0.01%	99.69%	REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTP'S A OR B
6045	2	0.01%	99.70%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6048	4	0.02%	99.72%	COMPANY IS NOT QUALIFIED FOR XDSL/UCL

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
 REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
6050	4	0.02%	99.74%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	7	0.04%	99.78%	LQTY IS REQUIRED FOR REQTP/ACT COMBINATION
6056	1	0.01%	99.78%	REFNUM=0001 -INPT=D ONLY APPLICABLE TO LNP-ROUTED TO LEO IN ERROR
6057	2	0.01%	99.79%	TELNO= INPT REQUIRED PER TN WHEN LNA = C OR V
7000	13	0.07%	99.86%	LEAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7075	5	0.03%	99.89%	EATN, AN AND ATN ARE REQUIRED FOR REQTP B
7080	3	0.02%	99.91%	EATN AND AN ARE REQUIRED FOR REQTP
8025	2	0.01%	99.92%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY IS REQUIRED WHEN DNUM TC OPT IS TC OR ST
8140	1	0.01%	99.92%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTP E, F OR M FOR LNA C, G, N OR V
8165	8	0.04%	99.97%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8180	5	0.03%	99.99%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8255	1	0.01%	100.00%	INVALID ACTIVITY TYPE
	18417	100.00%		

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

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

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS
8825	ORDER ERR: SIC LIST 012 LI SIC CODE NOT ON BRIS SIC TABLE! ISIC 3047
8825	ORDER ERR: RESH BILL 023 L USOC BSX++ MAY NOT APPEAR!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: FORMAT 374 LINE EUCLC: 0001 RELAY: 0000=
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1
8825	ORDER ERR: LOC LIST 019 LI INVALID LAST CHARACTER FOR LEVELS 1-3! ILOC LOT 4 DES (
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: NP LIST 010 LIN SEE SOER DOCUMENTATION! INP (NON-PUB)
8825	ORDER ERR: PR SAE 010 LINE ZERO MUST NOT APPEAR AS FIRST CHARACTER! I1 UEAC2 /C
8825	ORDER ERR: LCON SAE 007 LI LCON FORMAT INCORRECT! CKL
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: ROUT LIST 007 L ROUT INVALID ON THIS ORDER!
8825	ORDER ERR: TYA BILL 008 LI TYA REQUIRED WITH SIC CODE OF 98XX
8825	ORDER ERR: PKG SAE 010 LIN PKG NOT VALID ON THIS USOC! T1
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: TCP TFC 007 LIN INVALID TCP DATE! TCP 06-13-00
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: DSA IDNT 009 LI DSA MUST APPEAR IN IDNT!
8825	ORDER ERR: RNP SAE 006 LIN SEE SOER DOCUMENTATION! I1
8825	ORDER ERR: ADL SAE 010 LIN ADL MUST APPEAR! I1 1FR /TN
8825	ORDER ERR: PCA SAE 013 LIN SEE SOER DOCUMENTATION! T1
8825	ORDER ERR: LA LIST 013 LIN SEE SOER DOCUMENTATION! ILA

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CLEARED SYSTEM ERRORS OSCOL AND UEAMC
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER#
1000	CORRECTED SYSTEM GENERATED ERRORS FOR ORDER#
1000	CLEANED UP SYSTEM ERRORS
1000	CANCEL PER CLEC.
1000	PUT IN E STATUS TO DROP OFF-ORD CANCELLED BY CLEC
1000	CLEARED ALL SYSTEM ERRORS IN DUE DATE CHANGE BY SYSTEM TO 070700
1000	ORDERDD 06-27-00 WORKED TO CHG LISTING
1000	PLACED IN E-STAT SUP 1 ON VER 1 THANKS
1000	ERR PLACED IN E-STAT SUP 1
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CAN PER CLEC
1000	ERROR TO DROP, PON CANCELLED PER SUP 01
1000	EU NAME IS INCOMPLETE, PLS VERIFY AND RESUBMIT;
1000	CLEAN UP SYSTEM ERROR AND ADD SHELVES TO LOC FLR INFO
1000	CORRECTED SYSTEM ERRORS FOR ORDER#
1000	CORRECTED ERRORS ON ORDER BY REMOVING OCSL & UEAMC WHICH SHOULD NOT BE ON LY-- REQUEST
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER, ORDER #
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON C51RKDT0 CPX 06-08-00..
1000	ACCOUNT, SERVICE ORDER, DD 06-30-00
1000	ERROR TO DROP, UNABLE TO FORCE FOC ON
1000	CANCELLED ORDER PER SUP 1 LESOG
1000	CORRECT MAN CODE ON ROUTING ERROR MADE BY SYSTEM
1000	RECVD SUP 1 TO CANCEL
1000	CORRECT SYSTEM ERRORS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER #, PON#.

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS
1000	CLEARED ERROR FOR SYSTEM GENERATED ORDER #
1000	CLEARED ERROR
1000	CORRECT SVC ORDER BY REMOVING OCOLS & UEAMC-WHICH SHOULD NOT BE ON LY-- RQST
1000	CORRECT ERRORS
1000	CORRECTED SYSTEM GENERATED ORDERS, ORDER#
1000	CORRECTED SYSTEM GENERATED ORDER #
1000	SENT S STATUS REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOLS AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOLS (NOT VALID ON LY--ORDER)

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
 REPORT PERIOD: 02/01/2001 - 02/28/2001

	ACHIEVED FLOW- THROUGH %	ADJUSTED FLOW- THROUGH %
CLEC AGGREGATE		
REGION ALL SERVICES	20.80%	30.56%

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES			LSR PROCESSING												FLOWTHROUGH		
Company Info																	
Name	RESH / OCN	Mechanized Interface Used				Manual Total	Rejects	Validated	Errors			Total System Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
		LENS	EDI	TAG	Mech LSR's				Auto Clarification	BST Caused Fallout							
#1		147	0	147	93	5	49	48	37	11	1	1	0.76%	2.04%	2.63%		
#2		1	0	1	0	0	1	1	1	0	0	0	0.00%	0.00%	0.00%		
#3		490	7	497	215	25	257	144	98	46	113	46	113	26.53%	43.97%	53.55%	
#4		892	0	892	643	42	207	93	83	10	114	10	114	13.57%	55.07%	57.87%	
#5		83	31	114	89	6	19	16	15	1	3	1	3	2.80%	15.79%	16.67%	
#6		3644	0	3644	755	147	2742	1632	1547	85	1110	85	1110	32.53%	40.48%	41.78%	
#7		61	0	61	53	0	8	8	1	7	0	7	0	0.00%	0.00%	0.00%	
#8		179	0	179	108	5	66	65	61	4	1	4	1	0.59%	1.52%	1.61%	
#9		57	0	57	40	0	17	13	11	2	4	2	4	7.27%	23.53%	26.67%	
#10		4211	0	4211	560	43	3608	1552	1502	50	2056	50	2056	49.93%	56.98%	57.79%	
#11		0	278	278	185	6	87	75	65	10	12	10	12	4.58%	13.79%	15.58%	
#12		3153	0	3153	1090	242	1821	1821	1243	578	0	578	0	0.00%	0.00%	0.00%	
#13		17	17	34	24	6	4	4	4	0	0	0	0	0.00%	0.00%	0.00%	
#14		61	0	61	40	1	20	20	18	2	0	2	0	0.00%	0.00%	0.00%	
#15		0	1355	1355	209	130	1016	1016	778	238	0	238	0	0.00%	0.00%	0.00%	
#16		4	0	4	0	2	2	2	2	0	0	2	0	0.00%	0.00%	0.00%	
#17		0	1820	1820	414	123	1283	1283	915	368	0	368	0	0.00%	0.00%	0.00%	
#18		16	0	16	6	2	8	8	2	6	0	6	0	0.00%	0.00%	0.00%	
#19		2	0	2	1	0	1	1	1	0	0	0	0	0.00%	0.00%	0.00%	
#20		0	1	1	1	0	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
#21		1759	0	1759	243	166	1350	1350	1116	234	0	234	0	0.00%	0.00%	0.00%	
#22		1	0	1	0	0	1	1	0	1	0	1	0	0.00%	0.00%	0.00%	
#23		511	0	511	271	12	228	209	196	13	19	13	19	3.91%	8.33%	8.84%	
#24		400	0	400	246	7	147	138	124	14	9	14	9	2.37%	6.12%	6.77%	
			15689	3509	19198	5286	970	12942	7820	1680	3442	9500	1680	20.80%	26.60%	30.56%	

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
 (FATAL REJECTS BY CLEC)
 REPORT PERIOD: 02/01/2001 - 02/28/2001

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
#1		19
#2		0
#3		101
#4		263
#5		31
#6		1299
#7		2
#8		16
#9		54
#10		322
#11		13
#12		214
#13		14
#14		14
#15		657
#16		41
#17		60
#18		14
#19		0
#20		0
#21		687
#22		1
#23		85
#24		38
Total		3945

Ordering

REPORT: PERCENT REJECTED SERVICE REQUESTS ¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ³					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
- LOCAL INTERCONNECTION TRUNKS					
- RESALE					
- RESALE RESIDENCE	8.05%	13.77%	9.13%	2.10%	
- RESALE BUSINESS	0.31%	1.73%	0.58%	2.89%	
- RESALE SPECIAL		0.03%	0.01%	0.28%	
- UNE	0.61%	2.37%	0.94%	16.99%	
- UNE LOOPS WITH NP ⁴				3.34%	
- OTHER ²		0.03%	0.01%	7.00%	
- COMBOS ⁶	3.06%	9.08%	4.20%	0.07%	
REGION					
- LOCAL INTERCONNECTION TRUNKS					72.93%
- RESALE					
- RESALE RESIDENCE	8.00%	14.13%	9.06%	2.26%	
- RESALE BUSINESS	0.58%	4.09%	1.19%	3.18%	
- RESALE SPECIAL		0.04%	0.01%	0.32%	
- UNE	0.22%	1.34%	0.42%	12.48%	
- UNE LOOPS WITH NP ⁴				4.47%	
- OTHER ²	1.04%	0.36%	0.92%	7.38%	
- COMBOS ⁶	2.74%	12.31%	4.41%	0.58%	

Note 1: BST retail report not yet available.

Note 2: LSRs which do not contain the service class code in the REQ TYP field for Non-Mechanized.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs. Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fallout. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

Ordering

REPORT: PERCENT REJECTED SERVICE REQUESTS¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

FULLY MECHANIZED LNP GATEWAY		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP		10
- LNP	9.76%	18
REGION		
- UNE LOOPS WITH LNP	14.78%	413
- LNP	2.49%	1856

PARTIALLY MECHANIZED LNP GATEWAY		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP	21.29%	10
- LNP	20.79%	18
REGION		
- UNE LOOPS WITH LNP	30.47%	413
- LNP	28.94%	1856

TOTAL MECHANIZED LNP GATEWAY ²		
	% REJECTED SERVICE REQUESTS	FATAL REJECTS
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOPS WITH LNP	21.15%	10
- LNP	17.61%	18
REGION		
- UNE LOOPS WITH LNP	29.47%	413
- LNP	11.98%	1856

Note 1: BST Retail not applicable.

Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL ¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

FULLY MECHANIZED LSRs ⁵										
CATEGORY	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC 1										
TENNESSEE										
REGION										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE	94.08%	0.32%	0.24%	1.30%	95.94%	1.14%	0.08%	2.84%		1.03
- RESALE BUSINESS	95.74%				95.74%	2.13%	2.13%			0.26
- RESALE SPECIAL										
- UNE	90.32%			2.15%	92.47%	2.15%	4.30%	1.08%		0.96
- UNE LOOPS WITH NP ⁴										
- OTHER ²										
- COMBOS ⁶	91.47%	1.92%	0.21%	1.71%	95.31%	4.48%		0.21%		0.36
REGION										
- RESALE										
- RESALE RESIDENCE	94.95%	0.50%	0.22%	2.15%	97.82%	1.38%	0.09%	0.71%		0.37
- RESALE BUSINESS	95.68%	1.00%	0.33%	1.50%	98.50%	1.25%	0.25%			0.09
- RESALE SPECIAL										
- UNE	90.62%	2.13%		1.28%	94.03%	3.20%	2.56%	0.21%		0.49
- UNE LOOPS WITH NP ⁴										
- OTHER ²	90.48%	3.51%		0.79%	94.78%	5.22%				0.35
- COMBOS ⁶	90.86%	3.13%	0.30%	2.22%	96.50%	3.37%	0.07%	0.05%		0.22

PARTIALLY MECHANIZED LSRs ⁵										
CATEGORY	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	AVG. INT. (DAYS)	
CLEC 1										
TENNESSEE										
REGION										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE	26.77%	0.20%	1.01%	14.40%	42.39%	21.50%	23.33%	12.78%		13.20
- RESALE BUSINESS	12.90%			12.90%	25.81%	24.19%	20.97%	29.03%		28.59
- RESALE SPECIAL								100.00%		93.97
- UNE						2.35%	80.00%	17.65%		33.05
- UNE LOOPS WITH NP ⁴										
- OTHER ²							100.00%			19.27
- COMBOS ⁶	10.77%	0.92%	0.31%	12.62%	24.62%	33.54%	26.46%	15.38%		15.90
REGION										
- RESALE										
- RESALE RESIDENCE	17.88%	1.27%	1.01%	15.35%	35.52%	25.42%	25.71%	13.34%		14.36
- RESALE BUSINESS	6.80%	0.89%	1.11%	15.21%	24.01%	35.04%	21.95%	19.00%		19.72
- RESALE SPECIAL						12.50%	25.00%	62.50%		63.43
- UNE	1.70%	0.34%	0.17%	1.36%	3.57%	11.54%	48.56%	36.33%		33.96
- UNE LOOPS WITH NP ⁴										
- OTHER ²	8.23%		0.63%	3.80%	12.66%	14.56%	39.87%	32.91%		39.95
- COMBOS ⁶	3.51%	1.72%	0.80%	13.10%	19.13%	32.08%	34.59%	14.21%		16.32

Note 1: BST Retail report not available.

Note 2: LSRs which do not contain the service class code in the REQ TYP code.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs. Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fallout. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL
REPORT PERIOD: 02/01/2001 - 02/28/2001

TOTAL MECHANIZED LSRs ³										
CATEGORY	0<4 MIN	4<8 MIN	8<12 MIN	12<60 MIN	0<1 HR	1-6 HRS	8-24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC										
TENNESSEE										
REGION										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE	74.86%	0.29%	0.46%	5.04%	80.65%	6.95%	6.72%	5.68%	4.51	
- RESALE BUSINESS	48.62%			7.34%	55.96%	14.68%	12.84%	16.51%	16.37	
- RESALE SPECIAL						100.00%		8.99%	83.97	
- UNE	47.19%			1.12%	48.31%	2.25%	40.45%		16.28	
- UNE LOOPS WITH NP ⁴										
- OTHER ²							100.00%		19.27	
- COMBOS ⁶	58.44%	1.51%	0.25%	6.17%	66.37%	16.37%	10.83%	6.42%	6.72	
REGION										
- RESALE										
- RESALE RESIDENCE	74.05%	0.71%	0.43%	5.73%	80.92%	7.90%	7.04%	4.14%	4.16	
- RESALE BUSINESS	42.48%	0.93%	0.80%	9.70%	53.92%	21.47%	13.24%	11.37%	11.84	
- RESALE SPECIAL						12.50%	25.00%	62.50%	83.43	
- UNE	41.12%	1.13%	0.09%	1.32%	43.67%	7.84%	28.17%	20.32%	19.13	
- UNE LOOPS WITH NP ⁴										
- OTHER ²	84.88%	3.27%	0.04%	0.99%	89.19%	5.86%	2.71%	2.24%	3.04	
- COMBOS ⁶	48.41%	2.44%	0.54%	7.51%	58.90%	17.32%	16.84%	6.93%	8.04	
NON-MECHANIZED LSRs										
CATEGORY	0<1 HR	1-4 HRS	4-8 HRS	8<12 HRS	12<18 HRS	16<20 HRS	20<24 HRS	>24 HRS	AVG. INT. (HRS)	
CLEC										
TENNESSEE										
REGION										
CLEC AGGREGATE										
TENNESSEE										
- RESALE										
- RESALE RESIDENCE		11.48%	14.75%	1.84%	6.56%	31.15%	29.51%	4.92%	0.78	
- RESALE BUSINESS	3.57%	20.24%	20.24%	3.57%	1.19%	14.29%	14.29%	22.62%	0.87	
- RESALE SPECIAL		12.50%	12.50%			25.00%	12.50%	50.00%	2.31	
- UNE		10.55%	18.86%	4.06%	1.42%	13.18%	26.57%	25.35%	1.71	
- UNE LOOPS WITH NP ⁴		10.31%	18.56%	4.12%		14.43%	42.27%	10.31%	0.84	
- OTHER ²	0.49%	11.82%	22.17%	3.94%	0.99%	19.21%	31.53%	9.85%	0.75	
- COMBOS ⁶			50.00%				50.00%		0.62	
REGION										
- RESALE										
- RESALE RESIDENCE	0.29%	10.34%	15.80%	1.44%	4.74%	31.03%	26.87%	9.48%	0.78	
- RESALE BUSINESS	1.43%	22.70%	19.63%	4.29%	3.07%	15.64%	12.88%	20.35%	1.03	
- RESALE SPECIAL		11.11%	7.07%	1.01%	2.02%	7.07%	6.05%	64.65%	2.06	
- UNE	0.13%	8.23%	16.60%	6.20%	1.62%	14.83%	29.73%	22.67%	2.19	
- UNE LOOPS WITH NP ⁴		5.53%	11.93%	9.39%	2.04%	10.62%	45.02%	15.49%	1.34	
- OTHER ²	0.18%	12.07%	20.53%	5.42%	1.50%	18.37%	31.28%	10.66%	1.32	
- COMBOS ⁶	1.12%	23.60%	24.72%	4.49%	3.37%	16.29%	8.99%	17.42%	0.78	
LOCAL INTERCONNECTION TRUNKS (% Delivered Within Time Frame)										
	5 DAYS	5 - 8 DAYS	8 - 12 DAYS	12 - 14 DAYS	14 - 17 DAYS	17-20 DAYS	> 20 DAYS	AVG. INT. (DAYS)		
TENNESSEE	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.17	
REGION	95.10%	4.12%	0.00%	0.26%	0.52%	0.00%	0.00%	0.00%	1.77	

Note 1: BST Retail report not available.

Note 2: LSRs which do not contain the service class code in the RECTYP code.

Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 4: Long Term Number Portability (LNP) reported separately.

Note 5: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs. Rejects on Fully Mechanized LSRs are errors auto clarified back to the CLEC. Rejects on Partially Mechanized LSRs are errors due to system fallout. These errors could be caused by the CLEC or BST.

Note 6: Combos included in Other prior to September, 2000.

Ordering

REPORT: REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

CATEGORY	FULLY MECHANIZED LSRs											FATAL REJECTS
	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	TOTAL	AVG. INT. (HRS)		
CLEC AGGREGATE												
TENNESSEE												
- UNE LOOPS WITH LNP									100.00%		0.03	10
- LNP	75.00%	25.00%			100.00%							18
REGION												
- UNE LOOPS WITH LNP	88.24%		5.88%	5.88%	100.00%				100.00%		0.06	413
- LNP	45.95%	22.97%	6.08%	25.00%	100.00%				100.00%		0.16	1856

CATEGORY	PARTIALLY MECHANIZED LSRs											FATAL REJECTS
	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	TOTAL	AVG. INT. (HRS)		
CLEC AGGREGATE												
TENNESSEE												
- UNE LOOPS WITH LNP						3.03%	78.79%	18.18%	100.00%		28.34	10
- LNP				4.76%	4.76%	4.76%	66.67%	23.81%	100.00%		47.96	18
REGION												
- UNE LOOPS WITH LNP	1.17%	0.19%		0.78%	2.14%	12.84%	54.86%	30.16%	100.00%		30.77	413
- LNP	0.21%		0.31%	8.10%	8.62%	33.54%	41.02%	16.82%	100.00%		22.47	1856

CATEGORY	TOTAL MECHANIZED LSRs ²											FATAL REJECTS
	0-<4 MIN	4-<8 MIN	8-<12 MIN	12-<60 MIN	0-<1 HR	1-<8 HRS	8-<24 HRS	>24 HRS	TOTAL	AVG. INT. (HRS)		
CLEC AGGREGATE												
TENNESSEE												
- UNE LOOPS WITH LNP						3.03%	78.79%	18.18%	100.00%		28.34	10
- LNP	12.00%	4.00%		4.00%	20.00%	4.00%	56.00%	20.00%	100.00%		40.29	18
REGION												
- UNE LOOPS WITH LNP	3.95%	0.19%	0.19%	0.94%	5.27%	12.43%	53.11%	29.19%	100.00%		29.78	413
- LNP	6.30%	3.06%	1.08%	10.35%	20.79%	29.07%	35.55%	14.58%	100.00%		19.50	1856

Note 1: BST Retail not applicable.

Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

FULLY MECHANIZED LSRs (% Delivered Within Time Frame) ²															
CATEGORY	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-<8 HRS	8-<12 HRS	12-<16 HRS	16-<20 HRS	20-<24 HRS	24-<48 HRS	>48 HRS	AVG. INT. (DAYS)
TENNESSEE															
REGION															
CIRC 33-REG 010E															
TENNESSEE															
LOCAL INTERCONNECTION TRUNKS															
- RESALE															
- RESALE RESIDENCE	97.39%		0.58%	0.28%	0.29%	0.02%	0.01%	0.31%	0.09%	0.09%	0.01%	0.01%	0.47%	0.19%	0.01
- RESALE BUSINESS	93.33%		0.61%	1.21%	0.61%			3.03%	0.61%		0.61%		0.00%		0.01
- RESALE SPECIAL													0.00%		0.03
- UNE	94.44%								5.56%						
- UNE LOOPS WITH NP ⁵															
- OTHER ¹															
- COMBOS ⁶	65.05%	26.15%	4.45%	0.45%	0.18%	0.05%	0.41%	2.86%		0.05%		0.05%	0.00%	0.32%	0.03
REGION															
LOCAL INTERCONNECTION TRUNKS															
- RESALE															
- RESALE RESIDENCE	97.04%	0.74%	0.47%	0.45%	0.52%	0.06%	0.02%	0.43%	0.01%	0.08%	0.03%	0.01%	0.08%	0.07%	0.01
- RESALE BUSINESS	96.33%	0.87%	0.65%	0.65%	0.72%	0.09%	0.09%	0.45%	0.02%	0.07%	0.02%		0.02%	0.02%	0.01
- RESALE SPECIAL															
- UNE	94.99%	1.16%	0.26%	1.29%	1.29%			0.26%	0.64%	0.13%			0.00%		0.01
- UNE LOOPS WITH NP ⁵															
- OTHER ¹	97.70%	0.42%	0.05%	0.07%	1.00%			0.72%					0.00%	0.02%	0.00
- COMBOS ⁶	72.18%	19.56%	4.02%	0.51%	0.94%	0.12%	0.36%	2.01%	0.04%	0.04%	0.01%	0.01%	0.00%	0.20%	0.02

PARTIALLY MECHANIZED LSRs (% Delivered Within Time Frame)															
CATEGORY	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-<120 MINS	120-<240 MINS	4-8 HRS	8-<12 HRS	12-<16 HRS	16-20 HRS	20-<24 HRS	24-48 HRS	>48 HRS	AVG. INT. (DAYS)
TENNESSEE															
REGION															
TENNESSEE															
LOCAL INTERCONNECTION TRUNKS															
- RESALE															
- RESALE RESIDENCE	6.81%	6.94%	6.32%	6.74%	7.22%	4.24%	12.15%	4.24%	2.36%	8.89%	8.47%	6.94%	7.22%	11.46%	0.76
- RESALE BUSINESS	1.50%	2.00%	2.00%	4.50%	7.50%	5.50%	13.50%	13.50%	3.50%	3.00%	4.00%	6.50%	12.50%	20.50%	1.45
- RESALE SPECIAL														100.00%	3.89
- UNE						1.33%	2.85%	2.85%	1.08%	5.57%	22.28%	39.79%	5.31%	15.92%	1.12
- UNE LOOPS WITH NP ⁵															0.82
- OTHER ¹		3.13%			21.88%	6.25%	15.63%	3.13%		3.13%	6.25%	9.38%	28.13%	3.13%	0.73
- COMBOS ⁶	4.13%	5.37%	5.26%	4.33%	7.64%	5.37%	15.79%	9.70%	5.68%	7.74%	6.80%	5.57%	5.57%	11.25%	
REGION															
LOCAL INTERCONNECTION TRUNKS															
- RESALE															
- RESALE RESIDENCE	5.69%	6.61%	6.05%	6.08%	8.28%	4.82%	10.74%	4.81%	1.60%	10.89%	10.23%	7.90%	6.06%	10.25%	0.75
- RESALE BUSINESS	3.68%	4.62%	4.69%	5.22%	8.49%	5.86%	15.84%	9.92%	1.41%	4.76%	8.84%	9.09%	7.65%	9.81%	0.76
- RESALE SPECIAL														36.36%	2.78
- UNE	0.20%	0.59%	1.06%	1.18%	1.77%	1.92%	7.57%	6.49%	1.77%	17.80%	31.17%	8.51%	15.00%	15.00%	1.06
- UNE LOOPS WITH NP ⁵															
- OTHER ¹	6.19%	4.46%	3.22%	2.48%	5.45%	2.72%	10.15%	8.42%	1.98%	3.96%	12.87%	12.87%	11.14%	14.11%	1.02
- COMBOS ⁶	2.79%	4.69%	4.93%	4.30%	7.73%	6.22%	13.81%	7.80%	3.77%	10.67%	10.17%	8.15%	5.39%	9.57%	0.72

Note 1: LSRs which do not contain the service class code in the REOTYP field.
Note 2: Fully Mechanized LSRs require no human intervention.
Note 3: BST Retail report not applicable.
Note 4: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 5: Long Term Number Portability (LNP) reported separately.
Note 6: Combos included in Other prior to September, 2000.

Ordering

TOTAL MECHANIZED LSRs (% Delivered Within Time Frame) *													
CATEGORY	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	240-480 MINS	480-960 MINS	960-1920 MINS	1920-3840 MINS	>3840 MINS	Avg. INT. (DAYS)
TENNESSEE													
REGION													
TENNESSEE													
LOCAL INTERCONNECTION TRUNKS													
- RESALE RESIDENCE	86.9%	1.35%	1.01%	1.07%	1.12%	0.53%	1.49%	0.79%	1.18%	1.04%	0.85%	1.29%	1.96%
- RESALE BUSINESS	43.01%	1.37%	1.64%	2.47%	4.36%	3.01%	7.40%	8.77%	2.19%	2.47%	3.56%	6.85%	11.23%
- RESALE SPECIAL	4.39%	0.51%	0.51%	0.51%	2.26%	1.27%	2.53%	2.53%	1.27%	2.12%	37.97%	5.08%	15.19%
- UNE LOOPS WITH NP *													1.07
- OTHER *													0.82
- COMBOS *	46.44%	19.80%	4.70%	1.64%	2.46%	1.67%	5.11%	4.95%	1.79%	2.02%	1.79%	3.69%	0.24
REGION													
LOCAL INTERCONNECTION TRUNKS													
- RESALE RESIDENCE	89.21%	1.43%	1.13%	1.11%	1.43%	0.62%	1.29%	0.95%	1.39%	1.24%	0.95%	0.79%	1.27%
- RESALE BUSINESS	54.34%	2.57%	2.77%	2.77%	4.24%	2.71%	7.23%	4.07%	2.19%	4.07%	4.09%	3.48%	4.46%
- RESALE SPECIAL	26.42%	0.75%	0.85%	1.21%	1.64%	1.39%	5.48%	4.77%	1.48%	3.63%	22.55%	6.15%	10.85%
- UNE LOOPS WITH NP *													0.10
- OTHER *	89.32%	0.79%	0.34%	0.29%	1.41%	0.25%	0.93%	1.43%	0.36%	1.18%	1.18%	1.02%	1.31%
- COMBOS *	53.92%	15.65%	4.26%	1.51%	2.72%	1.73%	3.90%	3.53%	1.02%	2.65%	2.15%	1.42%	2.87%

NON-MECHANIZED LSRs (% Delivered Within Time Frame) ¹																	
CATEGORY	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS	AVG INT.(DAYS)	LOCAL INTERCONNECTION TRUNKS (% Delivered Within Time Frame)							
										0-5 DAYS	6-8 DAYS	9-11 DAYS	12-14 DAYS	15-17 DAYS	18-20 DAYS	>20 DAYS	AVG INT.(DAYS)
TENNESSEE																	
REGION																	
TENNESSEE																	
LOCAL INTERCONNECTION TRUNKS																	
- RESALE																	
- RESALE RESIDENCE	9.80%	13.73%	4.90%	27.45%	27.45%	15.69%	0.98%	0.98%	0.77	54.55%	21.21%	6.06%	3.03%		6.06%	9.09%	7.09
- RESALE BUSINESS	27.04%	2.59%	2.59%	14.71%	14.71%	23.08%	30.77%	30.77%	0.70	52.63%	10.53%	5.26%	5.26%		10.53%	15.79%	9.89
- RESALE SPECIAL	7.89%	5.54%	3.28%	32.06%	32.06%	3.96%	1.79%	1.79%	1.63								
- UNE	12.07%	14.94%	11.49%	10.34%	10.34%	46.55%	6.32%	2.87%	0.65								
- UNE LOOPS WITH NP ²									0.79								
- OTHER	13.98%	24.78%	5.54%	16.94%	16.94%	28.01%	1.63%	1.63%	0.62								
- COMBOS	28.57%	14.25%	14.25%				14.25%	28.57%	1.16								
REGION																	
LOCAL INTERCONNECTION TRUNKS																	
- RESALE																	
- RESALE RESIDENCE	13.90%	16.19%	2.55%	23.85%	23.85%	30.68%	8.18%	2.73%	0.74	39.76%	21.15%	7.53%	7.53%	1.79%	2.87%	19.35%	12.35
- RESALE BUSINESS	22.75%	21.95%	4.89%	34.51%	34.51%	10.52%	10.52%	8.37%	0.79	42.68%	24.27%	6.79%	6.79%	2.51%	1.67%	14.23%	11.31
- RESALE SPECIAL	11.70%	24.35%	2.18%	16.14%	16.14%	33.86%	2.90%	2.07%	1.86								
- UNE	13.65%	13.65%	3.17%	47.75%	47.75%	10.13%	2.50%	0.86	0.86								
- UNE LOOPS WITH NP ²																	
- OTHER	12.19%	22.85%	6.84%	1.77%	15.08%	33.35%	5.12%	2.75%	0.69								
- COMBOS	28.25%	25.10%	6.77%	1.99%	8.76%	10.76%	11.16%	7.17%	0.69								

Note 1: LSRs which do not contain the service class code in the REQTYPE field.
Note 2: Total Mechanized LSRs require no human intervention.
Note 3: Non-Mechanized LSRs are manually executed.
Note 4: BST Retail report not applicable.
Note 5: CLEC * information will be populated & distributed on an individual CLEC basis.
Note 6: Long Term Number Portability (LNP) reported separately.
Note 7: Combos included in Other prior to September, 2000.

REPORT: FIRM ORDER CONFIRMATION TIMELINESS'
REPORT PERIOD: 02/01/2001 - 02/28/2001

PARTIALLY MECHANIZED LSRs (% Delivered Within Time Frame)																
CATEGORY	0-<15 MINS	15-<30 MINS	30-<45 MINS	45-<60 MINS	60-<90 MINS	90-<120 MINS	120-<240 MINS	4-8 HRS	8-12 HRS	12-<16 HRS	16-20 HRS	20-24 HRS	24-48 HRS	>48 HRS	TOTAL	AVG. INT. (HRS)
REGION																
TENNESSEE																
-LINE Loop w/LNP								0.81%	5.65%	4.07%	21.14%	43.90%	6.50%	17.89%	100.00%	28.76
-LNP		1.28%	3.85%		2.56%			6.41%	8.97%	14.10%	6.41%	23.08%	7.69%	7.69%	100.00%	23.62
REGION																
-LINE Loop w/LNP		0.68%	0.86%	0.74%	1.57%			5.12%	1.40%	3.30%	12.80%	35.09%	12.47%	15.28%	100.00%	28.14
-LNP	0.77%	1.96%	2.73%	2.56%	4.70%	4.00%		11.77%	4.88%	7.79%	16.47%	16.77%	7.61%	9.39%	100.00%	22.87

CATEGORY	TOTAL MECHANIZED LSRs (% Delivered Within Time Frame) ²													TOTAL	AVG. INT. (HRS)		
	0-15 MINS	15-30 MINS	30-45 MINS	45-60 MINS	60-90 MINS	90-120 MINS	120-240 MINS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24-48 HRS			>48 HRS	
60% RATE																	
TENNESSEE																	
-LINE Loop w/LNP		0.61%						0.81%	5.65%		4.03%	20.97%	43.55%	8.45%	17.74%	100.00%	28.53
-LNP	34.71%		0.83%	2.48%	0.83%	1.65%		4.13%	5.75%	1.85%	14.05%	14.88%	4.96%	4.96%	15.24%	100.00%	15.24
REGION																	
-LINE Loop w/LNP	6.21%	1.00%	0.61%	0.69%	1.46%	1.30%	1.30%	4.75%	8.61%	1.90%	12.38%	32.57%	11.65%	14.18%	26.23%	100.00%	26.23
-LNP	67.99%	7.51%	3.20%	2.57%	0.96%	0.85%	2.38%	1.71%	1.71%	0.95%	3.35%	3.42%	1.56%	1.91%	4.71%	100.00%	4.71

Note 1: BST Retail Report not applicable.
Note 2: Total Mechanized LSRs include Fully Mechanized LSRs and Partially Mechanized LSRs.

Ordering

REPORT: SPEED OF ANSWER IN ORDERING CENTER
REPORT PERIOD: 02/01/2001 - 02/28/2001

AVERAGE ANSWER TIME / MONTH (SECONDS)	
CLEC AGGREGATE	
- LOCAL CARRIER SERVICE CENTERS	179.11 Sec
BSL	
- RESIDENCE SERVICE CENTERS	109.99 Sec
- BUSINESS SERVICE CENTERS	42.34 Sec

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(P) PROVISIONING

- Order Completion Interval Distribution & Average Interval
 - a. Dispatch
 - b. No Dispatch
- Held Order Interval Distribution and Mean Interval
 - a. <10 Circuits
 - b. >=10 Circuits
- Jeopardy Interval & Percent Jeopardy
- Percent Missed Installation Appointments
 - a. Dispatch & No Dispatch and Trunks
 - b. Mechanized LSRs - with LNP
- Provisioning Troubles within 30 Days of Installation
- Coordinated Customer Conversions
- Coordinated Customer Conversions – Hot Cut Timeliness
- Average Disconnect Timeliness Interval and Disconnect Timeliness Interval Distribution
- Average Completion Notice Interval
- Total Service Order Cycle Time
 - a. Fully Mechanized – Dispatch & No Dispatch
 - b. Mechanized LSRs – with LNP
 - c. Mechanized LSRs – with LNP (Company Offered)

Provisioning

REPORT: ORDER COMPLETION INTERVAL DISTRIBUTION & AVERAGE INTERVAL (DISPATCH)
REPORT PERIOD: 02/01/2001 - 02/28/2001

DISPATCH															
SAME DAY		1 DAY		2 DAYS		3 DAYS		4 DAYS		5 DAYS		> 5 DAYS		AVG. (DAYS)	
< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts
CLEC 1															
REGION															
TENNESSEE															
CLEC AGGREGATE															
TENNESSEE															
- RESALE RESIDENCE	2.06%		3.80%		4.60%		3.49%		7.92%	100.00%	4.91%		73.22%		6.07
- RESALE BUSINESS	19.00%		9.00%		23.00%		6.00%		11.00%		3.00%		29.00%	100.00%	4.10
REGION															
- RESALE RESIDENCE	1.56%		3.33%	5.26%	6.31%	5.26%	7.87%	9.32%	15.79%	10.43%	15.79%	61.17%	57.89%	6.20	6.42
- RESALE BUSINESS	7.10%		7.49%	6.67%	13.20%		14.09%	16.67%	9.76%	3.33%	13.20%	35.16%	70.00%	5.48	10.57
BSI															
TENNESSEE															
- RETAIL RESIDENCE	2.47%	10.53%	3.22%		2.34%		2.43%	11.19%	5.26%	2.54%		75.82%	84.21%	6.90	6.40
- RETAIL BUSINESS	9.36%	1.59%	31.92%	9.52%	17.77%	7.94%	5.95%	7.94%	11.29%	11.11%	4.64%	3.17%	19.06%	58.73%	4.07
REGION															
- RETAIL RESIDENCE	3.21%	2.01%	4.14%	3.61%	5.84%	9.64%	9.90%	11.65%	10.76%	8.43%	11.65%	54.51%	51.00%	6.72	6.07
- RETAIL BUSINESS	5.72%	2.52%	41.93%	6.40%	8.92%	9.23%	6.78%	6.82%	7.15%	6.61%	7.18%	9.97%	22.32%	58.45%	4.45
DISPATCH															
0-5 DAYS		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		>= 30 DAYS		AVG. (DAYS)	
< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts
CLEC 1															
REGION															
TENNESSEE															
CLEC AGGREGATE															
TENNESSEE															
- RESALE DESIGN	9.11%		47.35%	66.67%	16.67%		50.00%		33.33%		1.74%		1.99%		18.50
- UNE DESIGN	57.76%	100.00%	32.76%	7.76%			5.30%		2.48%	33.33%				10.27	4.96
- UNE NON-DESIGN							1.72%							3.00	
- UNE LOOPS WITH NP²															
REGION															
- RESALE DESIGN	9.09%	25.17%	100.00%	19.58%			13.99%		5.59%		0.35%		26.22%	24.33	8.00
- UNE DESIGN	9.00%	4.00%	50.72%	37.33%	27.61%	40.00%	5.96%	8.00%	2.62%	8.00%	1.57%	2.67%	2.52%	10.46	11.36
- UNE NON-DESIGN	37.08%	50.00%	47.53%	35.71%	8.25%	10.71%	3.30%	3.57%	1.53%		0.79%		1.53%	6.70	5.31
- UNE LOOPS WITH NP²															
BSI															
TENNESSEE															
- RETAIL DESIGN	8.85%		17.53%		16.93%		15.29%		13.44%		9.12%		18.84%		25.06
REGION															
- RETAIL DESIGN	10.25%	11.67%	18.86%	5.00%	17.62%	12.50%	12.33%	10.00%	10.41%	27.50%	6.84%	4.17%	23.68%	29.17%	35.96

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 2: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: ORDER COMPLETION INTERVAL DISTRIBUTION & AVERAGE INTERVAL (NO DISPATCH)
REPORT PERIOD: 02/01/2001 - 02/28/2001

NO DISPATCH												
SAME DAY		1 DAY	2 DAYS	3 DAYS	4 DAYS	5 DAYS	6 DAYS	7 DAYS	8 DAYS	9 DAYS	10 DAYS	Avg. (DAYS)
< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	>= 10 Ckts
TENNESSEE												
CLEC AGGREGATE												
TENNESSEE												
- RESALE RESIDENCE	55.91%	22.49%	4.67%	3.16%	3.11%	1.27%	9.39%	1.43%	1.71%	1.71%	1.71%	1.43%
- RESALE BUSINESS	47.49%	19.81%	10.02%	4.53%	8.11%	62.50%	12.50%	8.83%	12.50%	12.50%	12.50%	4.13
REGION												
- RESALE RESIDENCE	51.39%	17.02%	5.94%	5.39%	3.67%	4.65%	11.94%	1.87%	1.87%	1.87%	1.87%	1.87
- RESALE BUSINESS	41.97%	25.33%	13.33%	5.33%	14.67%	5.47%	10.67%	8.50%	18.67%	18.67%	18.67%	4.04
BST												
- RETAIL RESIDENCE	53.91%	30.22%	4.76%	6.62%	2.26%	1.26%	0.97%	1.00%	1.35%	1.35%	1.35%	2.33
- RETAIL BUSINESS	60.84%	36.47%	17.33%	16.47%	9.41%	4.57%	8.24%	2.87%	5.88%	5.88%	5.88%	2.33
REGION												
- RETAIL RESIDENCE	55.83%	100.00%	29.34%	4.38%	1.66%	0.95%	1.05%	0.97%	0.97%	0.97%	0.97%	0.33
- RETAIL BUSINESS	62.25%	23.81%	14.39%	7.44%	9.20%	2.47%	3.19%	5.11%	18.78%	18.78%	18.78%	3.76

NO DISPATCH												
0-5 DAYS		5-10 DAYS	10-15 DAYS	15-20 DAYS	20-25 DAYS	25-30 DAYS	30-35 DAYS	35-40 DAYS	40-45 DAYS	45-50 DAYS	50-55 DAYS	Avg. (DAYS)
< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	>= 10 Ckts
TENNESSEE												
CLEC AGGREGATE												
TENNESSEE												
- RESALE DESIGN	60.00%	5.00%	25.00%	10.00%	10.00%	0.27%	0.66%	5.52%	7.08%	7.08%	7.08%	7.08
- UNE DESIGN	60.00%	40.00%	13.75%	2.02%	1.49%	0.27%	0.66%	5.52%	7.08%	7.08%	7.08%	5.00
- UNE NON-DESIGN	47.18%	50.00%	50.00%	2.02%	1.49%	0.27%	0.66%	5.52%	7.08%	7.08%	7.08%	4.39
REGION												
- RESALE DESIGN	45.24%	100.00%	19.84%	10.32%	5.56%	4.76%	3.97%	9.80%	2.00%	2.00%	2.00%	2.00
- UNE DESIGN	81.48%	14.81%	100.00%	8.65%	0.91%	1.25%	0.21%	5.13%	7.00%	7.00%	7.00%	5.13
- UNE NON-DESIGN	55.40%	80.00%	32.55%	16.25%	0.91%	1.25%	0.53%	4.71%	4.71%	4.71%	4.71%	2.39
BST												
- RETAIL DESIGN	17.40%	43.37%	20.44%	2.76%	5.25%	1.93%	8.84%	16.31%	16.31%	16.31%	16.31%	16.31
REGION												
- RETAIL DESIGN	23.59%	38.25%	16.80%	4.27%	80.95%	4.56%	19.05%	2.43%	10.10%	10.10%	10.10%	17.05

NO DISPATCH												
10-15 DAYS		15-20 DAYS	20-25 DAYS	25-30 DAYS	30-35 DAYS	35-40 DAYS	40-45 DAYS	45-50 DAYS	50-55 DAYS	55-60 DAYS	60-65 DAYS	Avg. (DAYS)
< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	>= 10 Ckts
TENNESSEE												
CLEC AGGREGATE												
TENNESSEE												
- LOCAL INTERCONNECTION TRUNKS	25.00%	25.00%	25.00%	8.33%	16.67%	16.67%	16.67%	16.67%	16.67%	16.67%	16.67%	15.67
REGION												
- LOCAL INTERCONNECTION TRUNKS	10.06%	13.61%	8.88%	7.10%	5.33%	39.64%	43.97%	43.97%	43.97%	43.97%	43.97%	43.97
BST												
- LOCAL TRUNKS	8.33%	12.50%	8.33%	11.97%	16.83%	28.16%	30.50%	30.50%	30.50%	30.50%	30.50%	30.50
REGION												
- LOCAL TRUNKS	4.53%	11.00%	15.53%	11.97%	16.83%	28.16%	30.68%	30.68%	30.68%	30.68%	30.68%	30.68

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.
Note 2: UNE Loop with NP items have been integrated into appropriate UNE categories.

REPORT: HELD ORDER INTERVAL DISTRIBUTION AND MEAN INTERVAL (< 10 CIRCUITS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

Note 1: UNE Loop with NP items have been integrated into appropriate UNE categories.
Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

REPORT: HELD ORDER INTERVAL DISTRIBUTION AND MEAN INTERVAL (>= 10 CIRCUITS)
REPORT PERIOD: 02/01/2001 - 02/28/2001

Note 1: UNE Loop with NP items have been integrated into appropriate UNE categories.
Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

PROVISIONING

REPORT: JEOPARDY INTERVAL & PERCENT JEOPARDY
REPORT PERIOD: 02/01/2001 - 02/28/2001

CATEGORY	AVG INTERVAL OF POSITIVE NOTIFICATION (HOURS)	PERCENT OF ORDERS IN JEOPARDY
CLEC 1¹		
TENNESSEE		
REGION		
CLEC AGGREGATE		
TENNESSEE		
- Residence	158.55	0.67%
- Business	160.00	0.46%
- Design	416.00	10.00%
- UNE Non-Design	210.67	0.25%
- UNE Design	304.05	15.85%
- Local Interconnection Trunks		
- Total	276.53	2.40%
REGION		
- Residence	216.43	0.71%
- Business	348.93	1.26%
- Design	454.86	11.80%
- UNE Non-Design	243.24	0.90%
- UNE Design	313.74	12.73%
- Local Interconnection Trunks		
- Total	286.82	1.84%
BST		
TENNESSEE		
- Residence	263.16	0.58%
- Business	335.95	1.63%
- Design	657.18	19.10%
- Local Trunks		
- Total	389.44	0.94%
REGION		
- Residence	503.27	0.98%
- Business	408.71	2.16%
- Design	645.44	19.76%
- Local Trunks		
- Total	515.03	1.35%

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: PERCENT MISSED INSTALLATION APPOINTMENTS
REPORT PERIOD: 02/01/2001 - 02/28/2001

		DISPATCH		NO DISPATCH		TRUNKS ¹	
		< 10 CKTS	>= 10 CKTS	< 10 CKTS	>= 10 CKTS		
TOTAL MA		EU ³	TOTAL MA	EU ³	TOTAL MA	EU ³	
CLEC 1 ²							
TENNESSEE							
REGION							
CLEC AGGREGATE							
TENNESSEE							
- LOCAL INTERCONNECTION TRUNKS							
- RESALE RESIDENCE	12.13%	4.51%		0.81%	0.71%		0.00%
- RESALE BUSINESS	11.11%	4.63%	100.00%	1.41%	0.70%		
- RESALE DESIGN	33.33%			19.05%	14.29%		
- UNE DESIGN	15.97%	9.89%	25.00%				
- UNE NON-DESIGN	13.29%	6.99%		1.26%	1.16%		
- UNE LOOPS WITH NP ⁴							
REGION							
- LOCAL INTERCONNECTION TRUNKS							
- RESALE RESIDENCE	11.04%	5.00%	15.79%	0.91%	0.80%		4.14%
- RESALE BUSINESS	12.12%	7.65%	27.27%	5.72%	4.44%	12.20%	
- RESALE DESIGN	40.19%	32.59%	100.00%	31.65%	23.02%		
- UNE DESIGN	14.03%	10.72%	20.25%	6.90%	3.45%	100.00%	
- UNE NON-DESIGN	21.61%	13.67%	26.32%	1.29%	1.14%	1.11%	
- UNE LOOPS WITH NP ⁴							
BST							
TENNESSEE							
- LOCAL TRUNKS							
- RETAIL RESIDENCE	15.04%	5.92%	10.00%	0.32%	0.25%		4.17%
- RETAIL BUSINESS	9.12%	6.23%	25.64%	1.15%	1.04%	5.68%	
- RETAIL DESIGN	22.96%	16.32%		28.84%	25.88%		
REGION							
- LOCAL TRUNKS							
- RETAIL RESIDENCE	15.51%	6.65%	15.58%	0.52%	0.45%		0.65%
- RETAIL BUSINESS	8.64%	5.64%	24.69%	1.34%	1.18%	4.27%	4.08%
- RETAIL DESIGN	26.10%	18.79%	25.83%	25.37%	19.00%	23.81%	4.76%

Note 1: Dispatch / No Dispatch categories are not applicable to Trunks.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 3: "EU" are End User caused misses, including those caused by the CLEC.

Note 4: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: PERCENT MISSED INSTALLATION APPOINTMENTS
REPORT PERIOD: 02/01/2001 - 02/28/2001

MECHANIZED LSRs ¹		EU ³
TOTAL MA ²		
CLEC AGGREGATE		
TENNESSEE		
- UNE LOOP assoc w/LNP	9.17%	8.30%
- LNP	5.10%	4.90%
REGION		
- UNE LOOP assoc w/LNP	11.73%	10.16%
- LNP	3.03%	2.76%

Note 1: Mechanized LSRs are submitted electronically.

Note 2: MA = Total Missed Appointments.

Note 3: EU = Missed Appointments caused by CLEC End User.

Provisioning

REPORT: PROVISIONING TROUBLES WITHIN 30 DAYS OF INSTALLATION
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ²							
TENNESSEE							
REGION							
CLEC AGGREGATE							
TENNESSEE							
- LOCAL INTERCONNECTION TRUNKS							0.00%
- RESALE RESIDENCE	9.36%		4.89%		5.13%		
- RESALE BUSINESS	4.79%	0.00%	4.17%	0.00%	4.35%	0.00%	
- RESALE DESIGN	0.00%		0.00%		0.00%		
- UNE DESIGN	5.20%		0.00%		5.18%		
- UNE NON-DESIGN	5.71%		5.28%	0.00%	5.30%	0.00%	
- UNE LOOPS WITH NP ¹							
REGION							
- LOCAL INTERCONNECTION TRUNKS							0.14%
- RESALE RESIDENCE	9.60%	0.00%	4.54%		4.86%	0.00%	
- RESALE BUSINESS	6.03%	10.42%	4.38%	4.67%	4.66%	6.45%	
- RESALE DESIGN	1.30%		0.51%	0.00%	0.94%	0.00%	
- UNE DESIGN	6.93%	23.53%	0.00%		6.90%	23.53%	
- UNE NON-DESIGN	4.71%	0.00%	4.12%	9.47%	4.15%	7.03%	
- UNE LOOPS WITH NP ¹							
BST							
TENNESSEE							
- LOCAL TRUNKS							0.63%
- RETAIL RESIDENCE	7.87%	8.00%	3.41%		3.67%	8.00%	
- RETAIL BUSINESS	4.79%	8.22%	3.53%	0.91%	3.94%	3.83%	
- RETAIL DESIGN	1.98%		0.00%		1.83%		
REGION							
- LOCAL TRUNKS							0.38%
- RETAIL RESIDENCE	7.89%	9.79%	3.57%	0.00%	3.90%	9.70%	
- RETAIL BUSINESS	3.52%	7.51%	3.93%	0.89%	3.77%	4.15%	
- RETAIL DESIGN	2.18%	0.00%	0.41%	0.00%	2.05%	0.00%	

Provisioning

REPORT: COORDINATED CUSTOMER CONVERSIONS
REPORT PERIOD: 02/01/2001 - 02/28/2001

	% ≤ 5 MIN	% > 5, ≤ 15 MIN	% > 15 MIN	AVERAGE INTERVAL (MINUTES)
CLEC¹				
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- Unbundled Loops with Interim Number Portability	0.00%	0.00%	0.00%	0:00
- Unbundled Loops with Local Number Portability	80.31%	18.21%	1.48%	3:28
REGION				
- Unbundled Loops with Interim Number Portability	0.00%	0.00%	0.00%	0:00
- Unbundled Loops with Local Number Portability	87.23%	12.10%	0.67%	3:49

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: COORDINATED CUSTOMER CONVERSIONS - HOT CUT TIMELINESS
REPORT PERIOD: 02/01/2001 - 02/28/2001

	Early Count >15, <= 30 Min	Early % >15, <=30 Min	Early Count > 30 Min	Early % > 30 Min	On Time Count <= 15 Min	On Time % <= 15 Min	Late Count > 15, <= 30 Min	Late % > 15, <= 30 Min	Late Count > 30 Min	Late % > 30 Min	Average Interval (Minutes: Seconds)
CLEC											
TENNESSEE											
REGION											
CLEC AGGREGATE											
TENNESSEE											
- SL1 Time Specific	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0:00
- SL1 Non-Time Specific	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0:00
- SL2 Non-Time Specific	0	0.00%	0	0.00%	26	100.00%	0	0.00%	0	0.00%	0:25
- SL2 Time Specific	0	0.00%	2	0.68%	274	93.20%	7	2.38%	11	3.74%	120:30
REGION											
- SL1 Time Specific	0	0.00%	0	0.00%	116	92.80%	2	1.60%	7	5.60%	29:02
- SL1 Non-Time Specific	0	0.00%	1	0.40%	245	99.19%	1	0.40%	0	0.00%	6:34
- SL2 Non-Time Specific	0	0.00%	7	0.25%	2797	99.50%	1	0.04%	6	0.21%	31:16
- SL2 Time Specific	1	0.05%	3	0.16%	1804	96.52%	17	0.91%	44	2.35%	55:42

Note 1: CLEC information will be populated & distributed on an individual CLEC basis.

Provisioning

REPORT: AVERAGE DISCONNECT TIMELINESS INTERVAL
AND DISCONNECT TIMELINESS INTERVAL DISTRIBUTION
REPORT PERIOD: 02/01/2001 - 02/28/2001

MECHANIZED LSRs ¹					
	0 - 4 Hours	4 - 8 Hours	8 - 12 Hours	12 - 24 Hours	>= 24 Hours
					AVG(Hours) (HH:MM)
CLEC AGGREGATE					
TENNESSEE					
- Disc LNP	35.00%	25.00%	2.00%	13.00%	25.00%
REGION					
- Disc LNP	34.14%	37.39%	1.13%	12.22%	15.12%
					24:04

Note 1: Mechanized LSRs are submitted electronically.

Provisioning

REPORT: AVERAGE COMPLETION NOTICE INTERVAL
REPORT PERIOD: 02/01/2001 - 02/28/2001

		<10 CIRCUITS		>=10 CIRCUITS	
		DISPATCH AVERAGE INTERVAL (HOURS) ²	NO - DISPATCH AVERAGE INTERVAL (HOURS) ²	DISPATCH AVERAGE INTERVAL (HOURS) ²	NO - DISPATCH AVERAGE INTERVAL (HOURS) ²
CLEC 1 ¹					
TENNESSEE					
REGION					
CLEC AGGREGATE					
TENNESSEE					
- Residence		1.33	1.28	0.07	
- Business		12.37	9.26		
- Design					
- UNE Non-Design		13.33	1.89		0.77
- UNE Design		28.10			
REGION					
- Residence		4.13	2.70	1.15	
- Business		7.37	7.30	17.04	0.32
- Design					
- UNE Non-Design		13.93	2.86	25.10	4.80
- UNE Design		27.11			
BST					
TENNESSEE					
- Residence		1.52	1.33	0.11	
- Business		2.86	1.49	2.05	0.97
- Design		115.80	55.59		
REGION					
- Residence		3.77	1.40	2.60	0.45
- Business		5.35	1.90	5.78	2.59
- Design		143.77	78.19	390.14	115.94

Note 1: CLEC1 specific data will be populated & distributed on an individual CLEC basis.

Note 2: Where an interval reports zero (0), this accounts for notices sent in less than a minute timeframe. This does not apply to blank intervals.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME - FULLY MECHANIZED
REPORT PERIOD: 02/01/2001 - 02/28/2001

DISPATCH		5-10 DAYS		10-15 DAYS		15-20 DAYS		20-25 DAYS		25-30 DAYS		AVG. (DAYS)	
0-5 DAYS	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts	< 10 Ckts	>= 10 Ckts
TENNESSEE													
CLEC 1													
REGION													
TENNESSEE													
CLEC AGGREGATE													
TENNESSEE													
- RESALE RESIDENCE	14.55%	100.00%	80.25%			0.62%					0.21%		6.27
- RESALE BUSINESS	62.22%		28.89%			4.44%				2.22%			4.67
- RESALE DESIGN													
- UNE DESIGN			80.00%			20.00%							8.40
- UNE NON-DESIGN	35.90%		48.72%			15.38%							5.73
- UNE LOOPS WITH NP ²													
REGION													
- RESALE RESIDENCE	25.36%	18.75%	66.32%	81.25%		0.93%		0.32%		0.11%		0.28%	6.21
- RESALE BUSINESS	44.26%	40.00%	45.43%	60.00%		2.09%		0.65%		0.52%		0.39%	5.55
- RESALE DESIGN													
- UNE DESIGN	2.11%		61.73%			32.56%		1.27%		0.42%		1.69%	10.04
- UNE NON-DESIGN	31.00%		50.46%	100.00%		11.40%		4.41%		1.22%		0.91%	6.92
- UNE LOOPS WITH NP ²													8.00
BST													
TENNESSEE													
- RETAIL RESIDENCE	22.57%	12.50%	70.61%	81.25%		4.03%		0.90%		0.58%		0.43%	6.45
- RETAIL BUSINESS	79.60%	44.00%	15.87%	28.00%		2.07%		12.00%		0.67%		2.00%	3.31
- RETAIL DESIGN	10.88%		20.91%			19.14%		16.65%		13.58%		10.41%	18.67
REGION													
- RETAIL RESIDENCE	35.58%	37.34%	56.36%	56.22%		4.89%		1.26%		0.63%		0.86%	6.16
- RETAIL BUSINESS	73.58%	36.38%	20.60%	35.48%		2.83%		10.93%		3.60%		0.91%	3.61
- RETAIL DESIGN	12.94%	18.18%	22.98%	5.19%		20.42%		16.88%		25.97%		0.78%	6.04
- UNE LOOPS WITH NP ²										5.84%		1.30%	14.28
- UNE LOOPS WITH NP ²													20.46
- UNE LOOPS WITH NP ²													24.36
NO DISPATCH													
TENNESSEE													
CLEC 1													
REGION													
TENNESSEE													
CLEC AGGREGATE													
TENNESSEE													
- RESALE RESIDENCE	88.61%		10.68%			0.64%				0.01%			1.44
- RESALE BUSINESS	73.33%		25.00%			1.67%							3.00
- RESALE DESIGN													
- UNE DESIGN													
- UNE NON-DESIGN	42.83%	25.00%	35.68%	75.00%		15.95%		2.48%		1.80%		0.97%	6.03
- UNE LOOPS WITH NP ²													5.58
REGION													
- RESALE RESIDENCE	82.24%		16.21%			1.32%		0.13%		0.06%		0.03%	1.97
- RESALE BUSINESS	77.23%	100.00%	19.70%			1.97%		0.63%		0.28%		0.04%	2.94
- RESALE DESIGN													1.00
- UNE DESIGN													
- UNE NON-DESIGN	52.04%	79.10%	33.79%	17.91%		10.31%		2.99%		1.14%		0.54%	5.00
- UNE LOOPS WITH NP ²													2.31
BST													
TENNESSEE													
- RETAIL RESIDENCE	97.82%		2.12%			0.04%		0.01%		0.00%		0.01%	0.99
- RETAIL BUSINESS	95.98%	90.91%	2.96%	6.49%		0.51%		1.30%		0.15%		0.06%	1.22
- RETAIL DESIGN	23.11%		50.76%			15.15%		3.03%		5.30%		1.52%	9.40
REGION													
- RETAIL RESIDENCE	98.10%	100.00%	1.81%			0.06%		0.01%		0.01%		0.01%	0.95
- RETAIL BUSINESS	92.92%	80.34%	4.84%	12.77%		0.86%		4.36%		0.71%		0.15%	1.50
- RETAIL DESIGN	28.31%		43.94%			15.82%		3.46%		20.00%		3.46%	9.97
- UNE LOOPS WITH NP ²													16.95

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: UNE Loop with NP items have been integrated into appropriate UNE categories.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

MECHANIZED LSRs ²									
	0-5 DAYS	5-10 DAYS	10-15 DAYS	15-20 DAYS	20-25 DAYS	25-30 DAYS	> 30 DAYS	TOTAL	INTERVAL(DAYS)
CLEC AGGREGATE									
TENNESSEE									
- UNE Loop w/LNP	33.33%	66.67%				25.00%	50.00%	100.00%	6.83
- LNP			25.00%					100.00%	31.10
REGION									
- UNE Loop w/LNP	30.77%	42.31%	11.54%	11.54%	1.92%	1.92%		100.00%	8.48
- LNP	12.50%	18.75%	16.25%	16.25%	8.75%	12.50%	15.00%	100.00%	17.93

Note 1: This report excludes orders missed due to customer/end user missed appointments.

Note 2: Mechanized LSRs are submitted electronically.

Provisioning

REPORT: TOTAL SERVICE ORDER CYCLE TIME¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

MECHANIZED LSRs (COMPANY OFFERED) ²		0-5 DAYS	5-10 DAYS	10-15 DAYS	15-20 DAYS	20-25 DAYS	25-30 DAYS	> 30 DAYS	TOTAL INTERVAL(DAYS)
CLEC AGGREGATE									
TENNESSEE									
- UNE Loop w/LNP			100.00%						8.42
- LNP									
REGION									
- UNE Loop w/LNP		25.00%	53.13%	12.50%	9.38%	5.26%			8.06
- LNP		42.11%	26.32%	10.53%	10.53%	5.26%	10.53%		10.04

Note 1: This report includes only those orders with 'W' Appointment codes and excludes orders with end user missed appointments.

Note 2: Mechanized LSRs are submitted electronically.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(M&R) MAINTENANCE & REPAIR

- OSS Interface Availability**
- OSS Maintenance and Repair Response Interval**
 - a. BST & CLEC
 - b. BST Totals
- Average Answer Time
- Missed Repair Appointments
- Customer Trouble Report Rate
- Maintenance Average Duration
- Percent Repeat Troubles within 30 days
- Out of Service Over 24 Hours

** OSS Interface Availability (M&R) and OSS Maintenance and Repair Response Interval are listed in the OSS Section of the SQM.

Maintenance & Repair

REPORT: OSS INTERFACE AVAILABILITY
REPORT PERIOD: 02/01/2001 - 02/28/2001

OSS INTERFACE	% AVAILABILITY
CLEC AGGREGATE	
- CLEC TAFI	100.00%
- ECTA	100.00%
BST AGGREGATE	
- TAFI	99.99%
CLEC/BST ¹	
- LMOS HOST	100.00%
- LNP	99.98%
- MARCH	100.00%
- OSPCM	100.00%
- Predictor	100.00%
- SOCS	99.96%
- CRIS	99.95%

Note 1: If the legacies are available for BST, they are available for CLECs and vice versa.

Maintenance & Repair

REPORT: OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL
REPORT PERIOD: 02/01/2001 - 02/28/2001

TRANSACTION NAME	<= 4 SECONDS				> 4 AND <= 10 SECONDS				<= 10 SECONDS				> 10 SECONDS				> 30 SECONDS			
	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.	BSI RES.	CLEC	BSI BUS.
CRIS																				
- COUNT	73,990	253,828	1,381,710	69,214	222,191	1,335,689	3,878	22,639	32,472	73,092	244,830	1,368,161	898	8,998	13,549	148	2,600	662		
- % OF TOTAL				93.55%	87.54%	96.67%	5.24%	8.92%	2.35%	96.79%	96.46%	99.02%	1.21%	3.54%	0.98%	0.20%	1.02%	0.05%		
DELETH																				
- COUNT	718	1,139	31,948	126	193	4,437	530	748	21,622	656	941	26,059	62	198	5,889	0	0	22		
- % OF TOTAL				17.55%	16.94%	13.89%	73.82%	65.67%	67.68%	91.36%	82.62%	81.57%	8.64%	17.36%	18.43%	0.00%	0.00%	0.07%		
DLR																				
- COUNT	22,280	1,742	31,919	5,954	176	3,146	15,973	1,428	25,373	21,927	1,604	28,519	353	138	3,400	7	0	28		
- % OF TOTAL				26.72%	10.10%	9.86%	71.69%	81.97%	79.49%	98.42%	92.08%	89.35%	1.58%	7.92%	10.65%	0.03%	0.00%	0.09%		
OSPCM																				
- COUNT	51	336	5,037	28	122	2,419	20	200	2,470	48	322	4,889	3	14	148	0	1	17		
- % OF TOTAL				54.90%	36.31%	48.02%	39.22%	59.52%	49.04%	94.12%	95.83%	97.06%	5.88%	4.17%	2.94%	0.00%	0.30%	0.34%		
LMOS																				
- COUNT	73,967	251,687	1,376,581	73,950	251,508	1,375,255	13	151	1,141	73,963	251,659	1,376,396	4	38	185	0	0	0		
- % OF TOTAL				99.98%	99.92%	99.90%	0.02%	0.06%	0.08%	99.99%	99.98%	99.99%	0.01%	0.02%	0.01%	0.00%	0.00%	0.00%		
LMOSUPD																				
- COUNT	45,539	174,664	1,024,507	44,772	171,400	1,007,676	693	2,856	14,834	45,465	174,256	1,022,510	74	408	1,997	13	77	233		
- % OF TOTAL				98.32%	98.13%	98.36%	1.52%	1.64%	1.45%	99.84%	99.77%	99.81%	0.16%	0.23%	0.19%	0.03%	0.04%	0.02%		
MARCH																				
- COUNT	225	4,673	3,242	111	2,013	1,957	0	0	0	111	2,013	1,957	114	2,660	1,285	99	2,510	1,037		
- % OF TOTAL				49.33%	43.08%	60.36%	0.00%	0.00%	0.00%	49.33%	43.08%	60.36%	50.67%	56.92%	39.64%	44.00%	53.71%	31.99%		
PREDICTOR																				
- COUNT	3,125	10,896	69,188	845	3,208	9,622	0	0	0	845	3,208	9,622	2,280	7,688	59,566	2,208	7,387	57,716		
- % OF TOTAL				27.04%	29.44%	13.91%	0.00%	0.00%	0.00%	27.04%	29.44%	13.91%	72.96%	70.56%	86.09%	70.66%	67.80%	83.42%		
SOC5																				
- COUNT	14,383	38,656	206,279	14,364	38,570	205,876	19	73	347	14,383	38,643	206,223	0	13	56	0	0	1		
- % OF TOTAL				99.87%	99.78%	99.80%	0.13%	0.19%	0.17%	100.00%	99.97%	99.97%	0.00%	0.03%	0.03%	0.00%	0.00%	0.00%		
LNP																				
- COUNT	4,296	24,979	92,167	4,195	24,644	90,794	41	64	136	4,236	24,708	90,930	60	271	1,237	17	71	268		
- % OF TOTAL				97.65%	98.66%	98.51%	0.95%	0.26%	0.15%	98.60%	98.92%	98.66%	1.40%	1.08%	1.34%	0.40%	0.28%	0.29%		
NIW																				
- COUNT	2,922	15,215	50,926	2,618	13,442	45,247	278	1,654	5,330	2,896	15,096	50,577	26	119	349	0	0	0		
- % OF TOTAL				89.60%	88.35%	88.85%	9.51%	10.87%	10.47%	99.11%	99.22%	99.31%	0.89%	0.78%	0.69%	0.00%	0.00%	0.00%		

Maintenance & Repair

REPORT: OSS MAINTENANCE AND REPAIR RESPONSE INTERVAL - BST TOTALS
REPORT PERIOD: 02/01/2001 - 02/28/2001

TRANSACTION NAME	TRANSACTION TOTALS				<= 4 SECONDS				> 4 AND <= 10 SECONDS				<= 10 SECONDS				> 10 SECONDS				> 30 SECONDS			
	BST BUS.	BST RES.	BST TOT.	BST RES.	BST BUS.	BST RES.	BST TOT.	BST RES.	BST BUS.	BST RES.	BST TOT.	BST RES.	BST BUS.	BST RES.	BST TOT.	BST RES.	BST BUS.	BST RES.	BST TOT.	BST RES.	BST BUS.	BST RES.	BST TOT.	BST RES.
CRIS																								
- COUNT	253,828	1,381,710	1,635,538	222,191	1,335,689	1,557,880	22,639	32,472	55,111	244,830	1,368,161	1,612,991	8,998	13,549	22,547	2,600	662	3,262						
- % OF TOTAL	87.54%	96.67%	95.25%	8.92%	2.35%	3.37%	96.46%	99.02%	98.62%	98.62%	98.62%	98.62%	3.54%	0.98%	1.38%	1.02%	0.05%	0.20%						
DLETH																								
- COUNT	1,139	31,948	33,087	193	4,437	4,630	748	21,622	22,370	941	26,059	27,000	198	5,889	6,087	0	22	22						
- % OF TOTAL	16.94%	13.89%	13.99%	65.67%	67.68%	67.61%	82.62%	81.57%	81.60%	17.38%	18.43%	18.40%	0.00%	0.07%	0.07%									
DLR																								
- COUNT	1,742	31,919	33,661	176	3,146	3,322	1,428	25,373	26,801	1,604	28,519	30,123	138	3,400	3,538	0	28	28						
- % OF TOTAL	10.10%	9.86%	9.87%	81.97%	79.49%	79.62%	92.08%	89.35%	89.49%	7.92%	10.65%	10.51%	0.00%	0.09%	0.08%									
OSPCM																								
- COUNT	336	5,037	5,373	122	2,419	2,541	200	2,470	2,670	322	4,889	5,211	14	148	162	1	17	18						
- % OF TOTAL	36.31%	48.02%	47.29%	59.52%	49.04%	49.69%	95.83%	97.06%	96.98%	4.17%	2.94%	3.02%	0.30%	0.34%	0.34%									
LMOS																								
- COUNT	251,697	1,376,581	1,628,278	251,508	1,375,255	1,626,763	151	1,141	1,292	251,659	1,376,396	1,628,055	38	185	223	0	0	0						
- % OF TOTAL	99.92%	99.90%	99.91%	0.06%	0.08%	0.08%	0.08%	0.08%	0.08%	99.98%	99.99%	99.99%	0.02%	0.01%	0.01%	0.00%	0.00%	0.00%						
LMOSUPD																								
- COUNT	174,664	1,024,507	1,199,171	171,400	1,007,676	1,179,076	2,856	14,834	17,690	174,256	1,022,510	1,196,766	408	1,997	2,405	77	233	310						
- % OF TOTAL	98.13%	98.36%	98.32%	1.64%	1.45%	1.48%	99.77%	99.81%	99.80%	99.80%	99.80%	99.80%	0.23%	0.19%	0.20%	0.04%	0.02%	0.03%						
MARCH																								
- COUNT	4,673	3,242	7,915	2,013	1,957	3,970	0	0	0	2,013	1,957	3,970	2,660	1,285	3,945	2,510	1,037	3,547						
- % OF TOTAL	43.08%	60.36%	50.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	43.08%	60.36%	50.16%	56.92%	39.64%	49.84%	53.71%	31.99%	44.81%						
PREDICTOR																								
- COUNT	10,896	69,188	80,084	3,208	9,622	12,830	0	0	0	3,208	9,622	12,830	7,688	59,566	67,254	7,387	57,716	65,103						
- % OF TOTAL	29.44%	13.91%	16.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	29.44%	13.91%	16.02%	70.56%	86.09%	83.98%	67.80%	83.42%	81.29%						
SOCs																								
- COUNT	38,656	206,279	244,935	38,570	205,876	244,446	73	347	420	38,643	206,223	244,866	13	56	69	0	1	1						
- % OF TOTAL	99.78%	99.80%	99.80%	0.19%	0.17%	0.17%	99.97%	99.97%	99.97%	99.97%	99.97%	99.97%	0.03%	0.03%	0.03%	0.00%	0.00%	0.00%						
LNP																								
- COUNT	24,979	92,167	117,146	24,644	90,794	115,438	64	136	200	24,708	90,930	115,638	271	1,237	1,508	71	268	339						
- % OF TOTAL	98.66%	98.51%	98.54%	0.26%	0.15%	0.17%	98.92%	98.66%	98.71%	1.08%	1.34%	1.29%	0.28%	0.29%	0.29%									
NIW																								
- COUNT	15,215	50,926	66,141	13,442	45,247	58,689	1,654	5,330	6,984	15,096	50,577	65,673	119	349	468	0	0	0						
- % OF TOTAL	88.35%	88.85%	88.73%	10.87%	10.47%	10.56%	99.22%	99.31%	99.29%	0.78%	0.69%	0.71%	0.00%	0.00%	0.00%									

Maintenance & Repair

REPORT: AVERAGE ANSWER TIME
REPORT PERIOD: 02/01/2001 - 02/28/2001

		AVERAGE ANSWER TIME / MONTH (SECONDS)
CLEC AGGREGATE		
REGION		
- UNE CENTER		28.27 Sec
- RESALE MAINTENANCE CENTER		32.00 Sec
CLEC / BST AGGREGATE		
REGION		
- RESIDENCE REPAIR CENTER		66.53 Sec
- BUSINESS REPAIR CENTER		47.96 Sec
- AVERAGE ANSWER TIME - TOTAL ¹		62.92 Sec

Note 1: "Average Answer Time - Total" is the combination of the
Residence and Business Repair Centers time averages.

Maintenance & Repair

REPORT: MISSED REPAIR APPOINTMENTS ¹
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ²		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RESALE RESIDENCE		8.66%	2.07%	6.99%
- RESALE BUSINESS		9.52%	2.47%	7.41%
- RESALE DESIGN		0.00%	0.00%	0.00%
- UNE DESIGN		6.05%	2.65%	5.03%
- UNE NON-DESIGN		8.90%	4.65%	7.43%
REGION				
- LOCAL INTERCONNECTION TRUNKS		28.57%	0.79%	1.10%
- RESALE RESIDENCE		6.08%	2.40%	5.10%
- RESALE BUSINESS		9.99%	4.39%	8.08%
- RESALE DESIGN		0.50%	0.66%	0.56%
- UNE DESIGN		5.01%	2.24%	4.28%
- UNE NON-DESIGN		9.03%	3.70%	7.24%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RETAIL RESIDENCE		9.20%	2.34%	6.52%
- RETAIL BUSINESS		10.91%	5.11%	9.25%
- RETAIL DESIGN		3.74%	1.20%	2.49%
REGION				
- LOCAL INTERCONNECTION TRUNKS		0.00%	1.06%	1.04%
- RETAIL RESIDENCE		9.32%	2.63%	6.78%
- RETAIL BUSINESS		11.63%	4.10%	9.03%
- RETAIL DESIGN		2.46%	0.93%	1.63%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: % Missed includes those caused by the CLEC and/or the end user.

Note 2: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: CUSTOMER TROUBLE REPORT RATE
REPORT PERIOD: 02/01/2001 - 02/28/2001

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
CLEC 1 ¹			
TENNESSEE			
REGION			
CLEC AGGREGATE			
TENNESSEE			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.00%	0.01%
- RESALE RESIDENCE	3.16%	1.07%	4.23%
- RESALE BUSINESS	1.46%	0.63%	2.09%
- RESALE DESIGN	0.23%	0.15%	0.38%
- UNE DESIGN	1.09%	0.46%	1.55%
- UNE NON-DESIGN	1.31%	0.69%	2.00%
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.16%	0.16%
- RESALE RESIDENCE	2.48%	0.90%	3.38%
- RESALE BUSINESS	1.33%	0.69%	2.01%
- RESALE DESIGN	0.37%	0.28%	0.64%
- UNE DESIGN	1.53%	0.55%	2.08%
- UNE NON-DESIGN	1.02%	0.52%	1.54%
BST			
TENNESSEE			
- LOCAL INTERCONNECTION TRUNKS	0.02%	0.12%	0.14%
- RETAIL RESIDENCE	2.32%	1.49%	3.81%
- RETAIL BUSINESS	1.21%	0.48%	1.70%
- RETAIL DESIGN	0.41%	0.40%	0.80%
REGION			
- LOCAL INTERCONNECTION TRUNKS	0.00%	0.17%	0.17%
- RETAIL RESIDENCE	2.00%	1.22%	3.22%
- RETAIL BUSINESS	1.02%	0.54%	1.57%
- RETAIL DESIGN	0.35%	0.42%	0.77%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: MAINTENANCE AVERAGE DURATION
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ¹				DISPATCH (HRS)	NO DISPATCH (HRS)	TOTAL (HRS)
TENNESSEE						
REGION						
CLEC AGGREGATE						
TENNESSEE						
- LOCAL INTERCONNECTION TRUNKS			4.55	0.26		1.69
- RESALE RESIDENCE			35.42	15.22		30.31
- RESALE BUSINESS			11.91	4.44		9.67
- RESALE DESIGN			6.51	1.49		4.50
- UNE DESIGN			8.67	6.03		7.88
- UNE NON-DESIGN			21.28	9.66		17.27
REGION						
- LOCAL INTERCONNECTION TRUNKS			13.19	1.17		1.30
- RESALE RESIDENCE			24.15	8.33		19.95
- RESALE BUSINESS			13.36	5.39		10.65
- RESALE DESIGN			5.23	3.36		4.43
- UNE DESIGN			7.89	5.50		7.26
- UNE NON-DESIGN			14.39	5.27		11.33
BST						
TENNESSEE						
- LOCAL INTERCONNECTION TRUNKS			0.07	0.12		0.11
- RETAIL RESIDENCE			34.72	20.48		29.16
- RETAIL BUSINESS			10.22	4.05		8.46
- RETAIL DESIGN			7.04	2.77		4.93
REGION						
- LOCAL INTERCONNECTION TRUNKS			1.81	2.80		2.77
- RETAIL RESIDENCE			25.69	11.81		20.42
- RETAIL BUSINESS			12.46	4.45		9.69
- RETAIL DESIGN			6.03	2.68		4.21

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: PERCENT REPEAT TROUBLES WITHIN 30 DAYS
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RESALE RESIDENCE		18.25%	15.67%	17.60%
- RESALE BUSINESS		13.76%	20.99%	15.93%
- RESALE DESIGN		50.00%	0.00%	30.00%
- UNE DESIGN		14.18%	10.18%	12.98%
- UNE NON-DESIGN		14.42%	15.12%	14.66%
REGION				
- LOCAL INTERCONNECTION TRUNKS		0.00%	8.11%	8.02%
- RESALE RESIDENCE		16.08%	16.52%	16.19%
- RESALE BUSINESS		14.04%	17.62%	15.26%
- RESALE DESIGN		35.15%	30.26%	33.05%
- UNE DESIGN		19.54%	18.68%	19.31%
- UNE NON-DESIGN		18.11%	15.87%	17.36%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	14.69%	12.87%
- RETAIL RESIDENCE		23.68%	19.10%	21.89%
- RETAIL BUSINESS		17.64%	14.50%	16.74%
- RETAIL DESIGN		36.16%	34.81%	35.49%
REGION				
- LOCAL INTERCONNECTION TRUNKS		3.28%	2.47%	2.49%
- RETAIL RESIDENCE		21.63%	18.53%	20.45%
- RETAIL BUSINESS		17.07%	15.69%	16.59%
- RETAIL DESIGN		37.66%	36.92%	37.26%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Maintenance & Repair

REPORT: OUT OF SERVICE OVER 24 HOURS
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ¹		DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)
TENNESSEE				
REGION				
CLEC AGGREGATE				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RESALE RESIDENCE		52.05%	25.86%	46.38%
- RESALE BUSINESS		11.11%	1.96%	8.18%
- RESALE DESIGN		0.00%	0.00%	0.00%
- UNE DESIGN		6.05%	2.65%	5.03%
- UNE NON-DESIGN		24.32%	11.25%	20.38%
REGION				
- LOCAL INTERCONNECTION TRUNKS		28.57%	0.79%	1.10%
- RESALE RESIDENCE		29.28%	11.71%	25.81%
- RESALE BUSINESS		10.39%	4.20%	8.41%
- RESALE DESIGN		0.50%	0.66%	0.56%
- UNE DESIGN		5.01%	2.24%	4.28%
- UNE NON-DESIGN		11.37%	5.34%	9.74%
BST				
TENNESSEE				
- LOCAL INTERCONNECTION TRUNKS		0.00%	0.00%	0.00%
- RETAIL RESIDENCE		48.93%	38.46%	46.19%
- RETAIL BUSINESS		7.26%	2.58%	6.17%
- RETAIL DESIGN		3.74%	1.20%	2.49%
REGION				
- LOCAL INTERCONNECTION TRUNKS		0.00%	1.06%	1.04%
- RETAIL RESIDENCE		28.65%	19.40%	26.56%
- RETAIL BUSINESS		9.62%	3.65%	8.12%
- RETAIL DESIGN		2.46%	0.93%	1.63%

Maintenance data for UNE Loop and NP combinations cannot be produced because they are tracked separately, WFA (Loop) and LMOS (NP) respectively. Number Portability: Interim Number Portability (INP) or Long Term Number Portability (LNP) where appropriate.

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(B) BILLING

- Invoice Accuracy
- Invoice Timeliness
- Usage Data Delivery Accuracy
- Usage Record Timeliness and Completeness

Billing

REPORT: INVOICE ACCURACY
REPORT PERIOD: 02/01/2001 - 02/28/2001

CLEC 1 ³			
REGION			
CLEC AGGREGATE			
TENNESSEE			
- RESALE	\$2,262,253	\$12,182	99.46%
- UNE ¹	\$604,816	\$1,569	99.74%
- INTERCONNECTION ²	\$1,819,413	\$31,607	98.26%
- TOTAL	\$4,686,482	\$45,357	99.03%
REGION			
- RESALE	\$34,772,050	\$119,787	99.66%
- UNE ¹	\$9,334,300	\$123,094	98.68%
- INTERCONNECTION ²	\$18,516,948	\$76,100	99.59%
- TOTAL	\$62,623,297	\$318,980	99.49%
BST AGGREGATE			
TENNESSEE			
- TOTAL REVENUE BILLED	\$142,440,959	\$3,381,489	97.63%
REGION			
- TOTAL REVENUE BILLED	\$1,503,633,518	\$28,771,920	98.09%

Note 1: UNE data includes only those UNEs billed through CRIS.
Note 2: Interconnection data represents the total of UNEs and Interconnection services as billed through CABS.
Note 3: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Billing

REPORT: INVOICE TIMELINESS
REPORT PERIOD: 02/01/2001 - 02/28/2001

	MEAN TIME TO DELIVER CRIS BILLS (work days)	MEAN TIME TO DELIVER CABS BILLS (calendar days)
CLEC 1 ¹		
REGION		
CLEC AGGREGATE		
TENNESSEE		
- RESALE	3.26	
- UNE	3.13	
- INTERCONNECTION ²		4.72
REGION		
- RESALE	3.16	
- UNE	3.40	
- INTERCONNECTION ²		4.49
BST AGGREGATE ³		
REGION		
- AGGREGATE	3.27	4.78

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: Interconnection data represents the total of UNEs and Interconnection services as billed through CABS.

Note 3: The aggregate 6th workday number represents a weighted average of all BST bills.

Billing

REPORT: USAGE DATA DELIVERY ACCURACY
REPORT PERIOD: 02/01/2001 - 02/28/2001

	TOTAL DATA PACKS SENT ²	TOTAL PACKS REQUIRING RETRANSMISSION ²	% ACCURACY
CLEC 1 ¹			
- REGION			
CLEC AGGREGATE			
- REGION	12,286	0	100.00%
BST			
- REGION	7,332	108	98.53%

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: Reports reflect accuracy based on error free transmission of data packs.

REPORT: USAGE RECORD TIMELINESS & COMPLETENESS
REPORT PERIOD: 02/01/2001 - 02/28/2001

Billing

CLEC - 1 REGION	DAYS DELAY										TIMELINESS		COMPLETENESS		MEAN TIME TO DELIVER INVOICES
	0	1	2	3	4	5	6	7	8	9	10-30	OVER 30	TOTALS		
CLEC AGGREGATE															
REGION															
- RECORD VOLUME		16,751,415	47,114,778	27,170,030	29,674,645	10,752,170	2,184,422	829,336	386,390	211,265	1,820,618	682,759	137,577,828		CABS
- CUMULATIVE RECORD VOLUME							133,647,460				136,895,069				Calendar Day
- CUMULATIVE %							97.14%				99.50%				4.78
BST AGGREGATE															
REGION															
- RECORD VOLUME		24,575	7,101	6,517	1,822	760	348	228	148	66	226	342	42,133		CRIS
- CUMULATIVE RECORD VOLUME							41,123				41,791				Work Day
- CUMULATIVE %							97.60%				99.19%				3.27

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

**(OS) (DA) OPERATOR SERVICES: TOLL &
 DIRECTORY ASSISTANCE**

- Speed to Answer Performance
 - Toll Assistance
 - a. Average Speed to Answer (Seconds)
 - b. Percent Answered Within "X" Seconds
 - Directory Assistance
 - a. Average Speed to Answer (Seconds)
 - b. Percent Answered Within "X" Seconds

**Operator Services:
Toll & Directory Assistance**

REPORT: SPEED TO ANSWER PERFORMANCE
REPORT PERIOD: 02/01/2001 - 02/28/2001

TENNESSEE		AVERAGE SPEED TO ANSWER (SECONDS)	PERCENT ANSWERED WITHIN "X" SECONDS
- TOLL ASSISTANCE		5.37	79.1% within 10 seconds
- DIRECTORY ASSISTANCE		6.34	76.7% within 10 seconds

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(E) E911

- E911 Mean Interval
- E911 Timeliness & Accuracy

E911 MEAN INTERVAL

REPORT: E911 MEAN INTERVAL
REPORT PERIOD: 02/01/2001 - 02/28/2001

	0-4 HRS	4-8 HRS	8-12 HRS	12-16 HRS	16-20 HRS	20-24 HRS	24+ HRS	MEAN INTV. (HOURS)
BST & CLEC AGGREGATE (Resale)								
- TENNESSEE	100.00%							2.36
- REGION TOTAL	99.24%	0.36%		0.40%				1.53

E911 TIMELINESS & ACCURACY

REPORT: E911 TIMELINESS & ACCURACY
REPORT PERIOD: 02/01/2001 - 02/28/2001

	% E911 ACCURACY ¹	E911 TIMELINESS (% WITHIN 24 HOURS)
BST & CLEC AGGREGATE (Resale)		
- TENNESSEE	93.81%	100.00%
- REGION TOTAL	94.04%	100.00%

Note 1: '% E911 Accuracy' represents the percentage of total records initially processed without errors.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(TGP) TRUNK GROUP PERFORMANCE

- Trunk Group Service (Summary)
- Trunk Group Service (Detail)

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (SUMMARY)
REPORT PERIOD: 02/01/2001 - 02/28/2001

	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	REGION TOTAL
CLEC 1¹											
BST ADMINISTERED											
- TOTAL TRUNK GROUPS											
- TRK GRPS MEAS/PROC											
- TOT GRPS > 3% OBSERVED BLOCKING											
CLEC 1¹ ADMINISTERED²											
- TOTAL TRUNK GROUPS											
- TRK GRPS MEAS/PROC											
- TOT GRPS > 3% OBSERVED BLOCKING											
CLEC AGGREGATE											
BST ADMINISTERED											
- TOTAL TRUNK GROUPS	47	142	38	64	29	88	101	46	107	116	778
- TRK GRPS MEAS/PROC	47	142	38	64	29	88	101	46	107	116	778
- TOT GRPS > 3% OBSERVED BLOCKING	1	5	6	4	3	2	8	2	9	4	44
CLEC ADMINISTERED²											
- TOTAL TRUNK GROUPS	181	545	83	196	83	414	366	161	465	299	2793
- TRK GRPS MEAS/PROC	181	545	83	196	83	414	366	161	465	299	2793
- TOT GRPS > 3% OBSERVED BLOCKING	8	7	1	4	3	6	6	3	19	3	60
BELLSOUTH COMMON TRANSPORT TRUNK GROUP(CTTG)											
BST ADMINISTERED											
- TOTAL TRUNK GROUPS	382	416	191	502	390	472	375	218	197	407	3550
- TRK GRPS MEAS/PROC	378	413	191	501	390	472	372	218	197	407	3539
- TOT GRPS > 2% OBSERVED BLOCKING	4	2	0	10	13	1	4	0	1	4	39
BELLSOUTH LOCAL NETWORK											
BST ADMINISTERED											
- TOTAL TRUNK GROUPS	577	1185	309	740	451	797	522	443	643	786	6453
- TRK GRPS MEAS/PROC	574	1180	309	736	450	797	507	443	643	786	6425
- TOT GRPS > 3% OBSERVED BLOCKING	7	4	2	6	9	13	5	4	2	9	61

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

Note 2: BST does not have all the traffic data measurement from CLEC switches to accurately compute the blocking on CLEC administered trunk groups;
In this case inferred blocking is determined from the traffic usage collected on BST switches.

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

ADMINISTERED	TGSN	BST SWITCH	CLEC POT	DESCRPT	OBSVD BLKG	HR	TKS	VAL DAYS	RMKS
BST									
CLEC 1									
BST Common Transport Trunk Group									
ADMINISTERED	TGSN	TANDEM	END OFFICE	DESCRPT	OBSVD	HR	TKS	VAL	RMKS
BST	AC120052	AGSTGAMT03T	AGSTGAF79C	77 AF DT	2.15%	21	492	20	AOA1 +12 DD 2/9 and +24 DD2/21
BST	AC126267	SVNHGABS03T	SVNHGADE35C	77 AF DT	2.06%	16	528	20	AOA1 24ckts turned up 0302 @ 16:30
BST	AC134621	JCVLFCL05T	JCVLFRLV38E	M-DF ET	4.55%	10	24	20	D1K1 Abnormally High Load 2/12/2001.
BST	AC147000	AHVLNCH04T	HNVLNCH69G	77 AF MD	5.88%	17	336	20	AOA1 48 TRKS COMPLETED, 030201, NCM146406
BST	AC174460	CHRLNCO05T	SGGVNCA29F	77 AF MD	2.19%	20	72	20	COA1
BST	AC190436	CHRLNCCA05T	MRVINCXADS1	77 AF MD	3.17%	21	1248	20	AOA1
BST	AC190580	ATLNGABU01T	CNTNGAXADS0	77 AF DT	2.78%	20	480	20	AOA1 +48 IE 2/20/01
BST	AC197540	MACNGAMT04T	PRRYGAXADS0	77 AF DT	21.30%	16	24	20	AOA1 only 3 days of off - will monitor (2/19-2/21)
BST	AC199193	WPBHFGLR02T	INTWFLXADS1	77 AF DT	6.28%	20	175	20	D111 Maintenance Usage Feb., 2001.
BST	AC217065	ORLDFLCL01T	COCOFLEADS0	77 AF DT	2.38%	10	24	20	D1C2 Carrier Failure 2/1/2001.
BST	AC217066	ORLDFLCL01T	CCBFLMADS0	77 AF DT	3.67%	11	24	20	D1C2 Carrier Failure 2/1/2001.
BST	AC217068	ORLDFLCL01T	MLBRFLMADS0	77 AF DT	4.06%	11	24	20	D1C2 Carrier Failure 2/1/2001.
BST	AC410153	MIAMFLGR05T	MIAMFLKEDS0	77 AF DT	2.49%	11	216	20	D111 TMB 2/20-2/27
BST	AF065846	OXFRMSMADS0	OXFRMSMADS0	77 AF DT	5.13%	21	1008	20	D1K1 Abnormal Load CLEC(KMC) rehome their traffic from
BST	AF073178	NWORLAMA0GT	NWORLAARCG0	77 AF DT	8.28%	21	507	20	D1K1 Abnormal Load
BST	AF087955	SHPTLAMA0GT	SHPTLAHDCG0	77 AF DT	3.46%	17	528	20	BOA1 +48 Trunks Completed on 3/8/01
BST	AF088354	GNWDMMSMA06T	SHLBMSDSDS0	77 AF DT	2.63%	20	120	20	D1K1 Abnormal load CLEC(KMC) rehome their traffic fro
BST	AF088376	GNWDMMSMA06T	INDNMSMADS0	77 AF DT	15.71%	21	528	20	AOA1 D1K1 - CLEC(KMC) rehome traffic from HTBG to GNWD
BST	AF088483	MTGMALMT0GT	MTGMALNO28E	77 AF DT	5.58%	21	936	20	D111 MTU 43 kts made busy 2/27/01
BST	AF088878	JCSNMSCP06T	MRTNMSMADS0	77 AF DT	2.94%	20	216	20	BOA1 48 Trunks Completed on 3/7/01
BST	AF089708	NWORLAMA0GT	BUSHLAMADS0	77 AF DT	13.84%	20	120	20	D1C5 Translations Problem
BST	AF089768	SHPTLAMA0GT	MKVLAMNDS0	M-DF ET	4.21%	12	21	20	D111 Maintenance on 2/16/01 - Cleared
BST	AF099471	GNWDMMSMA06T	GRNDMSMADS0	77 AF DT	2.74%	21	480	20	D1K1 Abnormal Load CLEC(KMC) rehome their traffic fro
BST	AF099626	MMPHTNMA84T	MMPHTNWWCG0	7- AF DD	7.47%	21	286	20	BOA1 24 trunks completed 02/15/2001
BST	AF101210	MTGMALMT0GT	PLALMADS0DM	77 AF DT	2.81%	21	576	20	AOA1 24 tk add due 3/16/
BST	AF102304	LFYTLAMA0GT	PTBRLAMADS0	77 AF DT	4.84%	21	552	20	AOA1 Construction Required
BST	AF102775	MMPHTNMA84T	MGNTNAXADS0	77 AF DT	12.95%	21	1008	10	BOA1 48 trunks completed on 02/07/2001
BST	AF102817	NSVLTNMT84T	NSVLTNINCG0	77 AF DT	6.99%	21	672	20	AOA1 72 trunks pending on 03/08/2001
BST	AF104518	HNVIALUN0GT	SCBOALXADS0	MM DF DT	3.55%	12	48	20	D1Z1 Ind Rels to Resp
BST	AF110327	HTBGMSMA06T	NWAGMSXADS0	77 DF DT	4.14%	21	192	20	BOA1 48 Trunks completed on 2/12/01
BST	AF110590	GNWDMMSMA06T	WINOMSMADS0	77 AF DT	5.84%	21	408	20	AOA1 D1K1 - CLEC(KMC) rehome their traffic from HTBG to GNW
BST	AF114094	HTBGMSMA06T	PRNTMSXADS0	77 DF DT	2.66%	20	331	20	D1Z1 Referred to Ind. Relations 2/15/01
BST	AF114110	GNWDMMSMA06T	DRNTMSMADS0	77 AF DT	4.68%	21	336	20	D1K1 CLEC(KMC) rehome their traffic fro HTBG to GNWD
BST	AF115578	GNWDMMSMA06T	CHTNMSMADS0	77 AF DT	2.81%	21	216	20	D1K1 D1K1 - Abnormal Load CLEC(KMC) rehome their traffic from
BST	AF117799	ALXNLAMA05T	FRDYLAMADS0	77 AF DT	16.68%	21	510	20	AOA1 Subending IC Group Requires Augmenting
BST	AF120190	GNWDMMSMA06T	HODLMSMADS0	77 AF DT	3.91%	21	96	20	D1K1 CLEC(KMC) rehome their traffic from HTBG to GNW
BST	AF120525	MMPHTNMA84T	MDVLTNXADS0	77 DF DT	9.50%	22	85	9	COA1 Overflow 2/21/2001 only - Under Investigation
BST	AF121107	TUPLMSMA07T	HSTNMSMADS0	77 AF DT	2.06%	21	288	20	BOA1 80A1 - 24 trunk due 3-19-01
BST	AF121111	TUPLMSMA07T	PNTTMSMADS0	77 AF DT	4.70%	21	600	20	BOA1 24 trunk due on 3-19-01
BST	AF121387	BRHMAHWW0GT	BSMRALMA42E	77 AF DT	2.85%	21	552	20	AOA1 +120 DD= 2/9/2001
BST	AF122079	MDVIKYMA02T	CLCTKYXADS0	77 DF DT	10.77%	21	176	20	AOA1 no switch term at far end, customer adding terminations

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

BSST	AF123431	MONRLAMA06T	FRVLAMAD50	77 AF DT	5.05%	21	540	20 B0A1 +72 trunks Completed on 2/16/01
BSST	AF123469	MONRLAMA06T	MONRLAWMDS0	77 AF DT	4.88%	21	418	20 DTK1 Abnormal Load
BSST	AF123478	MONRLAMA06T	MNGHLAXADS0	77 DF DT	22.04%	21	150	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF123825	MONRLAMA06T	WNBOLAMAD50	77 AF DT	3.82%	21	456	20 A0F1 Construction Required - 5/01
BSST	AF124734	HNVIALUN0GT	HNVIALMTDS0	77 AF DT	12.45%	16	2424	20 A0A1 +168 dd=3/2/01. +120 DD=2/6/01.
BSST	AF124956	SHPTLAMA0GT	VIVNLXADS0	77 DF DT	6.42%	21	332	20 DTK1 Negotiating with Independent company for trunk add
BSST	AF125828	MRDNMSTL07T	QTMNMSMADS0	77 AF DT	9.41%	21	288	20 A0A1 148 trks pending 3-14-01
BSST	AF126973	GNWDMMSMA06T	LOUSMSXADS0	77 DF DT	5.46%	21	99	20 DTK1 CLEC(KMC) rehomed their traffic from HTBG to GNWD
BSST	AF127172	TUPLMSMA07T	GNWMSXADS0	77 DF DT	2.52%	21	43	20 B0A1 12 trunks due on 3-16-01
BSST	AF128306	ALXNLAMA05T	GLNMLXADS0	77 DF DT	15.78%	21	312	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF128364	GNWDMMSMA06T	GNVLMMSADS0	77 AF DT	3.49%	21	384	20 B0A1 DTK1 -CLEC(KMC) rehomed their traffic from HTBG to GNWD
BSST	AF128809	SHPTLAMA0GT	NTCHLAMADS0	77 AF DT	10.88%	21	576	20 B0A1 +72 Trunks Completed on 2/14/01
BSST	AF129832	MMPHTNMA84T	SHLHTNXADS0	77 DF DT	10.31%	22	106	9 B0A1 24 trunks completed on 02/16/2001
BSST	AF131986	MMPHTNMA84T	MMPHTNSLDS0	77 AF DT	7.65%	21	552	19 B0A1 96 trunks completed on 02/20/2001
BSST	AF132130	JCSNMSCP06T	NWHBMSXADS0	77 DF DT	6.21%	21	48	20 DTK1 Referred to Ind. Relations 2/15/00
BSST	AF134895	MONRLAMA06T	WSNRLXADS0	77 DF DT	10.50%	21	90	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF135008	LFYTLAMA0GT	BRBRLXADS0	77 DF DT	3.39%	21	1404	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF135408	MONRLAMA06T	MARNLXADS0	77 DF DT	9.88%	21	228	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF137394	DAVLKYMA07T	DWRPKYXADS0	77 DF DT	13.38%	20	36	20 DTK1 No equip to augment on Leslie County Telephone end.
BSST	AF139098	KNVLTNMA84T	JFCYTNMADS1	77 AF DT	15.99%	21	456	20 A0A1 96 trunks pending on 03/06/2001
BSST	AF140079	MTGMALMT0GT	HYVLALXADS0	77 DF DT	3.48%	20	168	20 DTK1 Ind Rels Resp
BSST	AF153419	MTGMALMT0GT	ECLCALXADS1	77 DF DT	9.66%	20	24	20 DTK1 Ind Rels to be notified.
BSST	AF157767	SHPTLAMA0GT	RNGLLXADS0	77 DF DT	4.47%	20	144	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF157768	SHPTLAMA0GT	ATHNLXADS0	77 DF DT	4.70%	22	108	20 DTK1 Negotiating with Independent Company for trunk add
BSST	AF158085	KNVLTNMA84T	ONEDTNXADS1	77 DF DT	2.73%	20	355	20 DTK4 2/12/2001-Power Failure/SS7 out
BSST Local Network ADMINISTERED	TGSN	A-END	Z-END	DESCRPT	OBSVD	HR	TKS	VAL
BSST	AC135166	CLNSCMSA65F	SENCSCMA88F	77 DF IE KE	BLKG	22	288	20 48 trunks completed on 3/1/01
BSST	AC140429	GRCYFLXADS0	PLTKFLMADS0	MM DF IE CNA	9.77%	20	120	20 ALLTEL STILL UNABLE TO ADD TRKS
BSST	AC153245	AHVLNCOH23T	LCSRNCSMA68F	77 AF OG	10.13%	21	188	20 96 TRK ADD. NCM145462. 01/20/01. WORK ASAP
BSST	AC153485	HNVNLNCOH13T	HNVNLNCE88F	77 AF OG	4.98%	20	144	20
BSST	AC153509	JCVLFLBWD50	JCVLFLCL55T	77 AF OG	30.68%	21	1625	20 BS.NET PRI PROBLEM+168 2/27 & +120 3/12
BSST	AC154989	GNVLSCEB24E	GNVLSCT60T	77 AF OG KE	5.57%	21	200	20 Monitoring
BSST	AC157423	WPBHFLLGADS0	WPBHFLLGRDS0	77 DF IE	6.30%	20	312	20
BSST	AC163474	GNBONCEU21T	LBRTNCSA62F	77 DF OG CNA	4.20%	20	192	20
BSST	AC163748	GNBONCAS28F	GNBONCEU33G	M- DF ES	4.43%	10	8	20
BSST	AC167693	BOONCKI26F	SGGVNCSA29F	MM AF IE CNA	12.21%	21	24	20 NO EQPT AT SGGVNCSA UNTIL 1ST QTR 2001
BSST	AC169258	GNVLSCT60T	GRERSCSMA87F	77 AF OG KE	9.42%	22	120	20 No ST01 fac in Greer until 2/25/01
BSST	AC169738	GNBONCEU05T	GNBONCHO69F	77 AF OG KE	3.13%	20	144	20
BSST	AC176389	DBRYFLDLDS0	DYBHFLLMADS0	M- DF ES	3.12%	19	4	20
BSST	AC185338	DUNNCSA89A	RLGHNCMO22T	77 DF OG CNAKE	15.80%	21	336	20 +24 3-23
BSST	AC187592	AHVLNCOH04T	HNVNLNCOH04T	77 DF OG KE	4.36%	21	192	20
BSST	AC187593	AHVLNCOH04T	LCSRNCSMA68F	77 DF OG	7.04%	21	64	20
BSST	AC187618	LRBGNCSMA02T	RCHMNCMA89F	77 DF OG KE	13.40%	20	48	20 +24 3-1-2001
BSST	AC187627	SCHLNCMA88F	WLMGNCF003T	77 DF OG KE	5.18%	21	72	20 +24 2-14-2001
BSST	AC187656	BOONCKI26F	CHRLNCSBO05T	77 AF OG KE	7.06%	21	145	20
BSST	AC187669	CHRLNCSBO05T	SSVLNCSMA87F	77 AF OG KE	7.06%	21	336	20 possible USLEC traffic; ASR pending for recip trks
BSST	AC188142	ORBGSCMA53E	CLMASCSN60T	M- DF DA CC	3.46%	17	24	20 2/8/01 - 3 - 10 b.o. trunks. 2/16/01 - 1 - 5 b.o. trun

Trunk Group Performance

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

BST	AC189951	MKVLNCXADS0	WNSLNCFI12T	77 DF OG CNAKE	5.19%	21	192	20	
BST	AC191067	SLBRNCMA63F	CHRLNCA05T	M- DF IR	7.99%	9	14	20	
BST	AC192615	CLHNGAEXDS1	DLTNGAXCDS1	77 DF IE CNA	8.24%	21	408	20	+48 DD 2/27/01
BST	AC192742	CHNSCXADS0	SPBGSCMA60T	77 AF OG CNA	63.28%	21	143	20	Independent company switch exhausted
BST	AC192780	CHLNCRO96G	RLGHNC001T	M- DF IR	3.02%	11	15	20	2-12 11:30 ONLY ABNORMAL LOAD
BST	AC192825	GNBONCLA28F	GNBONCEU05T	M- DF IR G1	6.21%	10	8	20	
BST	AC194672	RLGHNCMO22T	SFMDNCXA93F	77 AF OG CNAKE	3.30%	21	648	20	+96 2-12-01
BST	AC195359	LSBNCXA496	RLGHNCMO22T	77 AF OG CNAKE	12.82%	21	336	20	+ 24 TRKS 3-6 PH/HO87G AC211705
BST	AC198107	MACNGAMT12T	PRRYGAXADS0	77 AF OG	4.96%	21	384	20	+48 dd 3/16/01
BST	AC198581	PNSCFBL35T	PNSCFLPDS0	77 AF OG	13.24%	21	2136	20	
BST	AC201831	ADELGAXADS0	VLDGAMADS1	77 DF IE CNA	8.27%	21	168	7	+24 IE 2/12/01
BST	AC205397	CRTYNCXADS1	WNSLNCFI12T	77 DF OG CNAKE	15.49%	21	1032	20	144 trunks due 2/19/01
BST	AC207389	ATLNGABU69F	ATLNGAEP01T	77 AF OG	3.57%	22	144	20	49 trks OOS 2/1 thru 2/15
BST	AC207475	ATLNGABU03T	CMRCGAXADS1	77 AF OG CNAKE	11.27%	21	192	20	+24 DD 2/5/01 - Past Due
BST	AC210300	BCRTFLBTD00	WPBHFLLED00	M- DF ES	4.40%	15	6	20	
BST	AC211132	CLMBGAMW56C	WVHLGAXADS0	77 DF IE CNA	4.04%	21	72	20	
BST	AC211682	GSLFLMA35T	WALDFLXADS0	77 DF OG CNA	7.50%	20	144	20	
BST	AC212849	BXYLGAES36A	MTVRGAXADS1	77 DF IE CNA	7.94%	20	72	20	+120 DD 2/28/01
BST	AC214818	ATLNGABU79E	ATLNGABU02T	M- DF IR	3.42%	19	16	20	requested add 3/12/01
BST	AC214868	GSLGAMA03T	ATLNGABU02T	M- DF IR	4.10%	14	28	20	D1K1 Abnormal Load
BST	AC215580	ATLNGACD28F	ATLNGAICDS1	7- DF IE	6.77%	21	144	20	48 trks oos - Ref to NISC 2/17/01 still oos 2/20 oos a
BST	AC218214	ATLNGABU03T	CNTNGAXADS0	77 AF OG CNAKE	4.68%	15	24	20	data shows no overflow
BST	AC224697	JCVLFLC155T	JCVLFLNODS0	77 AF OG KE	28.76%	21	648	20	+120 TRKS IE 2/26+120 MORE DD3/9
BST	AC460317	INTRFLXADS0	PLTKFLMADS0	77 DF IE CNA	6.29%	21	336	20	ALL TEL HAS NO SW PORTS +24 IE 2/13/01
BST	AF100880	RLVLALMADS0	SHFDALMTD00	77 AF IE KE	6.69%	21	288	20	+72 DD= 12/19/00
BST	AF101312	DYBGTNMADS0	TRMBTNXADS0	MM DF IE	3.82%	20	48	20	AF101312 to disc soon, roll traffic via YRVL TNXADS0 swit
BST	AF102388	PINELAMADS0	NWORLAMA0GT	M- DF IR	5.71%	13	5	20	
BST	AF105808	HAZLKXADS0	MRRYKYMADS0	77 DF IE CNA	3.03%	21	72	20	
BST	AF109263	CLMATNMADS0	ETRGTNXADS0	77 DF IE CNA	9.75%	21	72	20	24 60
BST	AF112216	LFYTLAMADS0	LFYTLAMADS0	7- AF TG	50.37%	20	741	20	pending add of 72 trunks dd 2/9
BST	AF114339	KNVL TNW401T	RKWDTNMADS0	77 AF OG	15.34%	21	216	20	
BST	AF117120	INDNMSADS0	SNFLMSXADS0	77 DF IE CNA	6.00%	21	96	20	
BST	AF118858	JCSNMSCB16T	JCSNMSCPD2	77 DF OG	18.87%	22	624	20	
BST	AF120557	JCSNMSCPD2	JCSNMNRD00	77 DF IE KE	11.94%	21	504	20	
BST	AF121634	ARMRALXADS0	HNVALMT0GT	77 DF IE CNA	21.97%	21	96	20	
BST	AF121854	BCKHKYXEDS0	JCSNKYMADS0	77 DF IE CNA	15.98%	21	120	20	No equip to augment on Leslie County telephone end.
BST	AF123971	MONRLAMADS0	MONRLAWMDS0	77 DF IE	32.42%	21	816	20	
BST	AF127375	BRHMLCP85E	BRHMLMT1GT	77 AF OG	3.92%	21	814	20	
BST	AF128140	LYFTLAMADS0	NWBLAMADS0	77 DF OG	11.75%	21	469	20	adding 72 trunks dd 2/20/01
BST	AF128637	FLRNALMADS0	SHFDALMTD00	77 AF IE KE	34.71%	21	1536	20	+120 DD = 12/19/00
BST	AF128757	OWBOKYMADS0	RDCLKYXA03T	77 DF OG CNAKE	9.92%	20	192	20	+24 Trunks Added 2-26-01. Add Terms in May 2001.
BST	AF129768	GDSDALHSDS0	GDSDALMT0GT	77 AF OG KE	3.40%	21	720	20	
BST	AF130855	HPVLKYMADS0	OKGVKYESDS0	77 DF IE KE	6.25%	21	478	20	
BST	AF132195	FRHPALMADS0	MOBLALAZ1GT	77 AF OG	11.82%	21	552	20	+72 DD 2/16/01
BST	AF135805	LVRGTNXADS2	NSVL TNBW01T	77 DF OG CNAKE	3.63%	20	96	20	48.10
BST	AF135896	MTJLTNXADS0	NSVL TNMT7GT	77 AF OG CNAKE	6.05%	21	1102	20	Referred to ITC (Steve Gimsley) on 2/9/01: Awaiting re
BST	AF136215	LYVLMSADS0	JCSNMSCP36T	M- DF DA CC	3.33%	18	4	20	
BST	AF136677	MKVLAMNDS0	SHPTLAMA0GT	M- DF DA CC	4.47%	12	8	20	
BST	AF137976	HRNMDSADS0	GNWDMMAZ6T	M- DF DA CC	4.43%	16	8	20	
BST	AF139156	MDVL TNXADS0	SVNHTNMDS0	77 DF IE CNA	4.65%	20	96	20	No blocking since 50 trks made busy 2/21/2001. All block
BST	AF140822	BRHMLMT1GT	LEDSALXBDS0	77 AF OG CNAKE	11.92%	21	718	20	

REPORT: TRUNK GROUP SERVICE (DETAIL)
REPORT PERIOD: 02/01/2001 - 02/28/2001

Trunk Group Performance

BST	AF141432	NSVL TNBW01T	SMVL TNXADS1	77 DF OG CNA	4.57%	21	144	20	36.09	
BST	AF142780	HINTGTNMA21T	PARSTNNADS1	77 DF OG	4.76%	20	216	20	24 trks added 2/20/2001. No blocking since. 12 trks made	
BST	AF144314	CHCMGAXADS1	CHTGTNNS90T	77 DF OG CNAKE	10.35%	21	504	20	+96 DD 3/21/01	
BST	AF145455	LYVLMMSADS0	JCSNMSCP36T	M- DF IR	4.91%	18	4	20		
BST	AF145474	PTCMMSSUDS0	GNWDMMSA26T	M- DF IR	4.02%	12	3	20		
BST	AF145514	TUNCMSMADS0	GNWDMMSA26T	M- DF IR	5.21%	18	6	20		
BST	AF146700	LSVLKYBRDS0	LSVLKYAP2GT	M- DF IR	6.16%	14	12	20	12 TIS. 6-7 Trunks Used.	
BST	AF146982	GRVL TNXADS0	JFCYTNMADS1	77 DF IE CNAKE	51.18%	21	264	20		
BST	AF147249	KNVL TNMADS1	KNVL TNWH01T	77 AF OG KE	6.06%	21	1032	20	+240 trunks due 3/20/2001	
BST	AF147250	KNVL TNWH01T	LNCYTNMADS0	77 AF OG KE	3.20%	21	360	20		
BST	AF147251	KNVL TNWH01T	MAVL TNMADS0	77 AF OG KE	3.53%	21	384	20		
BST	AF147301	ATHNTNMA53T	CLEVTNMAADS0	77 DF OG KE	12.92%	21	192	20	+48 trunks added 2/27/2001	
BST	AF147503	KNVL TNMA90T	KNVL TNWHD50	77 AF OG KE	9.31%	21	1080	20	+240 ON 3/4/5/2001	
BST	AF148032	HDVL TNMADS0	NSVL TNMT7GT	77 AF OG KE	3.20%	21	576	20	on 2/11/01 at 21:30 there were 11 trunks made busy	
BST	AF148035	NSVL TNMT7GT	NSVL TNVWMD50	77 AF OG KE	3.58%	17	384	20	ADDED TRUNKS TO A PH GRP IN THE CLUSTER	
BST	AF148345	BOAZLNMADS0	GTVLALNMRS0	77 DF IE KE	12.16%	21	216	20	NO TERM. AVAIL @ GTVL. UNTIL 3/15/01; PLAN +120 ADD	
BST	AF150802	TUPLMSMADS0	SKVLMSMADS0	M- DF ES	3.09%	19	4	20		
BST	AF150807	CLMBMSMADS0	SKVLMSMADS0	M- DF ES	4.00%	14	4	20		
BST	AF152642	GTWKYMYADS0	LXTNMYADS1	77 AF IE CNAKE	4.32%	21	816	20	+120 trunks added 02/16/01	
BST	AF156243	MOBLALSFDS0	MOBLALAPDS0	M- DF ES	3.80%	11	3	20	+2 on 03/07/01	
BST	AF190449	CRNTMSMADS2	RINZMSXADS0	77 DF IE CNA	5.36%	21	144	20	+24 to be added on 2/15/01	
BST	AF190707	CHTGTNNS90T	PKVL TNXADS0	77 AF OG CNAKE	3.80%	21	96	20	Indep Co is investigating; trunk addition on hold	
BST	AF193163	BYSPMSXA01T	LARLMSMADS0	77 DF OG CNAKE	4.66%	21	360	20		

Note 1: CLEC 1 information will be populated & distributed on an individual CLEC basis.

TENNESSEE SQM DATA
REPORT PERIOD - FEBRUARY 2001

(C) COLLOCATION

Average Response Time, Average Arrangement Time,
% of Due Dates Missed, Arrangements in Service

- Physical
 - a. Initial
 - b. Augmentations
 - c. Total
- Virtual
 - a. Initial
 - b. Augmentations
 - c. Total

Collocation: Tennessee Physical - Initial

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: February 1, 2001 - February 28, 2001

INITIAL													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPL RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLE-TIONS	# PROV. DAYS	AVG. ARRANGE-MENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
CU								10	1190	119		0	0%
EF				1	17	17	1						
EX	1	8	8					10	1188	119		0	0%
STATE	1	8	8	1	17	17	1	20	2378	119		0	0%

Collocation: Tennessee Physical - Augmentations

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: February 1, 2001 - February 28, 2001

[illegible]

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: February 1, 2001 - February 28, 2001

3/16/2001

Collocation: Tennessee Virtual - Initial

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
 REPORT PERIOD: February 1, 2001 - February 28, 2001

INITIAL													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPL RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLE-TIONS	# PROV. DAYS	AVG. ARRANGE-MENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
	NO	ACTIVITY											
STATE	NO	ACTIVITY											

Colloquium: Tennessee Virtual - Augmentations

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: February 1, 2001 - February 28, 2001

AUGMENTATIONS													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPL RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLE-TIONS	# PROV. DAYS	AVG. ARRANGE-MENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
FA	3	15	5	3	41	14							
STATE	3	15	5	3	41	14							

Collocation: Tennessee - Microwave

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
 REPORT PERIOD: February 1, 2001 - February 28, 2001

MICROWAVE													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPL RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLE-TIONS	# PROV. DAYS	AVG. ARRANGE-MENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS})	# MISS DD	% DUE DATES MISSED
	NO	ACTIVITY											

Collection: Tennessee Virtual - Total

REPORT: AVERAGE RESPONSE TIME, AVERAGE ARRANGEMENT TIME, % OF DUE DATES MISSED, ARRANGEMENTS IN SERVICE
REPORT PERIOD: February 1, 2001 - February 28, 2001

TOTAL													
ALIAS	# SPACE RESP.	# DAYS	AVG. SPACE RESP. TIME (CAL. DAYS)	# APPL RESP.	# DAYS	AVG. APPL. RESP. TIME (CAL. DAYS)	# FIRM ORDERS	# COMPLE-TIONS	# PROV. DAYS	AVG. ARRANGE-MENT TIME (CAL. DAYS)	AVG. ARRGMT TIME (excluding negotiated dates {CAL. DAYS}}	# MISS DD	% DUE DATES MISSED
FA	3	15	5	3	41	14							
STATE	3	15	5	3	41	14							

BellSouth Monthly State Summary
Tennessee, March 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7	Residence/TN (%)	Diagnostic		10.80%	13,684				Diagnostic
A.1.1.2	O-7	Business/TN (%)	Diagnostic		23.17%	328				Diagnostic
A.1.1.3	O-7	Design (Specials)/TN (%)	Diagnostic		0.00%	1				Diagnostic
A.1.1.4	O-7	PBX/TN (%)	Diagnostic							Diagnostic
A.1.1.5	O-7	Centrex/TN (%)	Diagnostic							Diagnostic
A.1.1.6	O-7	ISDN/TN (%)	Diagnostic							Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7	Residence/TN (%)	Diagnostic		31.12%	1,841				Diagnostic
A.1.2.2	O-7	Business/TN (%)	Diagnostic		46.15%	260				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/TN (%)	Diagnostic		0.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/TN (%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/TN (%)	Diagnostic							Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/TN (%)	Diagnostic		41.67%	108				Diagnostic
A.1.3.2	O-7	Business/TN (%)	Diagnostic		30.32%	221				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)	Diagnostic		20.00%	5				Diagnostic
A.1.3.4	O-7	PBX/TN (%)	Diagnostic							Diagnostic
A.1.3.5	O-7	Centrex/TN (%)	Diagnostic		11.11%	9				Diagnostic
A.1.3.6	O-7	ISDN/TN (%)	Diagnostic							Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/TN (%)	>= 97% w in 1 hr		95.06%	1,478				NO
A.1.4.2	O-8	Business/TN (%)	>= 97% w in 1 hr		100.00%	76				YES
A.1.4.3	O-8	Design (Specials)/TN (%)	>= 97% w in 1 hr							
A.1.4.4	O-8	PBX/TN (%)	>= 97% w in 1 hr							
A.1.4.5	O-8	Centrex/TN (%)	>= 97% w in 1 hr							
A.1.4.6	O-8	ISDN/TN (%)	>= 97% w in 1 hr							
Reject Interval - Partially Mechanized - 24 hours										
A.1.5.1	O-8	Residence/TN (%)	>= 85% w in 24 hrs		97.12%	590				YES
A.1.5.2	O-8	Business/TN (%)	>= 85% w in 24 hrs		99.17%	121				YES
A.1.5.3	O-8	Design (Specials)/TN (%)	>= 85% w in 24 hrs							
A.1.5.4	O-8	PBX/TN (%)	>= 85% w in 24 hrs							
A.1.5.5	O-8	Centrex/TN (%)	>= 85% w in 24 hrs							
A.1.5.6	O-8	ISDN/TN (%)	>= 85% w in 24 hrs							
Reject Interval - Non-Mechanized										

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A.1.8.1	O-8	Residence/TN (%)
A.1.8.2	O-8	Business/TN (%)
A.1.8.3	O-8	Design (Specials)/TN (%)
A.1.8.4	O-8	PBX/TN (%)
A.1.8.5	O-8	Centrex/TN (%)
A.1.8.6	O-8	ISDN/TN (%)

FOC Timeliness - Mechanized

A.1.9.1	O-9	Residence/TN (%)
A.1.9.2	O-9	Business/TN (%)
A.1.9.3	O-9	Design (Specials)/TN (%)
A.1.9.4	O-9	PBX/TN (%)
A.1.9.5	O-9	Centrex/TN (%)
A.1.9.6	O-9	ISDN/TN (%)

FOC Timeliness - Partially Mechanized

A.1.10.1	O-9	Residence/TN (%)
A.1.10.2	O-9	Business/TN (%)
A.1.10.3	O-9	Design (Specials)/TN (%)
A.1.10.4	O-9	PBX/TN (%)
A.1.10.5	O-9	Centrex/TN (%)
A.1.10.6	O-9	ISDN/TN (%)

FOC Timeliness - Non-Mechanized

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

FOC & Reject Response Completeness - Mechanized

A.1.14.1	O-11	Residence/TN (%)
A.1.14.2	O-11	Business/TN (%)
A.1.14.3	O-11	Design (Specials)/TN (%)
A.1.14.4	O-11	PBX/TN (%)
A.1.14.5	O-11	Centrex/TN (%)
A.1.14.6	O-11	ISDN/TN (%)

FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1	O-11	Residence/TN (%)
A.1.15.2	O-11	Business/TN (%)
A.1.15.3	O-11	Design (Specials)/TN (%)
A.1.15.4	O-11	PBX/TN (%)
A.1.15.5	O-11	Centrex/TN (%)

Benchmark /
Analog

>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs

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

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

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

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

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

		97.83%	46				YES
		89.33%	75				YES
		100.00%	1				YES
		100.00%	1				YES

		97.85%	12,011				YES
		100.00%	202				YES

		98.17%	1,424				YES
		99.42%	172				YES
		100.00%	6				YES
		100.00%	1				YES

		94.59%	74				YES
		98.00%	150				YES
		75.00%	4				NO
		90.91%	33				YES
		100.00%	3				YES
		93.75%	16				YES

		92.06%	13,684				NO
		63.41%	328				NO
		0.00%	1				NO

		97.01%	1,841				YES
		99.62%	260				YES

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A.1.15.6	O-11	ISDN/TN (%)

Benchmark /
Analog

>= 95%

FOC & Reject Response Completeness - Non-Mechanized

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

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1	O-11	Residence/TN (%)
A.1.17.2	O-11	Business/TN (%)
A.1.17.3	O-11	Design (Specials)/TN (%)
A.1.17.4	O-11	PBX/TN (%)
A.1.17.5	O-11	Centrex/TN (%)
A.1.17.6	O-11	ISDN/TN (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		99.52%	12,597				YES
		99.52%	208				YES
		0.00%	0				NO

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

A.1.18.1	O-11	Residence/TN (%)
A.1.18.2	O-11	Business/TN (%)
A.1.18.3	O-11	Design (Specials)/TN (%)
A.1.18.4	O-11	PBX/TN (%)
A.1.18.5	O-11	Centrex/TN (%)
A.1.18.6	O-11	ISDN/TN (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		94.12%	1,786				NO
		91.12%	259				NO

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

A.1.19.1	O-11	Residence/TN (%)
A.1.19.2	O-11	Business/TN (%)
A.1.19.3	O-11	Design (Specials)/TN (%)
A.1.19.4	O-11	PBX/TN (%)
A.1.19.5	O-11	Centrex/TN (%)
A.1.19.6	O-11	ISDN/TN (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							

Resale - Provisioning

Order Completion Interval

A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)

Res
Res
Res
Res
Bus
Bus
Bus
Bus

7.04	15,298	6.67	567	7.336	0.31375	1.1791	YES
0.96	263,345	1.68	9,707	1.434	0.01482	-48.4536	NO
7.78	21	4.00	2	7.412	5.48505	0.6887	YES
4.15	9,755	7.18	101	10.533	1.05348	-2.8753	NO
1.36	19,041	1.69	482	7.281	0.33581	-0.9944	YES
12.23	63	2.00	1	13.762	13.87120	0.7377	YES
1.54	11	3.44	3	1.069	0.69628	-2.7270	NO

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A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)

Benchmark /
Analog

Design
Design
Design
Design

PBX
PBX
PBX
PBX
Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
20.75	3,120	12.40	5	25.323	11.33391	0.7368	YES
19.10	137	15.50	2	30.136	21.46435	0.1679	YES
10.70	56	2.00	1	10.422	10.51505	0.8270	YES
3.93	311	4.00	4	9.636	4.84883	-0.0141	YES
5.05	30	2.50	2	6.213	4.53719	0.5631	YES
5.43	203	4.00	1	5.038	5.05019	0.2825	YES
2.71	636	1.50	2	3.283	2.32472	0.5222	YES
10.00	5			5.431			
4.84	44			7.002			
24.03	414	21.00	1	43.497	43.54960	0.0695	YES
1.71	615	2.78	9	4.349	1.46020	-0.7330	YES

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

13.93	159	3.67	3	43.347	25.26151	0.4063	YES
51.12	17			107.405			
20.44	36	2.00	1	45.342	45.96693	0.4013	YES
15.80	5			11.411			
12.00	1			0.000			
18.20	20			38.336			
97.69	26	13.00	41	111.613	27.98154	3.0267	YES
11.00	1			0.000			

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A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Average Jeopardy Notice Interval - Mechanized

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

Average Jeopardy Notice Interval - Non-Mechanized

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

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/TN (%)

Benchmark /
Analog

Centrex
Centrex
Centrex
Centrex
ISDN
ISDN
ISDN
ISDN
ISDN
ISDN

Res
Bus
Design
PBX
Centrex
ISDN

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

95% >= 48 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
77.71	17			82.371			
41.10	10			67.809			

0.65%	295,404	0.50%	10,778		0.00079	1.8709	YES
1.61%	30,024	0.45%	667		0.00493	2.3531	YES
21.63%	3,713	33.33%	6		0.16821	-0.6959	YES
3.10%	419	12.50%	8		0.06188	-1.5185	YES
0.86%	933	0.00%	3		0.05332	0.1608	YES
13.87%	1,103	0.00%	12		0.10032	1.3827	YES

May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							

		170.22	54				YES
		160.00	3				YES
		444.00	2				YES
		48.00	1				YES

May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							

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A.2.9.2	P-2	Business/TN (%)
A.2.9.3	P-2	Design (Specials)/TN (%)
A.2.9.4	P-2	PBX/TN (%)
A.2.9.5	P-2	Centrex/TN (%)
A.2.9.6	P-2	ISDN/TN (%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

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

% Missed Installation Appointments

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

% Provisioning Troubles within 30 Days

A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)

Benchmark /
Analog

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

Res
Res
Res
Res

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

May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th

6.28%	20,392	6.36%	582		0.01020	-0.0740	YES
0.08%	274,546	0.18%	10,131		0.00029	-3.1502	NO
4.17%	24	50.00%	2		0.14707	-3.1165	NO
2.22%	10,444	2.96%	135		0.01277	-0.5809	YES
0.28%	19,174	0.00%	519		0.00234	1.1835	YES
5.63%	71	0.00%	1		0.23219	0.2426	YES
0.00%	11	0.00%	3		0.00000		YES
4.82%	3,132	0.00%	5		0.09588	0.5029	YES
0.71%	140	50.00%	2		0.05997	-8.2182	NO
4.76%	63	0.00%	1		0.21464	0.2219	YES
0.32%	312	25.00%	4		0.02844	-8.6771	NO
0.00%	35	0.00%	2		0.00000		YES
1.90%	211	0.00%	1		0.13670	0.1387	YES
0.00%	645	0.00%	2		0.00000		YES
0.00%	5						
2.13%	47						
14.19%	430	0.00%	1		0.34931	0.4061	YES
0.32%	617	10.00%	10		0.01812	-5.3399	NO

7.23%	16,913	9.02%	643		0.01040	-1.7256	NO
1.98%	252,969	2.89%	8,715		0.00152	-6.0212	NO
10.00%	20	0.00%	1		0.30741	0.3253	YES

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

Average Completion Notice Interval - Mechanized

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

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Bus	4.18%	8,636	6.60%	106		0.01956	-1.2392	YES
Bus	1.24%	18,033	1.21%	414		0.00549	0.0526	YES
Bus	10.81%	74	0.00%	1		0.31261	0.3458	YES
Bus	0.00%	15	0.00%	5		0.00000		YES
Design	1.00%	2,588	0.00%	5		0.04464	0.2250	YES
Design	0.00%	184	0.00%	9		0.00000		YES
Design								
Design								
PBX	0.00%	63						
PBX	0.98%	306	0.00%	9		0.03332	0.2942	YES
PBX								
PBX	0.00%	17	0.00%	2		0.00000		YES
Centrex	0.00%	234	0.00%	2		0.00000		YES
Centrex	0.64%	780	0.00%	5		0.03581	0.1790	YES
Centrex	0.00%	4						
Centrex	1.79%	56	0.00%	1		0.13361	0.1337	YES
ISDN	0.00%	397	0.00%	1		0.00000		YES
ISDN	0.00%	601	0.00%	11		0.00000		YES
ISDN								
ISDN								

1.85	16,828	1.04	476	14.559	0.67669	1.1981	YES
1.40	237,424	1.10	8,617	6.795	0.07452	3.9702	YES
0.70	21	0.59	3	3.154	1.94694	0.0565	YES
3.44	4,643	4.60	52	21.425	2.98775	-0.3886	YES
1.83	14,347	17.50	104	16.001	1.57469	-9.9519	NO
6.18	55			40.526			
0.64	11			0.237			
109.37	2,521			310.023			
141.25	105			506.162			
28.50	39			57.247			
21.17	176			74.591			
1.14	30			2.680			
4.05	173			13.241			
1.93	462			10.798			
1.71	5			3.348			
0.69	42			0.276			
60.23	356			106.589			
5.89	540			71.955			

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ISDN								
ISDN								

[illegible]

Diagnostic			6.67	536				Diagnostic
Diagnostic			1.81	9,443				Diagnostic
Diagnostic			4.00	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.36	86				Diagnostic
Diagnostic			3.60	277				Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic			10.00	3				Diagnostic
Diagnostic			23.00	2				Diagnostic
Diagnostic			34.50	2				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			10.67	3				Diagnostic

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A.2.16.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)
A.2.16.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)
A.2.16.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)
A.2.16.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)
A.2.16.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)
A.2.16.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)
A.2.16.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)
A.2.16.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Total Service Order Cycle Time (offered)

A.2.20.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)
A.2.20.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)
A.2.20.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)
A.2.20.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)
A.2.20.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)
A.2.20.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)
A.2.20.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)
A.2.20.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)
A.2.20.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)
A.2.20.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)
A.2.20.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)
A.2.20.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)
A.2.20.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)
A.2.20.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)
A.2.20.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)
A.2.20.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)
A.2.20.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)
A.2.20.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)
A.2.20.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)
A.2.20.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)
A.2.20.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)
A.2.20.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)
A.2.20.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)
A.2.20.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic			3.00	2				Diagnostic
Diagnostic			10.00	1				Diagnostic
Diagnostic			3.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			27.00	1				Diagnostic
Diagnostic			10.14	7				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Diagnostic			6.72	522				Diagnostic
Diagnostic			3.21	4,288				Diagnostic
Diagnostic			7.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			6.09	75				Diagnostic
Diagnostic			3.62	246				Diagnostic
Diagnostic			8.00	1				Diagnostic
Diagnostic			7.00	2				Diagnostic
Diagnostic			23.00	2				Diagnostic
Diagnostic			30.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			10.67	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic			3.00	2				Diagnostic
Diagnostic			10.00	1				Diagnostic
Diagnostic			3.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			27.00	1				Diagnostic
Diagnostic			10.25	4				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

Resale - Maintenance and Repair

Missed Repair Appointments

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

Res	5.08%	37,166	4.12%	1,043		0.00689	1.3884	YES
Res	1.66%	24,016	1.09%	368		0.00671	0.8556	YES
Bus	6.61%	6,064	2.37%	169		0.01938	2.1908	YES
Bus	3.05%	2,953	3.25%	123		0.01582	-0.1291	YES

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A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)

Benchmark /
Analog

Design
Design
PBX
PBX
Centrex
Centrex
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.99%	1,012	0.00%	2		0.07001	0.1411	YES
0.19%	1,052	0.00%	2		0.03083	0.0617	YES
4.17%	48	0.00%	1		0.20190	0.2064	YES
0.00%	27						
5.86%	273	0.00%	3		0.13636	0.4298	YES
5.68%	229	25.00%	4		0.11671	-1.6557	NO
14.64%	478	0.00%	3		0.20476	0.7152	YES
2.85%	631	16.67%	6		0.06828	-2.0230	NO

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

1.87%	1,985,364	2.57%	40,579		0.00069	-10.1776	NO
1.21%	1,985,364	0.91%	40,579		0.00055	5.4898	YES
1.21%	502,495	1.39%	12,185		0.00101	-1.7889	NO
0.59%	502,495	1.01%	12,185		0.00070	-6.0010	NO
0.26%	388,083	0.09%	2,267		0.00108	1.6041	YES
0.27%	388,083	0.09%	2,267		0.00110	1.6673	YES
0.07%	65,405	0.37%	272		0.00165	-1.7877	NO
0.04%	65,405						
0.34%	79,485	1.21%	247		0.00373	-2.3324	NO
0.29%	79,485	1.62%	247		0.00342	-3.8921	NO
1.48%	32,254	0.79%	382		0.00627	1.1119	YES
1.96%	32,254	1.57%	382		0.00720	0.5358	YES

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

22.49	37,137	22.24	1,043	19.631	0.61632	0.4001	YES
9.71	24,010	6.14	368	12.748	0.66962	5.3319	YES
9.89	6,062	9.26	169	13.762	1.07328	0.5881	YES
3.65	2,953	4.42	123	7.305	0.67220	-1.1497	YES
4.73	1,012	1.75	2	7.237	5.12239	0.5810	YES
2.40	1,052	4.38	2	3.047	2.15674	-0.9149	YES
8.55	48	17.10	1	9.680	9.78052	-0.8739	YES
2.15	27			3.799			
8.39	273	12.52	3	13.606	7.89859	-0.5219	YES
4.84	229	6.95	4	7.973	4.02107	-0.5236	YES
11.93	475	2.85	3	15.860	9.18541	0.9884	YES
3.51	631	5.88	6	7.770	3.18697	-0.7421	YES

Res
Res
Bus
Bus
Design
Design
PBX

25.10%	37,166	19.18%	1,043		0.01361	4.3510	YES
19.17%	24,016	24.18%	368		0.02068	-2.4251	NO
16.94%	6,064	21.89%	169		0.02925	-1.6948	NO
15.41%	2,953	34.15%	123		0.03322	-5.6400	NO
36.46%	1,012	100.00%	2		0.34068	-1.8650	NO
35.65%	1,052	100.00%	2		0.33899	-1.8984	NO
12.50%	48	100.00%	1		0.33415	-2.6186	NO

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)	PBX	7.41%	27						
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)	Centrex	16.85%	273	0.00%	3		0.21729	0.7754	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)	Centrex	12.23%	229	0.00%	4		0.16522	0.7400	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)	ISDN	29.50%	478	66.67%	3		0.26412	-1.4073	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)	ISDN	24.25%	631	16.67%	6		0.17580	0.4312	YES
Out of Service > 24 hours											
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)	Res	28.55%	23,821	34.99%	763		0.01661	-3.8788	NO
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)	Res	12.43%	7,426	11.76%	153		0.02695	0.2466	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)	Bus	4.94%	3,319	0.92%	109		0.02110	1.9073	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)	Bus	2.12%	1,039	4.05%	74		0.01732	-1.1181	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)	Design	0.99%	1,012	0.00%	2		0.07001	0.1411	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)	Design	0.19%	1,052	0.00%	2		0.03083	0.0617	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)	PBX	0.00%	31	0.00%	1		0.00000		YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)	PBX	0.00%	21						
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)	Centrex	2.01%	149	0.00%	2		0.09998	0.2014	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)	Centrex	2.04%	98	0.00%	2		0.10099	0.2021	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)	ISDN	14.71%	476	0.00%	3		0.20512	0.7169	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)	ISDN	2.86%	629	16.67%	6		0.06839	-2.0186	NO
Resale - Billing											
Invoice Accuracy											
A.4.1	B-1	TN (%)	BST - State	99.12%	\$184,062,909	98.87%	\$2,286,493		0.00006	39.6848	NO
Mean Time to Deliver Invoices - CRIS											
A.4.2	B-2	Region (business days)	BST - Region	3.57	1	3.36	1,731				YES

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Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering								
% Rejected Service Requests - Mechanized								
	O-7	Switch Ports/TN (%)						Diagnostic
	O-7	Local Interoffice Transport/TN (%)						Diagnostic
	O-7	Loop + Port Combinations/TN (%)	22.48%	3,310				Diagnostic
	O-7	Combo Other/TN (%)						Diagnostic
	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			April data available May 30th			
	O-7	ISDN Loop (UDN, UDC)/TN (%)	77.78%	9				Diagnostic
	O-7	Line Sharing/TN (%)						Diagnostic
	O-7	2W Analog Loop Design/TN (%)	64.89%	225				Diagnostic
	O-7	2W Analog Loop Non-Design/TN (%)						Diagnostic
	O-7	2W Analog Loop w/INP Design/TN (%)						Diagnostic
	O-7	2W Analog Loop w/INP Non-Design/TN (%)						Diagnostic
	O-13	2W Analog Loop w/LNP Design/TN (%)	0.00%	22				Diagnostic
	O-13	2W Analog Loop w/LNP Non-Design/TN (%)						Diagnostic
	O-7	Other Design/TN (%)	58.74%	286				Diagnostic
	O-7	Other Non-Design/TN (%)	20.77%	3,182				Diagnostic
	O-7	INP Standalone/TN (%)	66.67%	3				Diagnostic
	O-13	LNP (Standalone)/TN (%)	6.12%	49				Diagnostic
% Rejected Service Requests - Partially Mechanized								
	O-7	Switch Ports/TN (%)						Diagnostic
	O-7	Local Interoffice Transport/TN (%)						Diagnostic
	O-7	Loop + Port Combinations/TN (%)	32.27%	2,042				Diagnostic
	O-7	Combo Other/TN (%)						Diagnostic
	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)			April data available May 30th			
	O-7	ISDN Loop (UDN, UDC)/TN (%)	17.86%	28				Diagnostic
	O-7	Line Sharing/TN (%)						Diagnostic
	O-7	2W Analog Loop Design/TN (%)	26.04%	434				Diagnostic
	O-7	2W Analog Loop Non-Design/TN (%)						Diagnostic
	O-7	2W Analog Loop w/INP Design/TN (%)						Diagnostic
	O-7	2W Analog Loop w/INP Non-Design/TN (%)						Diagnostic
	O-13	2W Analog Loop w/LNP Design/TN (%)	18.98%	137				Diagnostic
	O-13	2W Analog Loop w/LNP Non-Design/TN (%)						Diagnostic
	O-7	Other Design/TN (%)	24.51%	510				Diagnostic
	O-7	Other Non-Design/TN (%)	25.74%	2,102				Diagnostic
	O-7	INP Standalone/TN (%)						Diagnostic
	O-13	LNP (Standalone)/TN (%)	19.72%	71				Diagnostic
% Rejected Service Requests - Non-Mechanized								
	O-7	Switch Ports/TN (%)						Diagnostic

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B.1.3.2	O-7	Local Interoffice Transport/TN (%)
B.1.3.3	O-7	Loop + Port Combinations/TN (%)
B.1.3.4	O-7	Combo Other/TN (%)
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)
B.1.3.7	O-7	Line Sharing/TN (%)
B.1.3.8	O-7	2W Analog Loop Design/TN (%)
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.3.14	O-7	Other Design/TN (%)
B.1.3.15	O-7	Other Non-Design/TN (%) <i>[includes data reported in B.1.3.18, B.1.3.19, B.1.3.20]</i>
B.1.3.16	O-7	INP Standalone/TN (%)
B.1.3.17	O-13	LNP (Standalone)/TN (%)
B.1.3.18	O-7	Loops Non-Design/TN (%)
B.1.3.19	O-7	Loops Non-Design w/INP/TN (%)
B.1.3.20	O-13	Loops Non-Design w/LNP/TN (%)

Reject Interval - Mechanized

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

Reject Interval - Partially Mechanized - 24 hours

B.1.5.1	O-8	Switch Ports/TN (%)
B.1.5.2	O-8	Local Interoffice Transport/TN (%)
B.1.5.3	O-8	Loop + Port Combinations/TN (%)
B.1.5.4	O-8	Combo Other/TN (%)

**Benchmark /
Analog**

[illegible][illegible]

>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs
>= 85% w in 24 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		62.50%	16				Diagnostic
							Diagnostic
		23.81%	231				Diagnostic
		12.50%	56				Diagnostic
		18.52%	54				Diagnostic
		6.82%	352				Diagnostic
Data included in B.1.3.18							
		0.00%	14				Diagnostic
Data included in B.1.3.19							
April data available May 30th							
Data included in B.1.3.20							
		16.45%	310				Diagnostic
		0.76%	1,979				Diagnostic
							Diagnostic
		0.00%	2				Diagnostic
		25.70%	393				Diagnostic
		28.95%	76				Diagnostic
							Diagnostic

		95.30%	744				NO
April data available May 30th							
		100.00%	7				YES
		70.55%	146				NO
		72.02%	168				NO
		91.53%	661				NO
		100.00%	2				YES
		100.00%	3				YES

		97.72%	659				YES

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B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN (%)
B.1.5.7	O-8	Line Sharing/TN (%)
B.1.5.8	O-8	2W Analog Loop Design/TN (%)
B.1.5.9	O-8	2W Analog Loop Non-Design/TN (%)
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN (%)
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN (%)
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.5.14	O-8	Other Design/TN (%)
B.1.5.15	O-8	Other Non-Design/TN (%)
B.1.5.16	O-8	INP Standalone/TN (%)
B.1.5.17	O-14	LNP (Standalone)/TN (%)

Reject Interval - Non-Mechanized

B.1.8.1	O-8	Switch Ports/TN (%)
B.1.8.2	O-8	Local Interoffice Transport/TN (%)
B.1.8.3	O-8	Loop + Port Combinations/TN (%)
B.1.8.4	O-8	Combo Other/TN (%)
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)
B.1.8.7	O-8	Line Sharing/TN (%)
B.1.8.8	O-8	2W Analog Loop Design/TN (%)
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.8.14	O-8	Other Design/TN (%)
B.1.8.15	O-8	Other Non-Design/TN(%) [includes data reported in B.1.8.18, B.1.8.19, B.1.8.20]
B.1.8.16	O-8	INP Standalone/TN (%)
B.1.8.17	O-14	LNP (Standalone)/TN (%)
B.1.8.18	O-8	Loops Non-Design/TN (%)
B.1.8.19	O-8	Loops Non-Design w/INP/TN (%)
B.1.8.20	O-14	Loops Non-Design w/LNP/TN (%)

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/TN (%)
B.1.9.2	O-9	Local Interoffice Transport/TN (%)
B.1.9.3	O-9	Loop + Port Combinations/TN (%)
B.1.9.4	O-9	Combo Other/TN (%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)
B.1.9.7	O-9	Line Sharing/TN (%)

Benchmark /
Analog

>= 85% w in 24 hrs
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>= 95% w in 3 hrs
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>= 95% w in 3 hrs
>= 95% w in 3 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
April data available May 30th							
		100.00%	5				YES
		90.27%	113				YES
		100.00%	26				YES
		91.20%	125				YES
		98.89%	541				YES
		100.00%	14				YES

		80.00%	10				NO
		90.91%	55				YES
		85.71%	7				YES
		100.00%	10				YES
		87.50%	24				YES
Data included in B.1.8.18							
Data included in B.1.8.19							
April data available May 30th							
Data included in B.1.8.20							
		86.27%	51				YES
		80.00%	15				NO
		98.02%	101				YES
		90.91%	22				YES

		95.35%	2,495				YES
April data available May 30th							

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

FOC Timeliness - Partially Mechanized

B.1.10.1	O-9	Switch Ports/TN (%)
B.1.10.2	O-9	Local Interoffice Transport/TN (%)
B.1.10.3	O-9	Loop + Port Combinations/TN (%)
B.1.10.4	O-9	Combo Other/TN (%)
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN (%)
B.1.10.7	O-9	Line Sharing/TN (%)
B.1.10.8	O-9	2W Analog Loop Design/TN (%)
B.1.10.9	O-9	2W Analog Loop Non-Design/TN (%)
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN (%)
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN (%)
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.10.14	O-9	Other Design/TN (%)
B.1.10.15	O-9	Other Non-Design/TN (%)
B.1.10.16	O-9	INP Standalone/TN (%)
B.1.10.17	O-15	LNP (Standalone)/TN (%)

FOC Timeliness - Non-Mechanized

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

Benchmark /
Analog

>= 95% w in 3 hrs
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>= 85% w in 36 hrs

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		75.00%	36				NO
		62.50%	40				NO
		93.10%	29				NO
		94.90%	2,156				NO
		80.49%	123				NO

		98.69%	1,522				YES
April data available May 30th							
		100.00%	34				YES
		96.16%	391				YES
		96.03%	126				YES
		96.15%	52				YES
		95.75%	1,459				YES
		100.00%	63				YES

		100.00%	11				YES
		100.00%	1				YES
		100.00%	44				YES
		100.00%	109				YES
		100.00%	14				YES
		100.00%	4				YES
		100.00%	1				YES
		100.00%	69				YES
		96.55%	29				YES

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B.1.13.14	O-9	Other Design/TN (%)
B.1.13.15	O-9	Other Non-Design/TN (%)
B.1.13.16	O-9	INP Standalone/TN (%)
B.1.13.17	O-15	LNP (Standalone)/TN (%)

FOC & Reject Response Completeness - Mechanized

B.1.14.1	O-11	Switch Ports/TN (%)
B.1.14.2	O-11	Local Interoffice Transport/TN (%)
B.1.14.3	O-11	Loop + Port Combinations/TN (%)
B.1.14.4	O-11	Combo Other/TN (%)
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.14.7	O-11	Line Sharing/TN (%)
B.1.14.8	O-11	2W Analog Loop Design/TN (%)
B.1.14.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.14.14	O-11	Other Design/TN (%)
B.1.14.15	O-11	Other Non-Design/TN (%)
B.1.14.16	O-11	INP Standalone/TN (%)
B.1.14.17	O-11	LNP (Standalone)/TN (%)

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1	O-11	Switch Ports/TN (%)
B.1.15.2	O-11	Local Interoffice Transport/TN (%)
B.1.15.3	O-11	Loop + Port Combinations/TN (%)
B.1.15.4	O-11	Combo Other/TN (%)
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.15.7	O-11	Line Sharing/TN (%)
B.1.15.8	O-11	2W Analog Loop Design/TN (%)
B.1.15.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.15.14	O-11	Other Design/TN (%)
B.1.15.15	O-11	Other Non-Design/TN (%)
B.1.15.16	O-11	INP Standalone/TN (%)
B.1.15.17	O-11	LNP (Standalone)/TN (%)

FOC & Reject Response Completeness - Non-Mechanized

B.1.16.1	O-11	Switch Ports/TN (%)

Benchmark /
Analog

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

>= 95%
>= 95%
>= 95%
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>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		99.30%	714				YES
		100.00%	9				YES
		100.00%	3				YES

		94.42%	3,298				NO
April data available May 30th							
		92.00%	38				NO
		93.00%	31				NO
		99.00%	2,451				YES

		99.06%	2,026				YES
April data available May 30th							
		99.00%	103				YES
		98.00%	302				YES
		89.00%	38				NO
		99.00%	1,597				YES
		98.00%	204				YES

May data available June 30th							

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

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1	O-11	Switch Ports/TN (%)
B.1.17.2	O-11	Local Interoffice Transport/TN (%)
B.1.17.3	O-11	Loop + Port Combinations/TN (%)
B.1.17.4	O-11	Combo Other/TN (%)
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.17.7	O-11	Line Sharing/TN (%)
B.1.17.8	O-11	2W Analog Loop Design/TN (%)
B.1.17.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.17.14	O-11	Other Design/TN (%)
B.1.17.15	O-11	Other Non-Design/TN (%)
B.1.17.16	O-11	INP Standalone/TN (%)
B.1.17.17	O-11	LNP (Standalone)/TN (%)

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

B.1.18.1	O-11	Switch Ports/TN (%)
B.1.18.2	O-11	Local Interoffice Transport/TN (%)
B.1.18.3	O-11	Loop + Port Combinations/TN (%)
B.1.18.4	O-11	Combo Other/TN (%)
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.18.7	O-11	Line Sharing/TN (%)

Benchmark /
Analog

>= 95%
>= 95%
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BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
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May data available June 30th							
May data available June 30th							
May data available June 30th							

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>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		99.00%	3,114				YES
April data available May 30th							
		91.00%	35				NO
		89.00%	29				NO
		98.00%	2,447				YES

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		92.23%	2,007				NO
April data available May 30th							

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Tennessee, March 2001

B.1.18.8	O-11	2W Analog Loop Design/TN (%)
B.1.18.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.18.14	O-11	Other Design/TN (%)
B.1.18.15	O-11	Other Non-Design/TN (%)
B.1.18.16	O-11	INP Standalone/TN (%)
B.1.18.17	O-11	LNP (Standalone)/TN (%)

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

B.1.19.1	O-11	Switch Ports/TN (%)
B.1.19.2	O-11	Local Interoffice Transport/TN (%)
B.1.19.3	O-11	Loop + Port Combinations/TN (%)
B.1.19.4	O-11	Combo Other/TN (%)
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.19.7	O-11	Line Sharing/TN (%)
B.1.19.8	O-11	2W Analog Loop Design/TN (%)
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.19.14	O-11	Other Design/TN (%)
B.1.19.15	O-11	Other Non-Design/TN (%)
B.1.19.16	O-11	INP Standalone/TN (%)
B.1.19.17	O-11	LNP (Standalone)/TN (%)

Benchmark /
Analog

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		96.00%	102				YES
		100.00%	296				YES
		97.00%	34				YES
		92.00%	1,585				NO

May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th
May data available June 30th

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)

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

5.91	25,053			8.834			
0.99	282,386			1.739			
11.12	84			12.589			
1.54	11			1.187			
14.74	698	26.11	9	22.200	7.44755	-1.5267	YES
5.90	25,285	3.40	114	8.806	0.82658	3.0260	YES
1.00	283,837	4.09	1,471	1.750	0.04575	-67.6327	NO
11.06	89			12.284			

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B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)
B.2.1.4.1.2	P-4	Combo Other/<10 circuits/Non-Dispatch/TN (days)
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)
B.2.1.4.2.2	P-4	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN (days)
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN (days)
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN (days)
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN (days)
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.9.1.2	P-4	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.9.2.2	P-4	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.11.1.2	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.11.2.2	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	4.49	85	0.72	6	6.317	2.66837	1.4126	YES
R&B&D - Disp	7.78	28,846			13.772			
R&B&D - Disp	7.78	28,846			13.772			
R&B&D - Disp	11.06	89			12.284			
R&B&D - Disp	11.06	89			12.284			
ADSL to Retail	3.69	627	6.50	101	3.290	0.35275	-7.9660	NO
ADSL to Retail	3.69	627			3.290			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	18.35	495	11.65	49	39.470	5.91107	1.1335	YES
ISDN - BRI	18.35	495			39.470			
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	3.69	627	3.00	1	3.290	3.29262	0.2096	YES
ADSL to Retail	3.69	627	3.16	25	3.290	0.67099	0.7899	YES
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	5.90	25,285	9.78	356	8.806	0.46997	-8.2533	NO
R&B - Disp	5.90	25,285	0.33	1	8.806	8.80577	0.6327	YES
R&B - Disp	11.06	89	9.00	1	12.284	12.35252	0.1664	YES
R&B - Disp	11.06	89			12.284			
R&B (POTS) excl SB Or	5.91	25,053	5.13	8	8.834	3.12382	0.2518	YES
R&B (POTS) excl SB Or	1.52	156,988	5.38	8	2.194	0.77554	-4.9719	NO
R&B (POTS) excl SB Or	11.12	84	6.00	1	12.589	12.66381	0.4042	YES
R&B (POTS) excl SB Or	2.00	8			1.069			
R&B - Disp	5.90	25,285	7.40	81	8.806	0.97997	-1.5295	YES
R&B - Disp	5.90	25,285			8.806			
R&B - Disp	11.06	89			12.284			
R&B - Disp	11.06	89			12.284			
R&B (POTS) excl SB Or	5.91	25,053	6.67	3	8.834	5.10068	-0.1487	YES
R&B (POTS) excl SB Or	1.52	156,988			2.194			
R&B (POTS) excl SB Or	11.12	84			12.589			
R&B (POTS) excl SB Or	2.00	8			1.069			
R&B - Disp	5.90	25,285	7.88	81	8.806	0.97997	-2.0193	NO
R&B - Disp	5.90	25,285			8.806			
R&B - Disp	11.06	89	8.00	1	12.284	12.35252	0.2474	YES
R&B - Disp	11.06	89			12.284			

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B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.13.1.2	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.13.2.2	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)

Order Completion Interval within X days

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

Held Orders

B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)

Benchmark / Analog
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
14 days
7 days
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
5.91	25,053	4.40	5	8.834	3.95112	0.3826	YES
1.52	156,988	4.50	8	2.194	0.77554	-3.8437	NO
11.12	84	6.00	1	12.589	12.66381	0.4042	YES
2.00	8			1.069			
21.14	3,561	6.70	41	27.972	4.39357	3.2872	YES
15.34	248			24.980			
5.90	25,285	5.33	3	8.806	5.08422	0.1117	YES
1.00	283,837	13.91	25	1.750	0.35004	-36.8823	NO
11.06	89			12.284			
4.49	85			6.317			
5.91	25,053			8.834			
0.99	282,386	16.00	1	1.739	1.73900	-8.6308	NO
11.12	84			12.589			
1.54	11			1.187			
5.91	25,053			8.834			
0.99	282,386			1.739			
11.12	84			12.589			
1.54	11			1.187			
14.37	155	11.65	49	10.320	1.69134	1.6082	YES
10.00	3			7.360			

15.13	195			43.676			
43.09	22			95.097			
12.00	1			0.000			
37.60	35			32.686			
129.16	50			297.797			

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B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)

Benchmark / Analog
DS1/ DS3 - Interoffice
DS1/ DS3 - Interoffice
R&B
R&B
R&B
R&B
R&B
R&B
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
15.13	195	14.00	2	43.676	31.04178	0.0365	YES
43.09	22	3.00	1	95.097	97.23418	0.4123	YES
12.00	1			0.000			
19.94	233			49.581			
67.22	58			102.578			
12.00	1			0.000			
		16.50	2				
551.61	67	22.67	3	515.599	304.27245	1.7384	YES
859.83	18	970.00	1	446.670	458.90970	-0.2401	YES
15.13	195	5.00	1	43.676	43.78815	0.2314	YES
43.09	22	3.00	1	99.172	101.40107	0.3954	YES
12.00	1			0.000			
15.13	195			43.676			
43.09	22			95.097			
12.00	1			0.000			

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B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS) excl SB Or								
R&B - Disp	15.13	195			43.676			
R&B - Disp								
R&B - Disp	43.09	22			99.172			
R&B - Disp	12.00	1			0.000			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	15.13	195			43.676			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or	43.09	22			95.097			
R&B (POTS) excl SB Or	12.00	1			0.000			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp	15.13	195	52.00	5	43.676	19.78147	-1.8637	NO
R&B - Disp								
R&B - Disp	43.09	22			99.172			
R&B - Disp	12.00	1			0.000			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	15.13	195			43.676			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or	43.09	22			95.097			
R&B (POTS) excl SB Or	12.00	1			0.000			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
Design	44.63	38			67.820			
Design								
Design	81.97	36			103.640			
Design								
Design								
Design								
R&B	15.13	195			43.676			
R&B								
R&B	43.09	22			95.097			
R&B	12.00	1			0.000			
R&B								
R&B								
R&B (POTS)	15.13	195	1068.00	1	43.676	43.78815	-24.0446	NO
R&B (POTS)								
R&B (POTS)	43.09	22	990.70	10	95.097	36.26853	-26.1276	NO
R&B (POTS)	12.00	1			0.000			
R&B (POTS)								
R&B (POTS)								

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B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

B.2.6.1	P-2	Switch Ports/TN (%)
B.2.6.2	P-2	Local Interoffice Transport/TN (%)
B.2.6.3	P-2	Loop + Port Combinations/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	15.13	195			43.676			
R&B (POTS)								
R&B (POTS)	43.09	22			95.097			
R&B (POTS)	12.00	1			0.000			
R&B (POTS)								
R&B (POTS)								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1								
Digital Loop >= DS1								
Digital Loop >= DS1								
Digital Loop >= DS1								
Digital Loop >= DS1								
Digital Loop >= DS1								

R&B (POTS)	0.74%	325,428					
DS1/ DS3 - Interoffice							
R&B	0.74%	327,235	0.21%	3,812		0.00139	3.7741
R&B&D - Disp	1.02%	331,596					
ADSL to Retail	May data available June 30th						
ISDN - BRI	May data available June 30th						
ADSL to Retail	May data available June 30th						
R&B - Disp	0.74%	327,235	4.48%	669		0.00331	-11.3260
R&B (POTS) excl SB Or	1.20%	199,953	14.58%	48		0.01571	-8.5176
R&B - Disp	May data available June 30th						
R&B (POTS) excl SB Or	May data available June 30th						
R&B - Disp	May data available June 30th						
R&B (POTS) excl SB Or	May data available June 30th						
Design	22.22%	4,361	6.82%	88		0.04476	3.4408
R&B	0.74%	327,235	0.00%	11		0.02576	0.2854
R&B (POTS)	May data available June 30th						
R&B (POTS)	May data available June 30th						
Digital Loop < DS1	May data available June 30th						
Digital Loop >= DS1	May data available June 30th						

Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						

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

Average Jeopardy Notice Interval - Mechanized

B.2.8.1	P-2	Switch Ports/TN (hours)
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)
B.2.8.4	P-2	Combo Other/TN (hours)
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)
B.2.8.6	P-2	UNE ISDN/TN (hours)
B.2.8.7	P-2	Line Sharing/TN (hours)
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)
B.2.8.14	P-2	Other Design/TN (hours)
B.2.8.15	P-2	Other Non-Design/TN (hours)
B.2.8.16	P-2	INP (Standalone)/TN (hours)
B.2.8.17	P-2	LNP (Standalone)/TN (hours)
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)

Average Jeopardy Notice Interval - Non-Mechanized

B.2.9.1	P-2	Switch Ports/TN (hours)
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)
B.2.9.4	P-2	Combo Other/TN (hours)
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)

[illegible]

>= 48 hrs							
>= 48 hrs							
>= 48 hrs		222.00	8				YES
>= 48 hrs							
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs		358.40	30				YES
>= 48 hrs		212.57	7				YES
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs		512.00	6				YES
>= 48 hrs							
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						
>= 48 hrs	May data available June 30th						

Diagnostic	May data available June 30th
Diagnostic	May data available June 30th
Diagnostic	May data available June 30th
Diagnostic	May data available June 30th
Diagnostic	May data available June 30th

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B.2.9.6	P-2	UNE ISDN/TN (hours)
B.2.9.7	P-2	Line Sharing/TN (hours)
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)
B.2.9.14	P-2	Other Design/TN (hours)
B.2.9.15	P-2	Other Non-Design/TN (hours)
B.2.9.16	P-2	INP (Standalone)/TN (hours)
B.2.9.17	P-2	LNP (Standalone)/TN (hours)
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)

% Jeopardy Notice >= 48 hours - Mechanized

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

% Jeopardy Notice >= 48 hours - Non-Mechanized

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

Benchmark /
Analog

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

Diagnostic
Diagnostic
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Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
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May data available June 30th							
May data available June 30th							

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B.2.11.8	P-2	2W Analog Loop Design/TN (%)
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)
B.2.11.14	P-2	Other Design/TN (%)
B.2.11.15	P-2	Other Non-Design/TN (%)
B.2.11.16	P-2	INP (Standalone)/TN (%)
B.2.11.17	P-2	LNP (Standalone)/TN (%)
B.2.11.18	P-2	Digital Loop < DS1/TN (%)
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)

Coordinated Customers Conversions

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

% Hot Cuts > 15 minutes Early

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

Hot Cut Timeliness

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

% Hot Cuts > 15 minutes Late

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

Average Recovery Time - CCC

B.2.16.1	P-7B	Loops with INP/TN (time units)
B.2.16.2	P-7B	Loops with LNP/TN (time units)

% Provisioning Troubles within 7 Days - Hot Cuts

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

% Missed Installation Appointments

Benchmark /
Analog

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

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

<= 5%
<= 5%
<= 5%
<= 5%

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

<= 5%
<= 5%
<= 5%
<= 5%

Diagnostic
Diagnostic

<= 5%
<= 5%
<= 5%
<= 5%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							
May data available June 30th							

		99.63%	808				YES

		1.06%	189				YES
		0.00%	13				YES

		95.24%	189				YES
		100.00%	189				YES

		3.70%	189				YES
		0.00%	43				YES

May data available June 30th							
May data available June 30th							

		1.52%	984				YES
		0.00%	3				YES

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B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)
B.2.18.4.1.2	P-3	Combo Other/<10 circuits/Non-Dispatch/TN (%)
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)
B.2.18.4.2.2	P-3	Combo Other/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.9.1.2	P-3	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.9.2.2	P-3	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.11.1.2	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B (POTS)	4.91%	30,836						
R&B (POTS)	0.10%	293,720						
R&B (POTS)	5.26%	95						
R&B (POTS)	0.00%	11						
DS1/DS3	3.23%	805	11.11%	9		0.05926	-1.3297	YES
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	4.88%	31,076	9.55%	157		0.01723	-2.7132	NO
R&B	0.10%	295,183	0.08%	3,895		0.00050	0.3489	YES
R&B	5.00%	100						
R&B	1.08%	93	0.00%	10		0.03432	0.3133	YES
R&B&D - Disp	5.00%	34,672						
R&B&D - Disp	5.00%	34,672						
R&B&D - Disp	5.00%	100						
R&B&D - Disp	5.00%	100						
ADSL to Retail	2.84%	2,993	2.97%	202		0.01208	-0.1077	YES
ADSL to Retail	2.84%	2,993						
ADSL to Retail	0.00%	3						
ADSL to Retail	0.00%	3						
ISDN - BRI	12.16%	551	12.50%	96		0.03615	-0.0941	YES
ISDN - BRI	12.16%	551						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	2.84%	2,993	0.00%	1		0.16614	0.1709	YES
ADSL to Retail	2.84%	2,993	0.00%	33		0.02908	0.9768	YES
ADSL to Retail	0.00%	3						
ADSL to Retail	0.00%	3						
R&B - Disp	4.88%	31,076	1.84%	707		0.00819	3.7056	YES
R&B - Disp	4.88%	31,076	0.00%	1		0.21535	0.2264	YES
R&B - Disp	5.00%	100	0.00%	2		0.15564	0.3212	YES
R&B - Disp	5.00%	100						
R&B (POTS) excl SB Or	4.91%	30,836	8.70%	23		0.04506	-0.8409	YES
R&B (POTS) excl SB Or	0.17%	168,252	0.00%	22		0.00878	0.1935	YES
R&B (POTS) excl SB Or	5.26%	95	0.00%	2		0.15955	0.3299	YES
R&B (POTS) excl SB Or	0.00%	8						
R&B - Disp	4.88%	31,076	4.52%	199		0.01531	0.2319	YES
R&B - Disp	4.88%	31,076						
R&B - Disp	5.00%	100						
R&B - Disp	5.00%	100						
R&B (POTS) excl SB Or	4.91%	30,836	9.09%	11		0.06514	-0.6422	YES
R&B (POTS) excl SB Or	0.17%	168,252	0.00%	3		0.02378	0.0715	YES
R&B (POTS) excl SB Or	5.26%	95						

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B.2.18.11.2.2	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.13.1.2	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.13.2.2	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.17.1	P-12	LNP (Standalone)/<10 circuits/TN (%)
B.2.18.17.2	P-12	LNP (Standalone)/>=10 circuits/TN (%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)

Benchmark / Analog
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
Design
Design
Design
Design
R&B
R&B
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	8						
4.88%	31,076	1.15%	260		0.01341	2.7777	YES
4.88%	31,076						
5.00%	100	0.00%	2		0.15564	0.3212	YES
5.00%	100						
4.91%	30,836	9.09%	11		0.06514	-0.6422	YES
0.17%	168,252	0.00%	18		0.00971	0.1751	YES
5.26%	95	0.00%	2		0.15955	0.3299	YES
0.00%	8						
6.03%	3,596	2.63%	76		0.02760	1.2329	YES
0.80%	251						
4.88%	31,076	0.00%	3		0.12434	0.3921	YES
0.10%	295,183	0.00%	27		0.00601	0.1624	YES
5.00%	100						
1.08%	93						
4.91%	30,836						
0.10%	293,720	0.00%	1		0.03119	0.0312	YES
5.26%	95						
0.00%	11						
0.55%	324,556	0.18%	559		0.00314	1.1909	YES
4.72%	106	0.00%	61		0.03407	1.3845	YES
9.09%	187	12.50%	96		0.03609	-0.9448	YES
0.00%	4						
20.00%	110						
20.00%	110						

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

6.20%	25,549						
1.93%	271,002						
10.64%	94						
0.00%	15						
0.96%	942	7.14%	14		0.02625	-2.3540	NO
0.00%	1						
6.13%	25,817	6.78%	118		0.02214	-0.2929	YES
1.92%	272,502	4.69%	3,071		0.00249	-11.1187	NO
10.20%	98	0.00%	1		0.30424	0.3354	YES

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B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)
B.2.19.4.1.2	P-9	Combo Other/<10 circuits/Non-Dispatch/TN (%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)
B.2.19.4.2.2	P-9	Combo Other/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.9.1.2	P-9	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.19.9.2.2	P-9	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.11.1.2	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.19.11.2.2	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.13.1.2	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.19.13.2.2	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	1.14%	88	0.00%	5		0.04873	0.2332	YES
R&B&D - Disp	5.58%	28,831						
R&B&D - Disp	5.58%	28,831						
R&B&D - Disp	10.20%	98						
R&B&D - Disp	10.20%	98						
ADSL to Retail	0.00%	98	6.56%	259		0.00000		NO
ADSL to Retail	0.00%	11						
ADSL to Retail								
ADSL to Retail								
ISDN - BRI	0.00%	471	3.21%	156		0.00000		NO
ISDN - BRI	0.00%	639						
ISDN - BRI								
ISDN - BRI	0.00%	1						
ADSL to Retail	0.00%	98						
ADSL to Retail	0.00%	11	0.00%	42		0.00000		YES
ADSL to Retail								
ADSL to Retail								
R&B - Disp	6.13%	25,817	2.15%	836		0.00843	4.7228	YES
R&B - Disp	6.13%	25,817						
R&B - Disp	10.20%	98	0.00%	4		0.15441	0.6608	YES
R&B - Disp	10.20%	98						
R&B (POTS) excl SB Or	6.20%	25,549	0.00%	23		0.05029	1.2320	YES
R&B (POTS) excl SB Or	1.93%	271,002	0.00%	15		0.03551	0.5431	YES
R&B (POTS) excl SB Or	10.64%	94						
R&B (POTS) excl SB Or	0.00%	15						
R&B - Disp	6.13%	25,817						
R&B - Disp	6.13%	25,817						
R&B - Disp	10.20%	98						
R&B - Disp	10.20%	98						
R&B (POTS) excl SB Or	6.20%	25,549	0.00%	1		0.24109	0.2570	YES
R&B (POTS) excl SB Or	1.93%	271,002	0.00%	3		0.07941	0.2429	YES
R&B (POTS) excl SB Or	10.64%	94						
R&B (POTS) excl SB Or	0.00%	15						
R&B - Disp	6.13%	25,817	1.43%	349		0.01293	3.6366	YES
R&B - Disp	6.13%	25,817						
R&B - Disp	10.20%	98	0.00%	3		0.17742	0.5751	YES
R&B - Disp	10.20%	98						
R&B (POTS) excl SB Or	6.20%	25,549	0.00%	16		0.06029	1.0277	YES
R&B (POTS) excl SB Or	1.93%	271,002	0.00%	12		0.03970	0.4858	YES
R&B (POTS) excl SB Or	10.64%	94						
R&B (POTS) excl SB Or	0.00%	15						
Design	0.86%	3,014	3.23%	155		0.00762	-3.1027	NO
Design	0.27%	371						

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

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.1.3	P-5	TN
B.2.21.3.1.4	P-5	TN
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.2.3	P-5	TN
B.2.21.3.2.4	P-5	TN
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)
B.2.21.4.1.2	P-5	Combo Other/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)
B.2.21.4.2.2	P-5	Combo Other/>=10 circuits/Non-Dispatch/TN (hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Design								
Design								
R&B	6.13%	25,817	0.00%	2		0.16965	0.3614	YES
R&B	1.92%	272,502	0.00%	18		0.03235	0.5937	YES
R&B	10.20%	98						
R&B	1.14%	88	0.00%	1		0.10659	0.1066	YES
R&B (POTS)								
R&B (POTS)								
R&B (POTS)								
R&B (POTS)								
R&B (POTS)	6.20%	25,549						
R&B (POTS)	1.93%	271,002						
R&B (POTS)	10.64%	94						
R&B (POTS)	0.00%	15						
Digital Loop < DS1			0.00%	72				
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop < DS1								
Digital Loop >= DS1	0.00%	119	12.02%	233		0.00000		NO
Digital Loop >= DS1	0.00%	34						
Digital Loop >= DS1								
Digital Loop >= DS1								
R&B (POTS)	2.20	21,471			16.304			
R&B (POTS)	1.42	251,771			9.037			
R&B (POTS)	4.67	76			34.514			
R&B (POTS)	0.64	11			0.255			
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
DS1/ DS3 - Interoffice								
R&B	2.22	21,660	10.15	64	16.320	2.04306	-3.8821	NO
R&B	1.42	252,865	2.08	2,401	9.029	0.18513	-3.5588	NO
R&B								
R&B								
R&B	4.48	81			33.434			
R&B	0.84	83	0.81	9	1.623	0.56972	0.0579	YES
R&B								
R&B								
R&B								
R&B&D - Disp	14.09	24,560			106.549			
R&B&D - Disp	14.09	24,560			106.549			
R&B&D - Disp	4.48	81			33.434			
R&B&D - Disp	4.48	81			33.434			

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B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.11.1.2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.13.1.2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ISDN - BRI								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	2.22	21,660	73.57	26	16.320	3.20261	-22.2791	NO
R&B - Disp	2.22	21,660			16.320			
R&B - Disp	4.48	81			33.434			
R&B - Disp	4.48	81			33.434			
R&B (POTS) excl SB Or	2.20	21,471			16.304			
R&B (POTS) excl SB Or	0.99	135,505			7.444			
R&B (POTS) excl SB Or	4.67	76			34.514			
R&B (POTS) excl SB Or	0.73	8			0.237			
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
Design	102.78	2,900			291.998			
Design	110.43	189			401.446			
Design								
Design								
R&B	2.22	21,660			16.320			
R&B	1.42	252,865			9.029			
R&B	4.48	81			33.434			

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B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)

Average Completion Notice Interval - Non-Mechanized

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)
B.2.22.4.1.2	P-5	Combo Other/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)
B.2.22.4.2.2	P-5	Combo Other/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
R&B	0.84	83			1.623			
R&B (POTS)	2.20	21,471			16.304			
R&B (POTS)	May data available June 30th							
R&B (POTS)	4.67	76			34.514			
R&B (POTS)	May data available June 30th							
R&B (POTS)	2.20	21,471			16.304			
R&B (POTS)	May data available June 30th							
R&B (POTS)	4.67	76			34.514			
R&B (POTS)	May data available June 30th							
Digital Loop < DS1	May data available June 30th							
Digital Loop < DS1	May data available June 30th							
Digital Loop < DS1	May data available June 30th							
Digital Loop < DS1	May data available June 30th							
Digital Loop >= DS1	May data available June 30th							
Digital Loop >= DS1	May data available June 30th							
Digital Loop >= DS1	May data available June 30th							
Digital Loop >= DS1	May data available June 30th							

Diagnostic							Diagnostic
Diagnostic	May data available June 30th						
Diagnostic							Diagnostic
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						
Diagnostic	May data available June 30th						

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B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.11.1.2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.13.1.2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)

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B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)

Total Service Order Cycle Time

B.2.23.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)
B.2.23.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)
B.2.23.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)
B.2.23.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)
B.2.23.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)
B.2.23.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)
B.2.23.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)
B.2.23.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)
B.2.23.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)
B.2.23.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)
B.2.23.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)
B.2.23.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)
B.2.23.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)
B.2.23.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)
B.2.23.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)
B.2.23.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)
B.2.23.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)
B.2.23.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)
B.2.23.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)
B.2.23.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)
B.2.23.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)
B.2.23.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.23.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)

**Benchmark /
Analog**

[illegible][illegible][illegible]

							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		77.50	8				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		4.71	97				Diagnostic
		4.89	1,375				Diagnostic
							Diagnostic
		0.72	6				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		10.74	47				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		13.67	49				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		5.00	1				Diagnostic
		4.44	25				Diagnostic
							Diagnostic
							Diagnostic
		10.05	215				Diagnostic
							Diagnostic

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B.2.23.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.23.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.23.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.23.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)
B.2.23.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.23.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)
B.2.23.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)
B.2.23.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.23.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)
B.2.23.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)
B.2.23.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.23.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.23.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.23.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.23.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.23.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.23.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.23.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.23.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.23.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)
B.2.23.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)

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B.2.23.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.23.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)
B.2.23.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)

Total Service Order Cycle Time (offered)

B.2.27.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)
B.2.27.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)
B.2.27.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)
B.2.27.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)
B.2.27.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)
B.2.27.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)
B.2.27.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)
B.2.27.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)
B.2.27.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)
B.2.27.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)
B.2.27.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)
B.2.27.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)
B.2.27.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)
B.2.27.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)
B.2.27.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)
B.2.27.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)
B.2.27.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)
B.2.27.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)
B.2.27.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)
B.2.27.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)
B.2.27.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)
B.2.27.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.27.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.27.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.27.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.27.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.27.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			77.50	8				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			4.65	92				Diagnostic
Diagnostic			5.31	1,147				Diagnostic
Diagnostic								Diagnostic
Diagnostic			0.72	6				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			10.73	44				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			13.67	49				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5.00	1				Diagnostic
Diagnostic			4.41	22				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			10.46	119				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			9.00	4				Diagnostic
Diagnostic			6.33	6				Diagnostic
Diagnostic			11.00	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			8.19	70				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

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B.2.33.2

P-8	xDSL Other/TN (%)

Benchmark /
Analog

>= 95% of requests

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

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT
R&B (POTS) excl SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

5.29%	43,230						
May data available June 30th							
0.00%	196	0.00%	4		0.00000		YES
5.30%	43,554	4.53%	243		0.01441	0.5337	YES
1.84%	27,230	2.44%	164		0.01054	-0.5661	YES
5.30%	45,041						
5.30%	45,041						
0.31%	324	8.11%	37		0.00965	-8.0855	NO
0.31%	324	0.00%	6		0.02290	0.1353	YES
18.30%	306	0.00%	24		0.08196	2.2327	YES
18.30%	306	0.00%	11		0.11866	1.5422	YES
28.46%	383						
28.46%	383	0.00%	14		0.12278	2.3180	YES
5.30%	43,554	3.12%	353		0.01197	1.8235	YES
5.30%	43,554	2.29%	131		0.01960	1.5351	YES
5.30%	43,554						
5.30%	43,554						
5.31%	1,487						
1.19%	1,678						
5.30%	43,554						
1.84%	27,230						

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)

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

1.74%	2,487,859	0.00%	0				
May data available June 30th							
0.91%	21,601	3.23%	124		0.00859	-2.7004	NO
1.65%	2,632,749	1.00%	24,262		0.00083	7.8877	YES
1.03%	2,632,749	0.68%	24,262		0.00066	5.4013	YES
1.48%	3,053,086						
1.48%	3,053,086						
1.40%	23,110	1.35%	2,743		0.00239	0.2092	YES
1.40%	23,110	0.22%	2,743		0.00239	4.9383	YES
1.77%	17,272	1.16%	2,062		0.00310	1.9679	YES
1.77%	17,272	0.53%	2,062		0.00310	4.0003	YES
1.85%	20,668	0.00%	218		0.00926	1.9977	YES

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B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)

Maintenance Average Duration

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

% Repeat Troubles within 30 Days

B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)

Benchmark / Analog

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
1.85%	20,668	6.42%	218		0.00926	-4.9349	NO
1.65%	2,632,749	0.75%	47,210		0.00060	15.1796	YES
1.65%	2,632,749	0.28%	47,210		0.00060	23.0531	YES
1.65%	2,632,749	0.00%	148		0.01057	1.5647	YES
1.65%	2,632,749						
0.35%	420,337	0.00%	151		0.00484	0.7307	YES
0.40%	420,337						
1.65%	2,632,749	0.00%	3,031		0.00234	7.0771	YES
1.03%	2,632,749						

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

20.72	43,199			19.416			
May data available June 30th							
4.00	333			2.971			
1.97	196	2.49	4	2.212	1.11713	-0.4655	YES
20.63	43,522	16.41	243	19.405	1.24832	3.3781	YES
9.00	27,224	4.44	164	12.386	0.97007	4.7019	YES
20.18	45,007			19.345			
20.18	45,007			19.345			
4.51	324	7.95	37	5.529	0.95951	-3.5852	NO
4.51	324	1.65	6	5.529	2.27813	1.2554	YES
14.37	306	6.00	24	23.373	4.95448	1.6894	YES
14.37	306	6.19	11	23.373	7.17265	1.1404	YES
30.69	383			58.438			
30.69	383	13.20	14	58.438	15.90116	1.0999	YES
20.63	43,522	7.23	353	19.405	1.03702	12.9202	YES
20.63	43,522	5.02	131	19.405	1.69800	9.1886	YES
20.63	43,522			19.405			
20.63	43,522			12.386			
7.03	1,485			11.284			
2.81	1,678			5.354			
20.63	43,522			19.405			
9.00	27,224			12.386			

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

23.95%	43,230						
May data available June 30th							
12.76%	196	0.00%	4		0.16852	0.7572	YES
23.90%	43,554	19.34%	243		0.02743	1.6618	YES

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Tennessee, March 2001

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

Out of Service > 24 hours

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

Benchmark / Analog

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
18.69%	27,230	17.68%	164		0.03053	0.3305	YES
24.24%	45,041						
24.24%	45,041						
34.57%	324	10.81%	37		0.08253	2.8789	YES
34.57%	324	16.67%	6		0.19595	0.9135	YES
18.30%	306	16.67%	24		0.08196	0.1989	YES
18.30%	306	18.18%	11		0.11866	0.0101	YES
3.13%	383						
3.13%	383	21.43%	14		0.04738	-3.8624	NO
23.90%	43,554	18.70%	353		0.02279	2.2826	YES
23.90%	43,554	9.92%	131		0.03732	3.7451	YES
23.90%	43,554						
34.16%	1,487						
31.47%	1,678						
23.90%	43,554						
18.69%	27,230						

R&B (POTS)

R&B (POTS)

DS1/DS3

DS1/DS3

R&B

R&B

R&B&D - Disp

R&B&D - Disp

ADSL to Retail

ADSL to Retail

ISDN - BRI

ISDN - BRI

ADSL to Retail

ADSL to Retail

R&B - Disp

R&B - Disp

R&B (POTS) excl SB FT

R&B (POTS) excl SB FT

Design

Design

R&B

R&B

R&B (POTS)

25.66%	27,140						
May data available June 30th							
0.00%	333						
0.00%	196	0.00%	4		0.00000		YES
25.51%	27,321	15.65%	147		0.03605	2.7345	YES
11.03%	8,587	3.28%	61		0.04025	1.9251	YES
24.47%	28,808						
24.47%	28,808						
0.31%	324	8.11%	37		0.00965	-8.0855	NO
0.31%	324	0.00%	6		0.02290	0.1353	YES
18.30%	306	0.00%	24		0.08196	2.2327	YES
18.30%	306	0.00%	11		0.11866	1.5422	YES
28.46%	383						
28.46%	383	0.00%	14		0.12278	2.3180	YES
25.51%	27,321	3.12%	353		0.02335	9.5895	YES
25.51%	27,321	2.29%	131		0.03818	6.0817	YES
25.51%	27,321						
5.31%	1,487						
1.19%	1,678						
25.51%	27,321						
11.03%	8,587						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)							
	Unbundled Network Elements - Billing									
	Invoice Accuracy									
B.4.1	B-1	TN (%)	BST - State	99.12%	\$184,062,909	99.94%	\$693,922	0.00011	-72.6675	YES
	Mean Time to Deliver Invoices - CRIS									
B.4.2	B-2	Region (business days)	BST - Region	3.57	1	3.61	1,173			NO

BellSouth Monthly State Summary
Tennessee, March 2001

Tennessee, March 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering											
% Rejected Service Requests											
C.1.1	O-7	Local Interconnection Trunks/TN (%)	Diagnostic			43.48%	23				Diagnostic
Reject Interval - 4 days											
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			90.00%	10				YES
FOC Timeliness											
C.1.3	O-9	Local Interconnection Trunks/TN (days)	>= 95% w in 10 days			97.56%	41				YES
FOC & Reject Response Completeness											
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%								
FOC & Reject Response Completeness (Multiple Responses)											
C.1.5	O-11	Local Interconnection Trunks/TN (%)	>= 95%								
Local Interconnection Trunks - Provisioning											
Order Completion Interval											
C.2.1	P-4	Local Interconnection Trunks/TN (days)	Parity w Retail		30.68	40	50.91	34	26.655	6.21761	-3.2547 NO
Held Orders											
C.2.2	P-1	Local Interconnection Trunks/TN (days)	Parity w Retail	Not Applicable for Trunks							
% Jeopardies											
C.2.3	P-2	Local Interconnection Trunks/TN (%)	Parity w Retail	Not Applicable for Trunks							
Average Jeopardy Notice Interval											
C.2.4	P-2	Local Interconnection Trunks/TN (hours)	95% >= 48 hrs	Not Applicable for Trunks							
% Missed Installation Appointments											
C.2.5	P-3	Local Interconnection Trunks/TN (%)	Parity w Retail		5.00%	40	0.00%	34		0.05084	0.9835 YES
% Provisioning Troubles within 30 Days											
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail		0.00%	984	0.00%	817		0.00000	YES
Average Completion Notice Interval											
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	May data available June 30th							
Total Service Order Cycle Time											
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	May data available June 30th							
Total Service Order Cycle Time (offered)											
C.2.9	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	May data available June 30th							

BellSouth Monthly State Summary
Tennessee, March 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Maintenance and Repair										
Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	1					
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	9	0.00%	1		0.00000	YES
Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	153,961	0.00%	43,609		0.00001	0.4698 YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.01%	153,961	0.00%	43,609		0.00004	0.8566 YES
Maintenance Average Duration										
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail	4.35	1			0.000		
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	1.59	9	0.22	1	2.834	2.98772	0.4605 YES
% Repeat Troubles within 30 Days										
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	1					
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	9	0.00%	1		0.00000	YES
Out of Service > 24 hours										
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	1					
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	9	0.00%	1		0.00000	YES
Local Interconnection Trunks - Billing										
Invoice Accuracy										
C.4.1	B-1	TN (%)	BST - State	99.12%	\$184,062,909	99.97%	\$3,051,638		0.00005	-157.2415 YES
Mean Time to Deliver Invoices - CABS										
C.4.2	B-2	Region (calendar days)	BST - Region	4.89	1	4.50	2,959			YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
Trunk Group Performance - Aggregate										
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0				YES

BellSouth Monthly State Summary
Tennessee, March 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Pre-Ordering										
% Interface Availability - CLEC										
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%		100.00%					YES
D.1.1.2	OSS-2	HAL/Region (%)	>= 99.5%		100.00%					YES
D.1.1.3	OSS-2	LENS/Region (%)	>= 99.5%		99.97%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region (%)	>= 99.5%		100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region (%)	>= 99.5%							
D.1.1.6	OSS-2	LESOG/Region (%)	>= 99.5%		100.00%					YES
D.1.1.7	OSS-2	TAG/Region (%)	>= 99.5%		99.99%					YES
D.1.1.8	OSS-2	PSIMS/Region (%)	>= 99.5%		100.00%					YES
% Interface Availability - BST & CLEC										
D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%		99.92%					YES
D.1.2.2	OSS-2	BOCRIS/Region (%)	>= 99.5%		99.91%					YES
D.1.2.3	OSS-2	DSAP/Region (%)	>= 99.5%		99.89%					YES
D.1.2.4	OSS-2	RSAG/Region (%)	>= 99.5%		99.91%					YES
D.1.2.5	OSS-2	SOCS/Region (%)	>= 99.5%		99.92%					YES
D.1.2.6	OSS-2	SONGS/Region (%)	>= 99.5%		99.92%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)										
D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.94	2,895,902	1.35	396,002			YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.86	10,588	1.35	396,002			YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.22	2,739,214	1.67	228,457			YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	4.10	735,636	1.67	228,457			YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3.66	381,692	0.97	84,743			YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.71	293,757	0.97	84,743			YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.58	705,052	0.70	8,616			YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.42	281,338	0.70	8,616			YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.37	2,356,086	13.95	838,130			NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.24	521,496	13.95	838,130			NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	2.97	968,657	3.04	40,526			NO
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	5.01	201,546	3.04	40,526			YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	2.97	968,657	0.06	104,323			YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	5.01	201,546	0.06	104,323			YES
Average Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)										
D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.94	2,895,902	4.61	96,436			NO
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.86	10,588	4.61	96,436			NO
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	3.22	2,739,214	1.42	528,526			YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	4.10	735,636	1.42	528,526			YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.66	14				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.66	14				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3.66	381,692	1.11	13,196				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.71	293,757	1.11	13,196				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.58	705,052	1.38	443,965				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.42	281,338	1.38	443,965				YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.37	2,356,086	1.08	25,221				YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.24	521,496	1.08	25,221				YES
D.1.4.8.1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.37	2,356,086	1.73	33,551				YES
D.1.4.8.2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.24	521,496	1.73	33,551				YES
Operations Support Systems - Maintenance and Repair											
% Interface Availability - BST											
D.2.1.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES
% Interface Availability - CLEC											
D.2.2.1	OSS-3	CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3	CLEC ECTA/Region (%)	>= 99.5%								
% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region (%)	>= 99.5%			99.91%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)	>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region (%)	>= 99.5%			99.92%					YES
Average Response Interval											
D.2.4.1.1	OSS-4	CRIS/Region (%)	Parity w Retail	95.63%	1,832,703	94.02%	85,382		0.00072	22.4240	NO
D.2.4.1.2	OSS-4	CRIS/Region (%)	Parity w Retail	98.78%	1,832,703	98.97%	85,382		0.00038	-4.9018	YES
D.2.4.1.3	OSS-4	CRIS/Region (%)	Parity w Retail	1.22%	1,832,703	1.03%	85,382		0.00038	4.9018	YES
D.2.4.2.1	OSS-4	DLETH/Region (%)	Parity w Retail	11.19%	39,985	17.61%	636		0.01260	-5.0989	YES
D.2.4.2.2	OSS-4	DLETH/Region (%)	Parity w Retail	80.95%	39,985	89.62%	636		0.01569	-5.5243	YES
D.2.4.2.3	OSS-4	DLETH/Region (%)	Parity w Retail	19.05%	39,985	10.38%	636		0.01569	5.5243	YES
D.2.4.3.1	OSS-4	DLR/Region (%)	Parity w Retail	7.02%	38,608	22.11%	27,112		0.00202	-74.5400	YES
D.2.4.3.2	OSS-4	DLR/Region (%)	Parity w Retail	89.09%	38,608	98.27%	27,112		0.00247	-37.1606	YES
D.2.4.3.3	OSS-4	DLR/Region (%)	Parity w Retail	10.91%	38,608	1.73%	27,112		0.00247	37.1606	YES
D.2.4.4.1	OSS-4	LMOS/Region (%)	Parity w Retail	99.89%	1,830,224	99.95%	85,374		0.00011	-4.7370	YES
D.2.4.4.2	OSS-4	LMOS/Region (%)	Parity w Retail	99.98%	1,830,224	99.99%	85,374		0.00005	-2.0860	YES
D.2.4.4.3	OSS-4	LMOS/Region (%)	Parity w Retail	0.02%	1,830,224	0.01%	85,374		0.00005	2.0860	YES
D.2.4.5.1	OSS-4	LMOSupd/Region (%)	Parity w Retail	98.04%	1,346,609	97.94%	51,858		0.00062	1.6606	NO

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D.2.4.5.2	OSS-4	LMOSupd/Region (%)
D.2.4.5.3	OSS-4	LMOSupd/Region (%)
D.2.4.6.1	OSS-4	LNP/Region (%)
D.2.4.6.2	OSS-4	LNP/Region (%)
D.2.4.6.3	OSS-4	LNP/Region (%)
D.2.4.7.1	OSS-4	MARCH/Region (%)
D.2.4.7.2	OSS-4	MARCH/Region (%)
D.2.4.7.3	OSS-4	MARCH/Region (%)
D.2.4.8.1	OSS-4	OSPCM/Region (%)
D.2.4.8.2	OSS-4	OSPCM/Region (%)
D.2.4.8.3	OSS-4	OSPCM/Region (%)
D.2.4.9.1	OSS-4	Predictor/Region (%)
D.2.4.9.2	OSS-4	Predictor/Region (%)
D.2.4.9.3	OSS-4	Predictor/Region (%)
D.2.4.10.1	OSS-4	SOCS/Region (%)
D.2.4.10.2	OSS-4	SOCS/Region (%)
D.2.4.10.3	OSS-4	SOCS/Region (%)
D.2.4.11.1	OSS-4	NIW/Region (%)
D.2.4.11.2	OSS-4	NIW/Region (%)
D.2.4.11.3	OSS-4	NIW/Region (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Parity w Retail	99.72%	1,346,609	99.73%	51,858		0.00024	-0.3123	YES
Parity w Retail	0.28%	1,346,609	0.27%	51,858		0.00024	0.3123	YES
Parity w Retail	99.44%	126,122	99.17%	4,710		0.00111	2.3697	NO
Parity w Retail	99.69%	126,122	99.62%	4,710		0.00082	0.9068	YES
Parity w Retail	0.31%	126,122	0.38%	4,710		0.00082	-0.9068	YES
Parity w Retail	59.68%	8,403	46.00%	200		0.03510	3.8981	NO
Parity w Retail	59.68%	8,403	46.00%	200		0.03510	3.8981	NO
Parity w Retail	40.32%	8,403	54.00%	200		0.03510	-3.8981	NO
Parity w Retail	46.70%	7,113	40.54%	74		0.05830	1.0571	YES
Parity w Retail	97.41%	7,113	98.65%	74		0.01855	-0.6660	YES
Parity w Retail	2.59%	7,113	1.35%	74		0.01855	0.6660	YES
Parity w Retail	14.79%	92,710	24.88%	3,444		0.00616	-16.3798	YES
Parity w Retail	14.79%	92,710	24.88%	3,444		0.00616	-16.3798	YES
Parity w Retail	85.21%	92,710	75.12%	3,444		0.00616	16.3798	YES
Parity w Retail	99.85%	281,902	99.85%	16,482		0.00031	0.0173	YES
Parity w Retail	99.98%	281,902	99.99%	16,482		0.00011	-1.2217	YES
Parity w Retail	0.02%	281,902	0.01%	16,482		0.00011	1.2217	YES
Parity w Retail								
Parity w Retail								
Parity w Retail								

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
COLLOCATION - Collocation										
Average Response Time										
E.1.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 cal days		8	1				YES
E.1.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 cal days							
E.1.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 cal days							
E.1.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 cal days		19	38				YES
Average Arrangement Time										
E.1.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 cal days							
E.1.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 cal days							
E.1.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 cal days							
E.1.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 cal days							
E.1.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 cal days							
E.1.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 cal days		113	32				NO
E.1.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 cal days							
% Due Dates Missed										
E.1.1.3.1	C-3	Virtual/TN (%)	< 5% missed							
E.1.1.3.2	C-3	Physical/TN (%)	< 5% missed		0.00%	32				YES
E.1.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed							

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3	Summary/Region (%)	Diagnostic		88.01%	216,934				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)	Diagnostic		88.01%	216,934				Diagnostic
F.1.1.3	O-3	Residence/Region (%)	>= 95%		90.94%	168,948				NO
F.1.1.4	O-3	Business/Region (%)	>= 90%		63.58%	7,871				NO
F.1.1.5	O-3	UNE/Region (%)	>= 85%		80.49%	40,115				NO
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3	Summary/Region (%)	Diagnostic		77.20%	247,305				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)	Diagnostic		77.20%	247,305				Diagnostic
F.1.2.3	O-3	Residence/Region (%)	Diagnostic		83.70%	183,546				Diagnostic
F.1.2.4	O-3	Business/Region (%)	Diagnostic		41.50%	12,059				Diagnostic
F.1.2.5	O-3	UNE/Region (%)	Diagnostic		62.46%	51,700				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3	Summary/Region (%)	>= 85%		85.78%	12,876				YES
F.1.3.2	O-3	Aggregate/Region (%)	Diagnostic		85.78%	12,876				Diagnostic
F.1.3.3	O-3	Residence/Region (%)	Diagnostic							Diagnostic
F.1.3.4	O-3	Business/Region (%)	Diagnostic							Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1.1	PO-1	Loops/TN (%)	>= 95% w in 3 bus days		40.00%	5				NO
Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2	Loops/TN (%)	>= 95% w in 5 min		100.00%	242				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 5 bus days		97.00%	198				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days							
General - Ordering										
Average Speed of Answer										
F.4.1	O-12	Region (seconds)	Parity w Retail	131.32	7,292,561	148.27	40,869			NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6	Region (seconds)	Parity w Retail	37.22	1,779,006	28.76	88,162			YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1	TN (seconds)	PBD			4.56				PBD
% Answered in 10 seconds										
F.6.2	OS-2	TN (%)	PBD			82.40%				PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1	TN (seconds)	PBD			6.76				PBD
% Answered in 10 seconds										
F.7.2	DA-2	TN (%)	PBD			74.50%				PBD
General - E911										
Mean Interval										
F.8.1	E-3	TN (hours)	PBD			3.11	2,197			PBD
% Accuracy										
F.8.2	E-2	TN (%)	PBD			97.13%	223,005			PBD
% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,197			PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	99.87%	8,621	100.00%	14,060	0.00049	-2.6130	YES
Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	98.66%	44,140	97.64%	167,052,159	0.00055	18.7367	NO
Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.20%	44,140	99.49%	167,052,159	0.00042	-6.8243	YES
Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.53	44,140	3.51	167,052,159			YES

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Tennessee, March 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Recurring Charge Completeness											
F.9.5.1	B-7	Resale/TN (%)	Parity w Retail >= 90% >= 90%								
F.9.5.2	B-7	UNE/TN (%)									
F.9.5.3	B-7	Interconnection/TN (%)									
Non-Recurring Charge Completeness											
F.9.6.1	B-8	Resale/TN (%)	Parity w Retail >= 90% >= 90%								
F.9.6.2	B-8	UNE/TN (%)									
F.9.6.3	B-8	Interconnection/TN (%)									
General - Change Management											
% Software Release Notices Sent On Time											
F.10.1	CM-1	TN (%)	>= 95% w in 30 days	0.00%	1						NO
Average Software Release Notice Delay Days											
F.10.2	CM-2	TN (average)	>= 22 bus days prior to release	13	1						NO
% Change Management Documentation Sent On Time											
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days	100.00%	3						YES
% Change Management Documentation (Defects, Corrections, etc.) Sent On Time											
F.10.4	CM-3B	TN (%)	>= 95% w in 5 days								
Average Documentation Release Delay Days											
F.10.5	CM-4	TN (average)	>= 22 bus days prior to release								
% CLEC Interface Outages Sent within 15 Minutes											
F.10.6	CM-5	TN (%)	>= 97% w in 15 min			81.00%	32				NO
General - Ordering											
Acknowledgement Message Timeliness											
F.12.1.1	O-1	EDI/Region (%)	>= 90% w in 30 min			99.20%	59,944				YES
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			99.86%	84,777				YES
Acknowledgement Message Completeness											
F.12.2.1	O-2	EDI/Region (%)	100%			99.30%	59,944				NO
F.12.2.2	O-2	TAG/Region (%)	100%			99.86%	84,777				NO
General - Database Updates											
Average Database Update Interval											
F.13.1.1	D-1	LIDB/TN (hours)	PBD								PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD								PBD

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD								PBD
	% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%								
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%								
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%								
	% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	TN (%)	100%								
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	TN (minutes)	Diagnostic			*	1				Diagnostic
	* Did not report										

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Resale - Ordering										
% Rejected Service Requests - Mechanized										
A.1.1.1	O-7 Residence/TN (%)	Diagnostic			11.26%	11,609				Diagnostic
A.1.1.2	O-7 Business/TN (%)	Diagnostic			18.40%	337				Diagnostic
A.1.1.3	O-7 Design (Specials)/TN (%)	Diagnostic			0.00%	2				Diagnostic
A.1.1.4	O-7 PBX/TN (%)	Diagnostic								Diagnostic
A.1.1.5	O-7 Centrex/TN (%)	Diagnostic								Diagnostic
A.1.1.6	O-7 ISDN/TN (%)	Diagnostic								Diagnostic
% Rejected Service Requests - Partially Mechanized										
A.1.2.1	O-7 Residence/TN (%)	Diagnostic			44.16%	1,660				Diagnostic
A.1.2.2	O-7 Business/TN (%)	Diagnostic			41.15%	226				Diagnostic
A.1.2.3	O-7 Design (Specials)/TN (%)	Diagnostic								Diagnostic
A.1.2.4	O-7 PBX/TN (%)	Diagnostic								Diagnostic
A.1.2.5	O-7 Centrex/TN (%)	Diagnostic								Diagnostic
A.1.2.6	O-7 ISDN/TN (%)	Diagnostic								Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7 Residence/TN (%)	Diagnostic			35.44%	79				Diagnostic
A.1.3.2	O-7 Business/TN (%)	Diagnostic			33.68%	190				Diagnostic
A.1.3.3	O-7 Design (Specials)/TN (%)	Diagnostic			40.00%	15				Diagnostic
A.1.3.4	O-7 PBX/TN (%)	Diagnostic								Diagnostic
A.1.3.5	O-7 Centrex/TN (%)	Diagnostic			66.67%	6				Diagnostic
A.1.3.6	O-7 ISDN/TN (%)	Diagnostic								Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8 Residence/TN (%)	>= 97% w in 1 hr			96.33%	1,307				NO
A.1.4.2	O-8 Business/TN (%)	>= 97% w in 1 hr			96.77%	62				NO
A.1.4.3	O-8 Design (Specials)/TN (%)	>= 97% w in 1 hr								
A.1.4.4	O-8 PBX/TN (%)	>= 97% w in 1 hr								
A.1.4.5	O-8 Centrex/TN (%)	>= 97% w in 1 hr								
A.1.4.6	O-8 ISDN/TN (%)	>= 97% w in 1 hr								
Reject Interval - Partially Mechanized - 24 hours										
A.1.5.1	O-8 Residence/TN (%)	>= 85% w in 24 hrs			98.23%	733				YES
A.1.5.2	O-8 Business/TN (%)	>= 85% w in 24 hrs			97.85%	93				YES
A.1.5.3	O-8 Design (Specials)/TN (%)	>= 85% w in 24 hrs								
A.1.5.4	O-8 PBX/TN (%)	>= 85% w in 24 hrs								
A.1.5.5	O-8 Centrex/TN (%)	>= 85% w in 24 hrs								
A.1.5.6	O-8 ISDN/TN (%)	>= 85% w in 24 hrs								
Reject Interval - Non-Mechanized										
A.1.8.1	O-8 Residence/TN (%)	>= 85% w in 24 hrs			92.86%	28				YES
A.1.8.2	O-8 Business/TN (%)	>= 85% w in 24 hrs			93.75%	64				YES
A.1.8.3	O-8 Design (Specials)/TN (%)	>= 85% w in 24 hrs			83.33%	6				NO
A.1.8.4	O-8 PBX/TN (%)	>= 85% w in 24 hrs								
A.1.8.5	O-8 Centrex/TN (%)	>= 85% w in 24 hrs			75.00%	4				NO
A.1.8.6	O-8 ISDN/TN (%)	>= 85% w in 24 hrs								
FOC Timeliness - Mechanized										
A.1.9.1	O-9 Residence/TN (%)	>= 95% w in 3 hrs			97.72%	10,214				YES
A.1.9.2	O-9 Business/TN (%)	>= 95% w in 3 hrs			99.12%	226				YES
A.1.9.3	O-9 Design (Specials)/TN (%)	>= 95% w in 3 hrs								
A.1.9.4	O-9 PBX/ N/A/TN (%)	>= 95% w in 3 hrs								
A.1.9.5	O-9 Centrex/TN (%)	>= 95% w in 3 hrs								
A.1.9.6	O-9 ISDN/TN (%)	>= 95% w in 3 hrs								
FOC Timeliness - Partially Mechanized										
A.1.10.1	O-9 Residence/TN (%)	>= 85% w in 36 hrs			98.67%	1,054				YES

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A.1.10.2	O-9	Business/TN (%)
A.1.10.3	O-9	Design (Specials)/TN (%)
A.1.10.4	O-9	PBX/TN (%)
A.1.10.5	O-9	Centrex/TN (%)
A.1.10.6	O-9	ISDN/TN (%)

FOC Timeliness - Non-Mechanized

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

FOC & Reject Response Completeness - Mechanized

A.1.14.1	O-11	Residence/TN (%)
A.1.14.2	O-11	Business/TN (%)
A.1.14.3	O-11	Design (Specials)/TN (%)
A.1.14.4	O-11	PBX/TN (%)
A.1.14.5	O-11	Centrex/TN (%)
A.1.14.6	O-11	ISDN/TN (%)

FOC & Reject Response Completeness - Partially Mechanized

A.1.15.1	O-11	Residence/TN (%)
A.1.15.2	O-11	Business/TN (%)
A.1.15.3	O-11	Design (Specials)/TN (%)
A.1.15.4	O-11	PBX/TN (%)
A.1.15.5	O-11	Centrex/TN (%)
A.1.15.6	O-11	ISDN/TN (%)

FOC & Reject Response Completeness - Non-Mechanized

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

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

A.1.17.1	O-11	Residence/TN (%)
A.1.17.2	O-11	Business/TN (%)
A.1.17.3	O-11	Design (Specials)/TN (%)
A.1.17.4	O-11	PBX/TN (%)
A.1.17.5	O-11	Centrex/TN (%)
A.1.17.6	O-11	ISDN/TN (%)

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

A.1.18.1	O-11	Residence/TN (%)
A.1.18.2	O-11	Business/TN (%)
A.1.18.3	O-11	Design (Specials)/TN (%)
A.1.18.4	O-11	PBX/TN (%)
A.1.18.5	O-11	Centrex/TN (%)
A.1.18.6	O-11	ISDN/TN (%)

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

A.1.19.1	O-11	Residence/TN (%)
A.1.19.2	O-11	Business/TN (%)
A.1.19.3	O-11	Design (Specials)/TN (%)
A.1.19.4	O-11	PBX/TN (%)
A.1.19.5	O-11	Centrex/TN (%)
A.1.19.6	O-11	ISDN/TN (%)

Benchmark / Analog

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

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

>= 95%
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>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		98.68%	152				YES
		100.00%	1				YES
		100.00%	3				YES
		100.00%	1				YES

		95.00%	60				YES
		99.25%	133				YES
		100.00%	6				YES
		83.78%	37				NO
		100.00%	2				YES
		100.00%	17				YES

		98.99%	11,609				YES
		84.87%	337				NO
		0.00%	2				NO

		100.00%	1,660				YES
		100.00%	226				YES

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							

		100.00%	11,492				YES
		100.00%	286				YES
		0.00%	0				NO

		94.46%	1,660				NO
		91.15%	226				NO

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							

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Tennessee, April 2001

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Resale - Provisioning

Order Completion Interval

A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Res

Res

Res

Res

Bus

Bus

Bus

Bus

Design

Design

Design

Design

PBX

PBX

PBX

PBX

Centrex

Centrex

Centrex

ISDN

ISDN

ISDN

6.79	13,013	5.94	405	6.041	0.30480	2.7576	YES
1.07	248,450	1.13	9,717	2.743	0.02837	-2.1517	NO
6.08	13	9.00	1	2.019	2.09532	-1.3951	YES
0.33	1						
4.69	10,345	4.17	118	9.086	0.84114	0.6195	YES
1.55	16,987	0.80	1,023	9.310	0.29973	2.5138	YES
14.99	60	4.00	1	23.972	24.17114	0.4546	YES
3.50	18	21.00	2	2.295	1.71052	-10.2311	NO
18.99	3,100	51.63	10	20.513	6.49720	-5.0248	NO
16.02	231	8.09	11	63.670	19.64883	0.4038	YES
10.31	52	4.78	3	11.113	6.59870	0.8382	YES
5.28	232	6.26	9	14.819	5.03467	-0.1935	YES
10.80	15			1.897			
4.59	25	2.17	2	14.791	10.86912	0.2227	YES
6.19	231			9.427			
2.92	511	2.00	1	4.579	4.58348	0.2001	YES
9.50	12			6.681			
12.17	30			13.575			
17.74	311	5.33	3	13.265	7.69534	1.6126	YES
1.52	948	4.57	7	2.708	1.02715	-2.9666	NO

Held Orders

A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)

Res

Res

Res

Res

Res

Res

Bus

Bus

Bus

Bus

Bus

Design

Design

Design

Design

Design

PBX

PBX

PBX

PBX

Centrex

Centrex

Centrex

Centrex

Centrex

Centrex

ISDN

9.68	143	13.00	2	7.560	5.38277	-0.6171	YES
1.00	1			0.000			
22.80	10			18.778			
10.31	26	13.50	2	6.504	4.77263	-0.6689	YES
37.67	6			25.905			
35.18	11			60.324			
122.18	22			121.620			
11.00	1			0.000			
86.58	12			85.705			

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A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Average Jeopardy Notice Interval - Mechanized

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

Average Jeopardy Notice Interval - Non-Mechanized

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

% Jeopardy Notice >= 48 hours - Mechanized

A.2.9.1	P-2	Residence/TN (%)
A.2.9.2	P-2	Business/TN (%)
A.2.9.3	P-2	Design (Specials)/TN (%)
A.2.9.4	P-2	PBX/TN (%)
A.2.9.5	P-2	Centrex/TN (%)
A.2.9.6	P-2	ISDN/TN (%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

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

% Missed Installation Appointments

A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)

Benchmark / Analog

ISDN
ISDN
ISDN
ISDN
ISDN

Res
Bus
Design
PBX
Centrex
ISDN

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

Res
Res
Res
Res
Bus
Bus
Bus

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
66.43	7			87.717			

0.62%	276,684	0.32%	10,501		0.00078	3.8294	YES
1.39%	28,352	0.71%	1,274		0.00335	2.0379	YES
22.43%	3,166	7.27%	55		0.05673	2.6712	YES
3.28%	335	0.00%	15		0.04703	0.6982	YES
1.38%	795	0.00%	1		0.11689	0.1184	YES
6.29%	1,272	0.00%	13		0.06768	0.9293	YES

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							

		165.18	34				YES
		298.67	9				YES
		1188.00	4				YES

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							

6.86%	17,787	4.81%	437		0.01224	1.6779	YES
0.14%	258,791	0.07%	10,010		0.00038	1.7681	YES
12.50%	16	100.00%	1		0.34090	-2.5668	NO
0.00%	1						
2.06%	11,206	3.87%	181		0.01065	-1.6964	NO
0.11%	17,090	0.00%	1,096		0.00101	1.0421	YES
14.08%	71	0.00%	3		0.20504	0.6869	YES

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

% Provisioning Troubles within 30 Days

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

Average Completion Notice Interval - Mechanized

A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)

Benchmark / Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.00%	20	0.00%	2		0.00000		YES
5.19%	3,138	1.92%	52		0.03103	1.0543	YES
3.23%	248	6.25%	16		0.04557	-0.6636	YES
10.34%	58	0.00%	3		0.18032	0.5737	YES
2.95%	237	10.00%	10		0.05466	-1.2892	YES
0.00%	15						
0.00%	27	0.00%	2		0.00000		YES
2.11%	237						
0.76%	524	0.00%	1		0.08712	0.0876	YES
0.00%	12						
0.00%	39						
11.80%	322	0.00%	4		0.16231	0.7271	YES
0.53%	948	0.00%	9		0.02426	0.2174	YES

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

5.61%	20,392	6.19%	582		0.00968	-0.5896	YES
2.38%	274,546	2.77%	10,131		0.00154	-2.5202	NO
8.33%	24	0.00%	2		0.20341	0.4097	YES
2.76%	10,444	8.15%	135		0.01418	-3.8003	NO
2.37%	19,174	3.28%	519		0.00677	-1.3329	YES
1.41%	71	0.00%	1		0.11867	0.1187	YES
0.00%	11	0.00%	3		0.00000		YES
1.42%	3,596	0.00%	6		0.04831	0.2936	YES
0.00%	251	0.00%	9		0.00000		YES
0.00%	63	0.00%	1		0.00000		YES
0.32%	312	0.00%	4		0.02844	0.1127	YES
0.00%	35	0.00%	2		0.00000		YES
1.90%	211	0.00%	1		0.13670	0.1387	YES
0.47%	645	0.00%	2		0.04819	0.0965	YES
0.00%	5						
0.00%	47						
0.00%	430	0.00%	1		0.00000		YES
0.16%	617	0.00%	10		0.01282	0.1264	YES

1.40	14,002	1.11	307	10.624	0.61294	0.4702	YES
1.37	219,202	1.31	6,951	50.884	0.61992	0.1014	YES
0.01	14	7.43	2	0.012	0.00937	-791.0583	NO
0.43	1						
2.88	4,270	24.06	131	18.181	1.61265	-13.1327	NO
1.63	11,878	1.26	93	10.399	1.08251	0.3399	YES
4.04	53	0.01	2	16.071	11.57605	0.3480	YES
0.63	20			0.201			
90.96	2,192			268.408			
531.54	69			1750.453			
11.09	38			29.935			
14.07	164			52.202			
15.73	14			30.340			

BellSouth Monthly State Summary

Tennessee, April 2001

A.2.14.4.2.2	P-5	PBX/>>=10 circuits/Non-Dispatch/TN (hours)
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.5.2.1	P-5	Centrex/>>=10 circuits/Dispatch/TN (hours)
A.2.14.5.2.2	P-5	Centrex/>>=10 circuits/Non-Dispatch/TN (hours)
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)
A.2.14.6.2.1	P-5	ISDN/>>=10 circuits/Dispatch/TN (hours)
A.2.14.6.2.2	P-5	ISDN/>>=10 circuits/Non-Dispatch/TN (hours)

Average Completion Notice Interval - Non-Mechanized

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

Total Service Order Cycle Time

A.2.16.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)
A.2.16.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)
A.2.16.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)
A.2.16.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)
A.2.16.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)
A.2.16.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)
A.2.16.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)
A.2.16.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)
A.2.16.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)
A.2.16.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)
A.2.16.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)
A.2.16.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)
A.2.16.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)
A.2.16.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)
A.2.16.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)
A.2.16.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)
A.2.16.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)
A.2.16.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)
A.2.16.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)

Benchmark / Analog

PBX
Centre.
Centre.
Centre.
Centre.
ISDN
ISDN
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.64	26			0.247			
11.58	144			48.745			
2.71	302			8.925			
1.71	9			4.976			
2.05	33			5.336			
29.21	275			47.396			
2.50	853			16.451			

[illegible][illegible][illegible]

		6.07	362				Diagnostic
		1.36	7,726				Diagnostic
		10.00	1				Diagnostic
							Diagnostic
		5.31	93				Diagnostic
		3.22	239				Diagnostic
							Diagnostic
							Diagnostic
		20.50	2				Diagnostic
		17.00	1				Diagnostic
							Diagnostic
							Diagnostic
		22.00	2				Diagnostic
		14.00	6				Diagnostic
							Diagnostic
		5.00	1				Diagnostic
							Diagnostic
		9.00	1				Diagnostic
							Diagnostic
							Diagnostic
		10.67	3				Diagnostic
		9.67	6				Diagnostic
							Diagnostic

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A.2.16.6.2.2

P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Benchmark /
Analog

Diagnostic

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

A.2.20.1.1.1

Total Service Order Cycle Time (offered)

P-10	Residence/<10 circuits/Dispatch/TN (days)

Diagnostic

		6.08	357				Diagnostic

A.2.20.1.1.2

P-10	Residence/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		2.55	2,926				Diagnostic

A.2.20.1.2.1

P-10	Residence/>=10 circuits/Dispatch/TN (days)

Diagnostic

		10.00	1				Diagnostic

A.2.20.1.2.2

P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.2.1.1

P-10	Business/<10 circuits/Dispatch/TN (days)

Diagnostic

		4.93	86				Diagnostic

A.2.20.2.1.2

P-10	Business/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		3.28	206				Diagnostic

A.2.20.2.2.1

P-10	Business/>=10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.2.2.2

P-10	Business/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.3.1.1

P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)

Diagnostic

		9.00	1				Diagnostic

A.2.20.3.1.2

P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		17.00	1				Diagnostic

A.2.20.3.2.1

P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.3.2.2

P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.4.1.1

P-10	PBX/<10 circuits/Dispatch/TN (days)

Diagnostic

		22.00	2				Diagnostic

A.2.20.4.1.2

P-10	PBX/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		11.40	5				Diagnostic

A.2.20.4.2.1

P-10	PBX/>=10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.4.2.2

P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

		5.00	1				Diagnostic

A.2.20.5.1.1

P-10	Centrex/<10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.5.1.2

P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		9.00	1				Diagnostic

A.2.20.5.2.1

P-10	Centrex/>=10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.5.2.2

P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.6.1.1

P-10	ISDN/<10 circuits/Dispatch/TN (days)

Diagnostic

		10.67	3				Diagnostic

A.2.20.6.1.2

P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)

Diagnostic

		10.60	5				Diagnostic

A.2.20.6.2.1

P-10	ISDN/>=10 circuits/Dispatch/TN (days)

Diagnostic

							Diagnostic

A.2.20.6.2.2

P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)

Diagnostic

							Diagnostic

Resale - Maintenance and Repair

Missed Repair Appointments

A.3.1.1.1

M&R-1	Residence/Dispatch/TN (%)

Res

5.12%	38,701	4.27%	914		0.00738	1.1614	YES

A.3.1.1.2

M&R-1	Residence/Non-Dispatch/TN (%)

Res

1.11%	22,982	0.33%	306		0.00603	1.2986	YES

A.3.1.2.1

M&R-1	Business/Dispatch/TN (%)

Bus

5.09%	5,639	5.15%	136		0.01907	-0.0302	YES

A.3.1.2.2

M&R-1	Business/Non-Dispatch/TN (%)

Bus

3.09%	2,625	1.23%	81		0.01951	0.9489	YES

A.3.1.3.1

M&R-1	Design (Specials)/Dispatch/TN (%)

Design

0.17%	1,163	0.00%	1		0.04145	0.0415	YES

A.3.1.3.2

M&R-1	Design (Specials)/Non-Dispatch/TN (%)

Design

1.04%	1,150	0.00%	5		0.04554	0.2291	YES

A.3.1.4.1

M&R-1	PBX/Dispatch/TN (%)

PBX

10.00%	20	0.00%	1		0.30741	0.3253	YES

A.3.1.4.2

M&R-1	PBX/Non-Dispatch/TN (%)

PBX

0.00%	20						

A.3.1.5.1

M&R-1	Centrex/Dispatch/TN (%)

Centrex

7.55%	278	0.00%	1		0.26473	0.2853	YES

A.3.1.5.2

M&R-1	Centrex/Non-Dispatch/TN (%)

Centrex

6.38%	188						

A.3.1.6.1

M&R-1	ISDN/Dispatch/TN (%)

ISDN

10.45%	507	0.00%	4		0.15358	0.6807	YES

A.3.1.6.2

M&R-1	ISDN/Non-Dispatch/TN (%)

ISDN

4.10%	659	0.00%	2		0.14038	0.2919	YES

Customer Trouble Report Rate

A.3.2.1.1

M&R-2	Residence/Dispatch/TN (%)

Res

1.95%	1,980,864	2.31%	39,635		0.00071	-4.9684	NO

A.3.2.1.2

M&R-2	Residence/Non-Dispatch/TN (%)

Res

1.16%	1,980,864	0.77%	39,635		0.00055	7.1036	YES

A.3.2.2.1

M&R-2	Business/Dispatch/TN (%)

Bus

1.14%	496,439	1.09%	12,435		0.00097	0.4361	YES

A.3.2.2.2

M&R-2	Business/Non-Dispatch/TN (%)

Bus

0.53%	496,439	0.65%	12,435		0.00066	-1.8573	NO

A.3.2.3.1

M&R-2	Design (Specials)/Dispatch/TN (%)

Design

0.30%	387,512	0.04%	2,386		0.00112	2.2952	YES

A.3.2.3.2

M&R-2	Design (Specials)/Non-Dispatch/TN (%)

Design

0.30%	387,512	0.21%	2,386		0.00112	0.7796	YES

A.3.2.4.1

M&R-2	PBX/Dispatch/TN (%)

PBX

0.03%	64,768	0.34%	290		0.00103	-3.0357	NO

A.3.2.4.2

M&R-2	PBX/Non-Dispatch/TN (%)

PBX

0.03%	64,768						

A.3.2.5.1

M&R-2	Centrex/Dispatch/TN (%)

Centrex

0.35%	79,050	0.42%	238		0.00385	-0.1779	YES

A.3.2.5.2

M&R-2	Centrex/Non-Dispatch/TN (%)

Centrex

0.24%	79,050						

A.3.2.6.1

M&R-2	ISDN/Dispatch/TN (%)

ISDN

1.58%	32,030	1.00%	400		0.00633	0.9209	YES

A.3.2.6.2

M&R-2	

BellSouth Monthly State Summary
Tennessee, April 2001

A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)

Out of Service > 24 hours

A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)

**Benchmark /
Analog**

Bus
Bus
Design
Design
PBX
PBX
Centrex
Centrex
ISDN
ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
9.74	5,638	7.50	136	13.420	1.16451	1.9185	YES
4.16	2,624	3.09	81	8.976	1.01256	1.0539	YES
4.26	1,163	1.38	1	26.641	26.65235	0.1081	YES
2.82	1,150	1.35	5	16.295	7.30335	0.2010	YES
12.28	20	18.07	1	8.247	8.45035	-0.6846	YES
2.64	20			4.388			
14.52	278	19.75	1	20.985	21.02291	-0.2486	YES
4.30	188			6.256			
11.18	507	4.47	4	14.459	7.25806	0.9250	YES
4.11	659	2.95	2	9.737	6.89533	0.1680	YES

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

21.74%	38,701	16.19%	914		0.01380	4.0161	YES
17.81%	22,982	18.95%	306		0.02202	-0.5179	YES
15.66%	5,639	12.50%	136		0.03154	1.0017	YES
14.97%	2,625	8.64%	81		0.04025	1.5725	YES
37.23%	1,163	0.00%	1		0.48363	0.7698	YES
36.09%	1,150	20.00%	5		0.21524	0.7474	YES
15.00%	20	0.00%	1		0.36589	0.4100	YES
0.00%	20						
17.63%	278	0.00%	1		0.38173	0.4617	YES
9.57%	188						
33.33%	507	25.00%	4		0.23663	0.3522	YES
28.98%	659	100.00%	2		0.32129	-2.2104	NO

Resale - Billing

Invoice Accuracy

A.4.1	B-1	TN (%)

BST - State

99.17%	\$187,105,643	99.31%	\$2,385,870		0.00006	-25.0310	YES

Mean Time to Deliver Invoices - CRIS

A.4.2	B-2	Region (business days)

BST - Region

3.61	1	3.16	1,794				YES

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Benchmark /	BST	BST	CLEC	CLEC	Standard	Standard		
Analog	Measure	Volume	Measure	Volume	Deviation	Error	ZScore	Equity

Unbundled Network Elements - Ordering									
% Rejected Service Requests - Mechanized									
O-7	Switch Ports/TN (%)	Diagnostic							Diagnostic
O-7	Local Interoffice Transport/TN (%)	Diagnostic							Diagnostic
O-7	Loop + Port Combinations/TN (%)	Diagnostic		18.77%	1,907				Diagnostic
O-7	Combo Other/TN (%)	Diagnostic							Diagnostic
O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic		45.16%	31				Diagnostic
O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic		100.00%	11				Diagnostic
O-7	Line Sharing/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop Design/TN (%)	Diagnostic		72.35%	170				Diagnostic
O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic							Diagnostic
O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic		30.77%	13				Diagnostic
O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic							Diagnostic
O-7	Other Design/TN (%)	Diagnostic		52.63%	38				Diagnostic
O-7	Other Non-Design/TN (%)	Diagnostic		14.07%	1,813				Diagnostic
O-7	INP Standalone/TN (%)	Diagnostic							Diagnostic
O-13	LNP (Standalone)/TN (%)	Diagnostic		9.21%	76				Diagnostic
% Rejected Service Requests - Partially Mechanized									
O-7	Switch Ports/TN (%)	Diagnostic							Diagnostic
O-7	Local Interoffice Transport/TN (%)	Diagnostic							Diagnostic
O-7	Loop + Port Combinations/TN (%)	Diagnostic		36.56%	1,261				Diagnostic
O-7	Combo Other/TN (%)	Diagnostic							Diagnostic
O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic		0.00%	24				Diagnostic
O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic		28.57%	49				Diagnostic
O-7	Line Sharing/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop Design/TN (%)	Diagnostic		23.04%	599				Diagnostic
O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic							Diagnostic
O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic							Diagnostic
O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic		34.78%	207				Diagnostic
O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic							Diagnostic
O-7	Other Design/TN (%)	Diagnostic		25.00%	72				Diagnostic
O-7	Other Non-Design/TN (%)	Diagnostic		25.10%	1,263				Diagnostic
O-7	INP Standalone/TN (%)	Diagnostic							Diagnostic
O-13	LNP (Standalone)/TN (%)	Diagnostic		33.33%	129				Diagnostic
% Rejected Service Requests - Non-Mechanized									
O-7	Switch Ports/TN (%)	Diagnostic		0.00%	2				Diagnostic
O-7	Local Interoffice Transport/TN (%)	Diagnostic							Diagnostic
O-7	Loop + Port Combinations/TN (%)	Diagnostic		50.00%	16				Diagnostic
O-7	Combo Other/TN (%)	Diagnostic							Diagnostic
O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic		26.56%	192				Diagnostic
O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic		12.70%	63				Diagnostic
O-7	Line Sharing/TN (%)	Diagnostic		11.43%	35				Diagnostic
O-7	2W Analog Loop Design/TN (%)	Diagnostic		5.92%	355				Diagnostic
O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic							
O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic		10.00%	10				Diagnostic
O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic							
O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic		113.40%	97				Diagnostic
O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic							
O-7	Other Design/TN (%)	Diagnostic							
O-7	Other Non-Design/TN (%)	Diagnostic		20.27%	370				Diagnostic
O-7	INP Standalone/TN (%)	Diagnostic		1.09%	1,382				Diagnostic
O-13	LNP (Standalone)/TN (%)	Diagnostic							Diagnostic
O-13	LNP (Standalone)/TN (%)	Diagnostic		33.87%	310				Diagnostic

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B.1.3.18	O-7	Loops Non-Design/TN (%)
B.1.3.19	O-7	Loops Non-Design w/INP/TN (%)
B.1.3.20	O-13	2W Analog Loop w/LNP Non-Design/TN (%)

Reject Interval - Mechanized

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

Reject Interval - Partially Mechanized - 24 hours

B.1.5.1	O-8	Switch Ports/TN (%)
B.1.5.2	O-8	Local Interoffice Transport/TN (%)
B.1.5.3	O-8	Loop + Port Combinations/TN (%)
B.1.5.4	O-8	Combo Other/TN (%)
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN (%)
B.1.5.7	O-8	Line Sharing/TN (%)
B.1.5.8	O-8	2W Analog Loop Design/TN (%)
B.1.5.9	O-8	2W Analog Loop Non-Design/TN (%)
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN (%)
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN (%)
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.5.14	O-8	Other Design/TN (%)
B.1.5.15	O-8	Other Non-Design/TN (%)
B.1.5.16	O-8	INP Standalone/TN (%)
B.1.5.17	O-14	LNP (Standalone)/TN (%)

Reject Interval - Non-Mechanized

B.1.8.1	O-8	Switch Ports/TN (%)	
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	
B.1.8.4	O-8	Combo Other/TN (%)	
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	
B.1.8.7	O-8	Line Sharing/TN (%)	
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	
B.1.8.10	O-8	2W Analog Loop w/LNP Design/TN (%)	
B.1.8.11	O-8	2W Analog Loop w/LNP Non-Design/TN (%)	
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	
B.1.8.14	O-8	Other Design/TN (%)	
B.1.8.15	O-8	Other Non-Design/TN (%)	[includes data reported in B.1.8.18, B.1.8.19, B.1.8.20]
B.1.8.16	O-8	INP Standalone/TN (%)	
B.1.8.17	O-14	LNP (Standalone)/TN (%)	
B.1.8.18	O-8	Loops Non-Design/TN (%)	

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Diagnostic			23.81%	336				Diagnostic
Diagnostic			14.42%	104				Diagnostic
Diagnostic			8.11%	74				Diagnostic

>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr			96.93%	358			NO
>= 97% w in 1 hr							
>= 97% w in 1 hr			100.00%	14			YES
>= 97% w in 1 hr			72.73%	11			NO
>= 97% w in 1 hr							
>= 97% w in 1 hr			78.05%	123			NO
>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr							
>= 97% w in 1 hr			100.00%	4			YES
>= 97% w in 1 hr							
>= 97% w in 1 hr			60.00%	20			NO
>= 97% w in 1 hr			93.33%	255			NO
>= 97% w in 1 hr							
>= 97% w in 1 hr			71.43%	7			NO

>= 85% w in 24 hrs						
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		97.83%	461			YES
>= 85% w in 24 hrs						
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		100.00%	14			YES
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		97.10%	138			YES
>= 85% w in 24 hrs						
>= 85% w in 24 hrs						
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		91.67%	72			YES
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		100.00%	18			YES
>= 85% w in 24 hrs		99.05%	317			YES
>= 85% w in 24 hrs						
>= 85% w in 24 hrs		90.70%	43			YES

>= 85% w in 24 hrs							
>= 85% w in 24 hrs							
>= 85% w in 24 hrs		100.00%	8				YES
>= 85% w in 24 hrs							
>= 85% w in 24 hrs		92.16%	51				YES
>= 85% w in 24 hrs		100.00%	8				YES
>= 85% w in 24 hrs		100.00%	4				YES
>= 85% w in 24 hrs		90.48%	21				YES
>= 85% w in 24 hrs	Data included in B.1.8.18						
>= 85% w in 24 hrs		100.00%	1				YES
>= 85% w in 24 hrs	Data included in B.1.8.19						
>= 85% w in 24 hrs		92.73%	110				YES
>= 85% w in 24 hrs	Data included in B.1.8.20						
>= 85% w in 24 hrs		96.00%	75				YES
>= 85% w in 24 hrs		93.33%	15				YES
>= 85% w in 24 hrs							
>= 85% w in 24 hrs		90.48%	105				YES
>= 85% w in 24 hrs		97.50%	80				YES

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B.1.8.19	O-8	Loops Non-Design w/INP/TN (%)
B.1.8.20	O-14	2W Analog Loop w/LNP Non-Design/TN (%)

FOC Timeliness - Mechanized

B.1.9.1	O-9	Switch Ports/TN (%)
B.1.9.2	O-9	Local Interoffice Transport/TN (%)
B.1.9.3	O-9	Loop + Port Combinations/TN (%)
B.1.9.4	O-9	Combo Other/TN (%)
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)
B.1.9.7	O-9	Line Sharing/TN (%)
B.1.9.8	O-9	2W Analog Loop Design/TN (%)
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.9.14	O-9	Other Design/TN (%)
B.1.9.15	O-9	Other Non-Design/TN (%)
B.1.9.16	O-9	INP Standalone/TN (%)
B.1.9.17	O-15	LNP (Standalone)/TN (%)

FOC Timeliness - Partially Mechanized

B.1.10.1	O-9	Switch Ports/TN (%)
B.1.10.2	O-9	Local Interoffice Transport/TN (%)
B.1.10.3	O-9	Loop + Port Combinations/TN (%)
B.1.10.4	O-9	Combo Other/TN (%)
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN (%)
B.1.10.7	O-9	Line Sharing/TN (%)
B.1.10.8	O-9	2W Analog Loop Design/TN (%)
B.1.10.9	O-9	2W Analog Loop Non-Design/TN (%)
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN (%)
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN (%)
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.10.14	O-9	Other Design/TN (%)
B.1.10.15	O-9	Other Non-Design/TN (%)
B.1.10.16	O-9	INP Standalone/TN (%)
B.1.10.17	O-15	LNP (Standalone)/TN (%)

FOC Timeliness - Non-Mechanized

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

FOC & Reject Response Completeness - Mechanized

Benchmark / Analog

>= 85% w in 24 hrs
>= 85% w in 24 hrs

>= 95% w in 3 hrs
>= 95% w in 3 hrs
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>= 85% w in 36 hrs
>= 85% w in 36 hrs

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

		93.33%	15				YES
		66.67%	6				NO

		96.85%	1,493				YES
		100.00%	5				YES
		85.71%	28				NO
		34.78%	23				NO
		100.00%	17				YES
		97.22%	1,186				YES
		91.11%	135				NO

		97.74%	974				YES
		0.00%	2				NO
		91.11%	45				YES
		97.25%	473				YES
		98.18%	110				YES
		93.44%	61				YES
		96.12%	877				YES
		95.65%	69				YES

		100.00%	2				YES
		100.00%	10				YES
		98.11%	317				YES
		100.00%	26				YES
		100.00%	62				YES
		100.00%	11				YES
		100.00%	1				YES
		100.00%	1				YES
		98.04%	51				YES
		96.92%	65				YES
		99.72%	726				YES
		100.00%	9				YES
		100.00%	5				YES

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B.1.14.1	O-11	Switch Ports/TN (%)
B.1.14.2	O-11	Local Interoffice Transport/TN (%)
B.1.14.3	O-11	Loop + Port Combinations/TN (%)
B.1.14.4	O-11	Combo Other/TN (%)
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.14.7	O-11	Line Sharing/TN (%)
B.1.14.8	O-11	2W Analog Loop Design/TN (%)
B.1.14.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.14.14	O-11	Other Design/TN (%)
B.1.14.15	O-11	Other Non-Design/TN (%)
B.1.14.16	O-11	INP Standalone/TN (%)
B.1.14.17	O-11	LNP (Standalone)/TN (%)

FOC & Reject Response Completeness - Partially Mechanized

B.1.15.1	O-11	Switch Ports/TN (%)
B.1.15.2	O-11	Local Interoffice Transport/TN (%)
B.1.15.3	O-11	Loop + Port Combinations/TN (%)
B.1.15.4	O-11	Combo Other/TN (%)
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.15.7	O-11	Line Sharing/TN (%)
B.1.15.8	O-11	2W Analog Loop Design/TN (%)
B.1.15.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.15.14	O-11	Other Design/TN (%)
B.1.15.15	O-11	Other Non-Design/TN (%)
B.1.15.16	O-11	INP Standalone/TN (%)
B.1.15.17	O-11	LNP (Standalone)/TN (%)

FOC & Reject Response Completeness - Non-Mechanized

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

FOC & Reject Response Completeness (Multiple Responses) - Mechanized

B.1.17.1	O-11	Switch Ports/TN (%)
B.1.17.2	O-11	Local Interoffice Transport/TN (%)
B.1.17.3	O-11	Loop + Port Combinations/TN (%)
B.1.17.4	O-11	Combo Other/TN (%)

Benchmark /
Analog

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		60.00%	38				NO
		97.00%	35				YES
		88.00%	34				NO
		100.00%	19				YES
		99.00%	1,472				YES
		96.00%	63				YES

		98.64%	1,251				YES
		8.00%	24				NO
		96.00%	201				YES
		100.00%	218				YES
		91.00%	35				NO
		98.00%	1,043				YES
		99.00%	112				YES

Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
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Available with May data							

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B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.17.7	O-11	Line Sharing/TN (%)
B.1.17.8	O-11	2W Analog Loop Design/TN (%)
B.1.17.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.17.14	O-11	Other Design/TN (%)
B.1.17.15	O-11	Other Non-Design/TN (%)
B.1.17.16	O-11	INP Standalone/TN (%)
B.1.17.17	O-11	LNP (Standalone)/TN (%)

Benchmark /
Analog

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		91.00%	23				NO
		94.00%	34				NO
		100.00%	30				YES
		89.00%	19				NO
		99.00%	1,465				YES
		100.00%	61				YES

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

B.1.18.1	O-11	Switch Ports/TN (%)
B.1.18.2	O-11	Local Interoffice Transport/TN (%)
B.1.18.3	O-11	Loop + Port Combinations/TN (%)
B.1.18.4	O-11	Combo Other/TN (%)
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.18.7	O-11	Line Sharing/TN (%)
B.1.18.8	O-11	2W Analog Loop Design/TN (%)
B.1.18.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.18.14	O-11	Other Design/TN (%)
B.1.18.15	O-11	Other Non-Design/TN (%)
B.1.18.16	O-11	INP Standalone/TN (%)
B.1.18.17	O-11	LNP (Standalone)/TN (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
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>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%

		88.49%	1,234				NO
		100.00%	2				YES
		98.00%	193				YES
		100.00%	218				YES
		90.00%	32				NO
		86.00%	1,027				NO
		100.00%	111				YES

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

B.1.19.1	O-11	Switch Ports/TN (%)
B.1.19.2	O-11	Local Interoffice Transport/TN (%)
B.1.19.3	O-11	Loop + Port Combinations/TN (%)
B.1.19.4	O-11	Combo Other/TN (%)
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)
B.1.19.7	O-11	Line Sharing/TN (%)
B.1.19.8	O-11	2W Analog Loop Design/TN (%)
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)
B.1.19.14	O-11	Other Design/TN (%)
B.1.19.15	O-11	Other Non-Design/TN (%)
B.1.19.16	O-11	INP Standalone/TN (%)
B.1.19.17	O-11	LNP (Standalone)/TN (%)

>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
>= 95%
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>= 95%
>= 95%
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>= 95%
>= 95%

		Available with May data					
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		Available with May data					

Unbundled Network Elements - Provisioning

Order Completion Interval

B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)

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

5.86	23,358			7.614			
1.10	265,437			2.658			
13.40	73			21.986			
3.33	19			2.576			
17.75	731	37.25	4	27.490	13.78255	-1.4148	YES

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B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)
B.2.1.4.1.2	P-4	Combo Other/<10 circuits/Non-Dispatch/TN (days)
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)
B.2.1.4.2.2	P-4	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN (days)
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN (days)
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN (days)
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN (days)
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.9.1.2	P-4	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.9.2.2	P-4	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.11.1.2	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.11.2.2	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.13.1.2	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.13.2.2	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	5.85	23,621	3.89	78	7.596	0.86144	2.2745	YES
R&B	1.11	266,994	1.38	1,068	2.667	0.08178	-3.3601	NO
R&B	12.54	100	4.00	1	18.951	19.04542	0.4486	YES
R&B	7.34	74	1.67	2	12.772	9.15211	0.6192	YES
R&B	7.37	26,721			10.709			
R&B	7.37	26,721			10.709			
R&B	12.54	100			18.951			
R&B	12.54	100			18.951			
ADSL to Retail	4.48	402	4.85	52	5.890	0.86802	-0.4263	YES
ADSL to Retail	4.48	402			5.890			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
ADSL to Retail	15.21	385	9.98	50	13.490	2.02788	2.5791	YES
ISDN - BRI	15.21	385			13.490			
ISDN - BRI	12.00	1			0.000			
ISDN - BRI	12.00	1			0.000			
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	4.48	402	3.00	1	5.890	5.89732	0.2510	YES
ADSL to Retail	4.48	402	3.33	18	5.890	1.41903	0.8104	YES
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	5.85	23,621	8.77	327	7.596	0.42293	-6.9057	NO
R&B - Disp	5.85	23,621	0.33	1	7.596	7.59566	0.7266	YES
R&B - Disp	12.54	100	13.00	3	18.951	11.10421	-0.0411	YES
R&B - Disp	12.54	100			18.951			
R&B (POTS) excl SB Or	5.86	23,358	5.88	17	7.614	1.84722	-0.0130	YES
R&B (POTS) excl SB Or	1.70	149,520	5.65	20	3.425	0.76586	-5.1620	NO
R&B (POTS) excl SB Or	13.40	73	21.00	1	21.986	22.13577	-0.3433	YES
R&B (POTS) excl SB Or	4.13	15	8.00	1	2.295	2.37016	-1.6314	YES
R&B - Disp	5.85	23,621	5.75	95	7.596	0.78085	0.1272	YES
R&B - Disp	5.85	23,621			7.596			
R&B - Disp	12.54	100			18.951			
R&B - Disp	12.54	100			18.951			
R&B (POTS) excl SB Or	5.86	23,358	5.33	3	7.614	4.39594	0.1202	YES
R&B (POTS) excl SB Or	1.70	149,520			3.425			
R&B (POTS) excl SB Or	13.40	73	18.00	1	21.986	22.13577	-0.2077	YES
R&B (POTS) excl SB Or	4.13	15			2.295			
R&B - Disp	5.85	23,621	6.61	79	7.596	0.85599	-0.8886	YES
R&B - Disp	5.85	23,621			7.596			
R&B - Disp	12.54	100	8.00	2	18.951	13.53365	0.3357	YES
R&B - Disp	12.54	100			18.951			
R&B (POTS) excl SB Or	5.86	23,358	4.27	11	7.614	2.29610	0.6918	YES
R&B (POTS) excl SB Or	1.70	149,520	4.84	19	3.425	0.78575	-4.0005	NO
R&B (POTS) excl SB Or	13.40	73			21.986			
R&B (POTS) excl SB Or	4.13	15	7.00	1	2.295	2.37016	-1.2095	YES
Design	18.99	3,100	3.99	37	19.910	3.29266	4.5543	YES
Design	16.02	231			44.591			
Design								
Design								
R&B	5.85	23,621	0.33	4	7.596	3.79807	1.4532	YES
R&B	1.11	266,994	5.18	9	2.667	0.88908	-4.5869	NO

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B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)

Order Completion Interval within X days

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

Held Orders

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

Benchmark / Analog

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

14 days
7 days

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
12.54	100			18.951			
7.34	74			12.772			
Available with June data							
Available with June data							
Available with June data							
Available with June data							
Available with June data							
Available with June data							
Available with June data							
Available with June data							
23.55	138	9.98	50	21.230	3.50432	3.8724	YES
10.75	8			4.330			

		4.85	52				YES

9.78	169			7.393			
1.00	1			0.000			
28.38	16			22.148			
33.57	28			29.860			
563.00	11			441.049			
9.78	170			7.371			
1.00	1			0.000			
28.38	16			22.148			
16.01	193			32.086			
1.00	1			0.000			
80.16	45			100.817			
17.90	21	22.50	2	21.723	16.07545	-0.2859	YES
0.00	1			0.000			
665.93	57			514.409			
992.38	16	1000.00	1	360.358	371.44863	-0.0205	YES

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B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
ADSL to Retail	17.90	21			21.723			
ADSL to Retail	0.00	1			0.000			
ADSL to Retail								
ADSL to Retail								
ADSL to Retail								
R&B - Disp	9.78	170			7.371			
R&B - Disp	1.00	1			0.000			
R&B - Disp	28.38	16			22.148			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	9.78	169			7.393			
R&B (POTS) excl SB Or	1.00	1			0.000			
R&B (POTS) excl SB Or	28.38	16			22.148			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp	9.78	170			7.371			
R&B - Disp	1.00	1			0.000			
R&B - Disp	28.38	16			22.148			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	9.78	169			7.393			
R&B (POTS) excl SB Or	1.00	1			0.000			
R&B (POTS) excl SB Or	28.38	16			22.148			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
R&B - Disp	9.78	170	82.00	4	7.371	3.72881	-19.3675	NO
R&B - Disp	1.00	1			0.000			
R&B - Disp	28.38	16			22.148			
R&B - Disp								
R&B - Disp								
R&B (POTS) excl SB Or	9.78	169			7.393			
R&B (POTS) excl SB Or	1.00	1			0.000			
R&B (POTS) excl SB Or	28.38	16			22.148			
R&B (POTS) excl SB Or								
R&B (POTS) excl SB Or								
Design	62.00	23			77.563			
Design								
Design	108.72	29			115.464			
Design								
Design								
Design								
R&B	9.78	170			7.371			
R&B	1.00	1			0.000			
R&B	28.38	16			22.148			
R&B								
R&B								
R&B								
R&B (POTS)	9.78	169	1098.00	1	7.393	7.41454	-146.7690	NO
R&B (POTS)	1.00	1			0.000			
R&B (POTS)	28.38	16	1020.70	10	22.148	8.92798	-111.1477	NO
R&B (POTS)								
R&B (POTS)								

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B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)
B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)

% Jeopardies - Mechanized

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

% Jeopardies - Non-Mechanized

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

Benchmark / Analog

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

R&B (POTS)
DS1/ DS3 - Interoffice

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

Diagnostic

[illegible]

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
9.78	169			7.393			
1.00	1			0.000			
28.38	16			22.148			
		1000.00	1				
371.73	11	44.43	7	371.863	179.79350	1.8204	YES
290.23	13			257.539			

0.69%	305,036						
0.69%	306,952	0.11%	2,810		0.00157	3.7118	YES
0.94%	310,604						
25.00%	4						
25.00%	4						
0.69%	306,952	3.56%	759		0.00302	-9.5002	NO
1.12%	189,032	0.00%	73		0.01232	0.9095	YES
0.69%	306,952	200.00%	1		0.08301	-24.0092	NO
1.12%	189,032						
0.69%	306,952						
1.12%	189,032						
21.93%	3,652	0.72%	138	0.03588	5.9103	YES	
0.69%	306,952	0.00%	16	0.02075	0.3344	YES	
Available with May data							
Available with May data							
		50.00%	2				

Available with May data					
Available with May data					
Available with May data					
Available with May data					
		9.00%	107		Diagnostic
		27.00%	41		Diagnostic
		6.00%	16		Diagnostic
Available with May data					
Available with May data					
		7.00%	135		Diagnostic
		14.00%	7		Diagnostic
		3.00%	130		Diagnostic
		0.00%	50		Diagnostic
Available with May data					
Available with May data					
Available with May data					
Available with May data					
		27.00%	41		Diagnostic

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B.2.10.17	P-2	LNP (Standalone)/TN (%)
B.2.10.18	P-2	Digital Loop < DS1/TN (%)
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)

% Jeopardy Notice >= 48 hours - Non-Mechanized

B.2.11.1	P-2	Switch Ports/TN (%)
B.2.11.2	P-2	Local Interoffice Transport/TN (%)
B.2.11.3	P-2	Loop + Port Combinations/TN (%)
B.2.11.4	P-2	Combo Other/TN (%)
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)
B.2.11.6	P-2	UNE ISDN/TN (%)
B.2.11.7	P-2	Line Sharing/TN (%)
B.2.11.8	P-2	2W Analog Loop Design/TN (%)
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)
B.2.11.14	P-2	Other Design/TN (%)
B.2.11.15	P-2	Other Non-Design/TN (%)
B.2.11.16	P-2	INP (Standalone)/TN (%)
B.2.11.17	P-2	LNP (Standalone)/TN (%)
B.2.11.18	P-2	Digital Loop < DS1/TN (%)
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)

Coordinated Customers Conversions

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

% Hot Cuts > 15 minutes Early

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

Hot Cut Timeliness

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

% Hot Cuts > 15 minutes Late

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

Average Recovery Time - CCC

B.2.16.1	P-7B	Loops with INP/TN (time units)
B.2.16.2	P-7B	Loops with LNP/TN (time units)

% Provisioning Troubles within 7 Days - Hot Cuts

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

% Missed Installation Appointments

B.2.18.1.1.1	P-3	Switch Ports<10 circuits/Dispatch/TN (%)
B.2.18.1.1.2	P-3	Switch Ports<10 circuits/Non-Dispatch/TN (%)
B.2.18.1.2.1	P-3	Switch Ports>=10 circuits/Dispatch/TN (%)
B.2.18.1.2.2	P-3	Switch Ports>=10 circuits/Non-Dispatch/TN (%)
B.2.18.2.1.1	P-3	Local Interoffice Transport<10 circuits/Dispatch/TN (%)

Benchmark / Analog

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

[illegible]

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

<= 5%

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

<= 5%
<= 5%
<= 5%
<= 5%

Diagnostic
Diagnostic

<= 5%

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

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

Available with May data
Available with May data
Available with May data

Available with May data
Available with May data
Available with May data
Available with May data

10				Diagnostic
11				Diagnostic
1				Diagnostic

Available with May data
Available with May data

10				Diagnostic
1				Diagnostic
4				Diagnostic

					Diagnostic
Available with May data					
Available with May data					

Available with May data

11				Diagnostic
76				Diagnostic

	695				YES

159				YES
41				YES

	159				YES
	41				YES

159				YES
41				YES

Available with May data
Available with May data

5		0.07944	0.4079	YES

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B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)
B.2.18.4.1.2	P-3	Combo Other/<10 circuits/Non-Dispatch/TN (%)
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)
B.2.18.4.2.2	P-3	Combo Other/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)
B.2.18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.9.1.2	P-3	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.9.2.2	P-3	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.11.1.2	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.11.2.2	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.13.1.2	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.13.2.2	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)

Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
DS1/DS3								
DS1/DS3								
DS1/DS3								
R&B	4.98%	29,263	2.90%	138		0.01856	1.1202	YES
R&B	0.14%	277,453	0.04%	2,524		0.00074	1.3144	YES
R&B	10.53%	114	0.00%	1		0.30824	0.3415	YES
R&B	0.00%	87	0.00%	2		0.00000		YES
R&B&D - Disp	5.00%	32,401						
R&B&D - Disp	5.00%	32,401						
R&B&D - Disp	10.53%	114						
R&B&D - Disp	10.53%	114						
ADSL to Retail	5.72%	3,411	2.89%	173		0.01810	1.5637	YES
ADSL to Retail	5.72%	3,411						
ADSL to Retail	11.11%	9						
ADSL to Retail	11.11%	9						
ISDN - BRI	9.29%	409	3.90%	77		0.03606	1.4947	YES
ISDN - BRI	9.29%	409						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	5.72%	3,411	0.00%	1		0.23226	0.2463	YES
ADSL to Retail	5.72%	3,411	0.00%	19		0.05342	1.0707	YES
ADSL to Retail	11.11%	9						
ADSL to Retail	11.11%	9						
R&B - Disp	4.98%	29,263	1.60%	813		0.00773	4.3692	YES
R&B - Disp	4.98%	29,263	0.00%	1		0.21751	0.2289	YES
R&B - Disp	10.53%	114	33.33%	3		0.17950	-1.2704	YES
R&B - Disp	10.53%	114						
R&B (POTS) excl SB Or	5.00%	28,993	0.00%	31		0.03918	1.2773	YES
R&B (POTS) excl SB Or	0.23%	159,903	0.00%	40		0.00761	0.3050	YES
R&B (POTS) excl SB Or	13.79%	87	0.00%	3		0.20249	0.6812	YES
R&B (POTS) excl SB Or	0.00%	17	0.00%	1		0.00000		YES
R&B - Disp	4.98%	29,263	3.68%	190		0.01583	0.8205	YES
R&B - Disp	4.98%	29,263						
R&B - Disp	10.53%	114						
R&B - Disp	10.53%	114						
R&B (POTS) excl SB Or	5.00%	28,993	0.00%	6		0.08902	0.5622	YES
R&B (POTS) excl SB Or	0.23%	159,903						
R&B (POTS) excl SB Or	13.79%	87	0.00%	2		0.24662	0.5593	YES
R&B (POTS) excl SB Or	0.00%	17						
R&B - Disp	4.98%	29,263	1.24%	242		0.01404	2.6631	YES
R&B - Disp	4.98%	29,263						
R&B - Disp	10.53%	114	50.00%	2		0.21890	-1.8033	NO
R&B - Disp	10.53%	114						
R&B (POTS) excl SB Or	5.00%	28,993	0.00%	21		0.04760	1.0514	YES
R&B (POTS) excl SB Or	0.23%	159,903	0.00%	39		0.00771	0.3011	YES
R&B (POTS) excl SB Or	13.79%	87	0.00%	1		0.34680	0.3977	YES
R&B (POTS) excl SB Or	0.00%	17	0.00%	1		0.00000		YES
Design	5.19%	3,138	0.00%	133		0.01965	2.6440	YES
Design	3.23%	248						
Design								
Design								
R&B	4.98%	29,263	0.00%	7		0.08222	0.6056	YES
R&B	0.14%	277,453	0.00%	9		0.01234	0.1112	YES
R&B	10.53%	114						
R&B	0.00%	87						
R&B (POTS)	5.00%	28,993	0.00%	3		0.12589	0.3975	YES
R&B (POTS)	0.13%	275,881						
R&B (POTS)	13.79%	87						
R&B (POTS)	0.00%	21						

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B.2.18.17.1	P-12	LNP (Standalone)/<10 circuits/TN (%)
B.2.18.17.2	P-12	LNP (Standalone)/>=10 circuits/TN (%)
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)

% Provisioning Troubles within 30 Days

B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)
B.2.19.4.1.2	P-9	Combo Other/<10 circuits/Non-Dispatch/TN (%)
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)
B.2.19.4.2.2	P-9	Combo Other/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.9.1.2	P-9	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.19.9.2.2	P-9	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.11.1.2	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)
B.2.19.11.2.2	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)

Benchmark / Analog

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
0.60%	304,874	0.33%	604		0.00314	0.8525	YES
11.11%	108	0.00%	47		0.05492	2.0233	YES
10.87%	138	3.90%	77		0.04428	1.5742	YES
0.00%	8						
14.00%	100						
14.00%	100						

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

4.65%	30,836						
2.38%	293,720						
3.16%	95						
0.00%	11						
0.77%	1,171	18.18%	11		0.02648	-6.5750	NO
4.62%	31,076	7.01%	157		0.01680	-1.4199	YES
2.37%	295,183	4.13%	3,895		0.00246	-7.1529	NO
3.00%	100						
0.00%	93	10.00%	10		0.00000		NO
4.29%	34,672						
4.29%	34,672						
3.00%	100						
3.00%	100						
0.00%	3,280	8.76%	251		0.00000		NO
0.00%	4,088						
0.00%	3						
0.00%	558	4.49%	178		0.00000		NO
0.00%	685						
0.00%	3,280	0.00%	1		0.00000		YES
0.00%	4,088	0.00%	36		0.00000		YES
0.00%	3						
4.62%	31,076	1.98%	707		0.00799	3.3104	YES
4.62%	31,076	0.00%	1		0.21001	0.2202	YES
3.00%	100	0.00%	2		0.12182	0.2463	YES
3.00%	100						
4.65%	30,836	0.00%	23		0.04391	1.0583	YES
2.39%	168,252	0.00%	22		0.03260	0.7346	YES
3.16%	95	0.00%	2		0.12495	0.2527	YES
0.00%	8						
4.62%	31,076	0.00%	2		0.14850	0.3114	YES
4.62%	31,076						
3.00%	100						
3.00%	100						
4.65%	30,836						
2.39%	168,252	0.00%	1		0.15288	0.1566	YES
3.16%	95						
0.00%	8						
4.62%	31,076	1.81%	277		0.01267	2.2204	YES
4.62%	31,076						
3.00%	100	0.00%	2		0.12182	0.2463	YES
3.00%	100						

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B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.13.1.2	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN (%)
B.2.19.13.2.2	P-9	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN (%)
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.14.2.1	P-9	Other Design/>>=10 circuits/Dispatch/TN (%)
B.2.19.14.2.2	P-9	Other Design/>>=10 circuits/Non-Dispatch/TN (%)
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)
B.2.19.15.2.1	P-9	Other Non-Design/>>=10 circuits/Dispatch/TN (%)
B.2.19.15.2.2	P-9	Other Non-Design/>>=10 circuits/Non-Dispatch/TN (%)
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.19.18.2.1	P-9	Digital Loop < DS1/>>=10 circuits/Dispatch/TN (%)
B.2.19.18.2.2	P-9	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/TN (%)
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN (%)
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN (%)

Average Completion Notice Interval - Mechanized

B.2.21.1.1.1	P-5	Switch Ports<10 circuits/Dispatch/TN (hours)
B.2.21.1.1.2	P-5	Switch Ports<10 circuits/Non-Dispatch/TN (hours)
B.2.21.1.2.1	P-5	Switch Ports>=10 circuits/Dispatch/TN (hours)
B.2.21.1.2.2	P-5	Switch Ports>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.2.1.1	P-5	Local Interoffice Transport<10 circuits/Dispatch/TN (hours)
B.2.21.2.1.2	P-5	Local Interoffice Transport<10 circuits/Non-Dispatch/TN (hours)
B.2.21.2.2.1	P-5	Local Interoffice Transport>=10 circuits/Dispatch/TN (hours)
B.2.21.2.2.2	P-5	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.1.1	P-5	Loop + Port Combinations<10 circuits/Dispatch/TN (hours)
B.2.21.3.1.2	P-5	Loop + Port Combinations<10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.1.3	P-5	Loop + Port Combinations<10 circuits/Switch Based Orders/TN (hours)
B.2.21.3.1.4	P-5	Loop + Port Combinations<10 circuits/Dispatch In/TN (hours)
B.2.21.3.2.1	P-5	Loop + Port Combinations>=10 circuits/Dispatch/TN (hours)
B.2.21.3.2.2	P-5	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.3.2.3	P-5	Loop + Port Combinations>=10 circuits/Switch Based Orders/TN (hours)
B.2.21.3.2.4	P-5	Loop + Port Combinations>=10 circuits/Dispatch In/TN (hours)
B.2.21.4.1.1	P-5	Combo Other<10 circuits/Dispatch/TN (hours)
B.2.21.4.1.2	P-5	Combo Other<10 circuits/Non-Dispatch/TN (hours)
B.2.21.4.2.1	P-5	Combo Other>=10 circuits/Dispatch/TN (hours)
B.2.21.4.2.2	P-5	Combo Other>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN (hours)
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN (hours)
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN (hours)
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.6.1.1	P-5	UNE ISDN<10 circuits/Dispatch/TN (hours)
B.2.21.6.1.2	P-5	UNE ISDN<10 circuits/Non-Dispatch/TN (hours)
B.2.21.6.2.1	P-5	UNE ISDN>=10 circuits/Dispatch/TN (hours)
B.2.21.6.2.2	P-5	UNE ISDN>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.7.1.1	P-5	Line Sharing<10 circuits/Dispatch/TN (hours)
B.2.21.7.1.2	P-5	Line Sharing<10 circuits/Non-Dispatch/TN (hours)

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
4.65%	30,836	0.00%	12		0.06078	0.7646	YES
2.39%	168,252	0.00%	18		0.03604	0.6645	YES
3.16%	95	0.00%	2		0.12495	0.2527	YES
0.00%	8						
1.42%	3,596	6.58%	76		0.01371	-3.7653	NO
0.00%	251						
4.62%	31,076	33.33%	3		0.12125	-2.3677	NO
2.37%	295,183	0.00%	27		0.02930	0.8102	YES
3.00%	100						
0.00%	93						
		1.20%	83				
0.00%	122	10.88%	340		0.00000		NO
0.00%	94						

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

R&B
R&B
R&B
R&B
R&B
R&B
R&B

R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ISDN - BRI
ISDN - BRI

ADSL to Retail
ADSL to Retail

[illegible]

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B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.11.1.2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.13.1.2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)

Average Completion Notice Interval - Non-Mechanized

B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)

Benchmark / Analog

ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B - Disp
R&B - Disp
R&B - Disp
R&B - Disp
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
R&B (POTS) excl SB Or
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R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
R&B (POTS)
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop < DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1
Digital Loop >= DS1

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

Available with May data							
Available with May data							
1.80	18,431	36.69	15	13.248	3.42188	-10.1962	NO
1.80	18,431			13.248			
5.00	90			17.642			
5.00	90			17.642			
1.75	18,272			12.811			
0.99	127,131			49.853			
3.20	67			14.360			
0.62	17			0.201			
Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
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Available with May data							
Available with May data							
Available with May data							
Available with May data							
Available with May data							
83.66	2,490			253.196			
219.73	183			1098.732			
1.80	18,431			13.248			
1.38	232,285			37.211			
5.00	90			17.642			
1.22	80			3.473			
1.75	18,272			12.811			
Available with May data							
3.20	67			14.360			
Available with May data							
1.75	18,272			12.811			
Available with May data							
3.20	67			14.360			
Available with May data							
Available with May data							
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Available with May data							

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B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.3.1.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)
B.2.22.4.1.2	P-5	Combo Other/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)
B.2.22.4.2.2	P-5	Combo Other/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.9.1.2	P-5	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.9.2.2	P-5	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.11.1.2	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.11.2.2	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.13.1.2	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.13.2.2	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)

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B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)

Total Service Order Cycle Time

B.2.23.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN (days)
B.2.23.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN (days)
B.2.23.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN (days)
B.2.23.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN (days)
B.2.23.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN (days)
B.2.23.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN (days)
B.2.23.2.2.1	P-10	Local Interoffice Transport>=10 circuits/Dispatch/TN (days)
B.2.23.2.2.2	P-10	Local Interoffice Transport>=10 circuits/Non-Dispatch/TN (days)
B.2.23.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN (days)
B.2.23.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN (days)
B.2.23.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN (days)
B.2.23.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN (days)
B.2.23.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN (days)
B.2.23.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN (days)
B.2.23.4.2.1	P-10	Combo Other>=10 circuits/Dispatch/TN (days)
B.2.23.4.2.2	P-10	Combo Other>=10 circuits/Non-Dispatch/TN (days)
B.2.23.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN (days)
B.2.23.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN (days)
B.2.23.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN (days)
B.2.23.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN (days)
B.2.23.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN (days)
B.2.23.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN (days)
B.2.23.6.2.1	P-10	UNE ISDN>=10 circuits/Dispatch/TN (days)
B.2.23.6.2.2	P-10	UNE ISDN>=10 circuits/Non-Dispatch/TN (days)
B.2.23.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN (days)
B.2.23.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN (days)
B.2.23.7.2.1	P-10	Line Sharing>=10 circuits/Dispatch/TN (days)
B.2.23.7.2.2	P-10	Line Sharing>=10 circuits/Non-Dispatch/TN (days)
B.2.23.8.1.1	P-10	2W Analog Loop Design<10 circuits/Dispatch/TN (days)
B.2.23.8.1.2	P-10	2W Analog Loop Design<10 circuits/Non-Dispatch/TN (days)
B.2.23.8.2.1	P-10	2W Analog Loop Design>=10 circuits/Dispatch/TN (days)
B.2.23.8.2.2	P-10	2W Analog Loop Design>=10 circuits/Non-Dispatch/TN (days)
B.2.23.9.1.1	P-10	2W Analog Loop Non-Design<10 circuits/Dispatch/TN (days)
B.2.23.9.1.2	P-10	2W Analog Loop Non-Design<10 circuits/Non-Dispatch/TN (days)
B.2.23.9.2.1	P-10	2W Analog Loop Non-Design>=10 circuits/Dispatch/TN (days)
B.2.23.9.2.2	P-10	2W Analog Loop Non-Design>=10 circuits/Non-Dispatch/TN (days)
B.2.23.10.1.1	P-10	2W Analog Loop w/INP Design<10 circuits/Dispatch/TN (days)
B.2.23.10.1.2	P-10	2W Analog Loop w/INP Design<10 circuits/Non-Dispatch/TN (days)
B.2.23.10.2.1	P-10	2W Analog Loop w/INP Design>=10 circuits/Dispatch/TN (days)
B.2.23.10.2.2	P-10	2W Analog Loop w/INP Design>=10 circuits/Non-Dispatch/TN (days)
B.2.23.11.1.1	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Dispatch/TN (days)
B.2.23.11.1.2	P-10	2W Analog Loop w/INP Non-Design<10 circuits/Non-Dispatch/TN (days)
B.2.23.11.2.1	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Dispatch/TN (days)
B.2.23.11.2.2	P-10	2W Analog Loop w/INP Non-Design>=10 circuits/Non-Dispatch/TN (days)
B.2.23.12.1.1	P-14	2W Analog Loop w/LNP Design<10 circuits/Dispatch/TN (days)

Benchmark / Analog

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							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		27.67	3				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		5.65	55				Diagnostic
		2.50	822				Diagnostic
		5.00	1				Diagnostic
		3.00	1				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		8.50	46				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		10.16	45				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		4.38	16				Diagnostic
							Diagnostic
							Diagnostic
		10.41	214				Diagnostic
							Diagnostic
		20.50	2				Diagnostic
							Diagnostic
		7.60	15				Diagnostic
		7.21	19				Diagnostic
							Diagnostic
		8.00	1				Diagnostic
		6.57	87				Diagnostic
							Diagnostic
							Diagnostic
							Diagnostic
		5.00	2				Diagnostic
							Diagnostic
							Diagnostic
		8.96	71				Diagnostic

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B.2.23.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.12.2.1	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Dispatch/TN (days)
B.2.23.12.2.2	P-14	2W Analog Loop w/LNP Design/>>=10 circuits/Non-Dispatch/TN (days)
B.2.23.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Dispatch/TN (days)
B.2.23.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>>=10 circuits/Non-Dispatch/TN (days)
B.2.23.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)
B.2.23.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.14.2.1	P-10	Other Design/>>=10 circuits/Dispatch/TN (days)
B.2.23.14.2.2	P-10	Other Design/>>=10 circuits/Non-Dispatch/TN (days)
B.2.23.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.23.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.23.15.2.1	P-10	Other Non-Design/>>=10 circuits/Dispatch/TN (days)
B.2.23.15.2.2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/TN (days)
B.2.23.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.23.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.23.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.23.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.23.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.23.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.23.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.23.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.23.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.23.18.2.1	P-10	Digital Loop < DS1/>>=10 circuits/Dispatch/TN (days)
B.2.23.18.2.2	P-10	Digital Loop < DS1/>>=10 circuits/Non-Dispatch/TN (days)
B.2.23.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)
B.2.23.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.23.19.2.1	P-10	Digital Loop >= DS1/>>=10 circuits/Dispatch/TN (days)
B.2.23.19.2.2	P-10	Digital Loop >= DS1/>>=10 circuits/Non-Dispatch/TN (days)

Total Service Order Cycle Time (offered)

B.2.27.1.1.1	P-10	Switch Ports<10 circuits/Dispatch/TN (days)
B.2.27.1.1.2	P-10	Switch Ports<10 circuits/Non-Dispatch/TN (days)
B.2.27.1.2.1	P-10	Switch Ports>=10 circuits/Dispatch/TN (days)
B.2.27.1.2.2	P-10	Switch Ports>=10 circuits/Non-Dispatch/TN (days)
B.2.27.2.1.1	P-10	Local Interoffice Transport<10 circuits/Dispatch/TN (days)
B.2.27.2.1.2	P-10	Local Interoffice Transport<10 circuits/Non-Dispatch/TN (days)
B.2.27.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)
B.2.27.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.3.1.1	P-10	Loop + Port Combinations<10 circuits/Dispatch/TN (days)
B.2.27.3.1.2	P-10	Loop + Port Combinations<10 circuits/Non-Dispatch/TN (days)
B.2.27.3.2.1	P-10	Loop + Port Combinations>=10 circuits/Dispatch/TN (days)
B.2.27.3.2.2	P-10	Loop + Port Combinations>=10 circuits/Non-Dispatch/TN (days)
B.2.27.4.1.1	P-10	Combo Other<10 circuits/Dispatch/TN (days)
B.2.27.4.1.2	P-10	Combo Other<10 circuits/Non-Dispatch/TN (days)
B.2.27.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)
B.2.27.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/TN (days)
B.2.27.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/TN (days)
B.2.27.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/TN (days)
B.2.27.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/TN (days)
B.2.27.6.1.1	P-10	UNE ISDN<10 circuits/Dispatch/TN (days)
B.2.27.6.1.2	P-10	UNE ISDN<10 circuits/Non-Dispatch/TN (days)
B.2.27.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)
B.2.27.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.7.1.1	P-10	Line Sharing<10 circuits/Dispatch/TN (days)
B.2.27.7.1.2	P-10	Line Sharing<10 circuits/Non-Dispatch/TN (days)
B.2.27.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)

[illegible]

Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		27.67	3				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		5.96	45				Diagnostic
Diagnostic		2.60	676				Diagnostic
Diagnostic		5.00	1				Diagnostic
Diagnostic		3.00	1				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		8.60	43				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		10.23	43				Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic							Diagnostic
Diagnostic		4.38	16				Diagnostic
Diagnostic							Diagnostic

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B.2.27.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)
B.2.27.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)
B.2.27.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)
B.2.27.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.27.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)
B.2.27.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)
B.2.27.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.27.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.27.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)
B.2.27.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)
B.2.27.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)
B.2.27.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)
B.2.27.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.27.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)
B.2.27.14.1.2	P-10	Other Design/>=10 circuits/Dispatch/TN (days)
B.2.27.14.2.1	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)
B.2.27.15.1.2	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)
B.2.27.15.2.1	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.27.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.27.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.27.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)
B.2.27.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)
B.2.27.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)
B.2.27.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)
B.2.27.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.27.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)
B.2.27.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)
B.2.27.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)
B.2.27.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)
B.2.27.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)
B.2.27.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)

[illegible][illegible]

Unbundled Network Elements - Maintenance and Repair

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B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)

Customer Trouble Report Rate

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

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)

Benchmark /
Analog

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

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT
R&B (POTS) excl SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

5.12%	44,340						
Available with May data							
0.00%	344	0.00%	2		0.00000		YES
0.00%	236	0.00%	2		0.00000		YES
5.14%	44,641	2.69%	335		0.01211	2.0210	YES
1.35%	25,817	4.93%	223		0.00776	-4.6188	NO
5.07%	46,308						
5.07%	46,308						
29.55%	396	0.00%	36		0.07943	3.7204	YES
29.55%	396	0.00%	12		0.13369	2.2103	YES
12.24%	335	8.33%	24		0.06926	0.5646	YES
12.24%	335	12.50%	8		0.11725	-0.0222	YES
29.55%	396	0.00%	2		0.32344	0.9136	YES
29.55%	396	0.00%	7		0.17397	1.6986	YES
5.14%	44,641	3.22%	404		0.01103	1.7392	YES
5.14%	44,641	1.48%	135		0.01903	1.9210	YES
5.14%	44,641						
3.30%	1,667						
2.16%	1,807						
5.14%	44,641						
1.35%	25,817	0.00%	1		0.11532	0.1169	YES

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT
R&B (POTS) excl SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

1.79%	2,477,303	0.00%	0				
Available with May data							
1.57%	21,904	1.60%	125		0.01124	-0.0267	YES
1.08%	21,904	1.60%	125		0.00932	-0.5578	YES
1.70%	2,621,121	1.26%	26,679		0.00080	5.5181	YES
0.98%	2,621,121	0.84%	26,679		0.00061	2.3737	YES
1.52%	3,040,663						
1.52%	3,040,663						
1.79%	22,120	1.31%	2,738		0.00271	1.7709	YES
1.79%	22,120	0.44%	2,738		0.00271	4.9806	YES
1.94%	17,262	1.16%	2,068		0.00324	2.4066	YES
1.94%	17,262	0.39%	2,068		0.00324	4.7823	YES
1.79%	22,120	0.87%	230		0.00887	1.0375	YES
1.79%	22,120	3.04%	230		0.00887	-1.4096	YES
1.70%	2,621,121	0.85%	47,539		0.00060	14.1286	YES
1.70%	2,621,121	0.28%	47,539		0.00060	23.4978	YES
1.70%	2,621,121	0.00%	222		0.00876	1.9444	YES
1.70%	2,621,121						
0.40%	419,542	0.00%	149		0.00516	0.7693	YES
0.43%	419,542						
1.70%	2,621,121	0.00%	2,313		0.00271	6.2736	YES
0.98%	2,621,121	0.04%	2,313		0.00206	4.5615	YES

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B (POTS)
R&B (POTS)
R&B&D - Disp

23.11	44,317			20.750			
Available with May data							
3.76	344	1.69	2	2.373	1.68276	1.2301	YES
2.08	236	3.55	2	3.080	2.18731	-0.6721	YES
23.05	44,618	14.82	335	20.759	1.13844	7.2318	YES
9.84	25,815	6.35	223	13.668	0.91925	3.7986	YES
22.45	46,285			21.028			

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B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)

% Repeat Troubles within 30 Days

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

Out of Service > 24 hours

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

Benchmark / Analog
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT
R&B (POTS) excl SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
22.45	46,285			21.028			
36.98	396	4.42	36	77.201	13.43893	2.4228	YES
36.98	396	3.50	12	77.201	22.62110	1.4800	YES
12.49	335	6.97	24	14.187	2.99781	1.8413	YES
12.49	335	12.04	8	14.187	5.07533	0.0887	YES
36.98	396	53.01	2	77.201	54.72689	-0.2929	YES
36.98	396	23.67	7	77.201	29.43593	0.4522	YES
23.05	44,618	7.50	404	20.759	1.03747	14.9927	YES
23.05	44,618	4.14	135	20.759	1.78936	10.5670	YES
23.05	44,618			20.759			
23.05	44,618			13.668			
6.35	1,667			23.895			
3.29	1,807			14.581			
23.05	44,618			20.759			
9.84	25,815	0.10	1	13.668	13.66866	0.7127	YES

R&B (POTS)
R&B (POTS)
DS1/DS3
DS1/DS3
R&B
R&B
R&B&D - Disp
R&B&D - Disp
ADSL to Retail
ADSL to Retail
ISDN - BRI
ISDN - BRI
ADSL to Retail
ADSL to Retail
R&B - Disp
R&B - Disp
R&B (POTS) excl SB FT
R&B (POTS) excl SB FT
Design
Design
R&B
R&B
R&B (POTS)
R&B (POTS)

20.96%	44,340						
Available with May data							
18.60%	344	0.00%	2		0.27594	0.6741	YES
16.95%	236	0.00%	2		0.26642	0.6362	YES
20.94%	44,641	17.31%	335		0.02231	1.6270	YES
17.45%	25,817	17.94%	223		0.02553	-0.1905	YES
21.48%	46,308						
21.48%	46,308						
3.79%	396	11.11%	36		0.03324	-2.2021	NO
3.79%	396	33.33%	12		0.05595	-5.2795	NO
23.88%	335	16.67%	24		0.09009	0.8003	YES
23.88%	335	12.50%	8		0.15253	0.7461	YES
3.79%	396	0.00%	2		0.13537	0.2800	YES
3.79%	396	42.86%	7		0.07281	-5.3661	NO
20.94%	44,641	10.15%	404		0.02033	5.3072	YES
20.94%	44,641	10.37%	135		0.03507	3.0138	YES
20.94%	44,641						
20.94%	44,641						
36.05%	1,667						
33.48%	1,807						
20.94%	44,641						
17.45%	25,817	0.00%	1		0.37958	0.4598	YES

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

33.01%	28,695						
Available with May data							
0.00%	344	0.00%	2		0.00000		YES
0.00%	236	0.00%	2		0.00000		YES
32.88%	28,860	15.96%	188		0.03437	4.9214	YES
15.90%	8,837	8.45%	71		0.04357	1.7096	YES
31.26%	30,527						
31.26%	30,527						
29.55%	396	0.00%	36		0.07943	3.7204	YES
29.55%	396	0.00%	12		0.13369	2.2103	YES
12.24%	335	8.33%	24		0.06926	0.5646	YES
12.24%	335	12.50%	8		0.11725	-0.0222	YES
29.55%	396	0.00%	2		0.32344	0.9136	YES
29.55%	396	0.00%	7		0.17397	1.6986	YES
32.88%	28,860	3.22%	404		0.02353	12.6019	YES

BellSouth Monthly State Summary
Tennessee, April 2001

Tennessee, April 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	32.88%	28,860	1.48%	135		0.04053	7.7469	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	32.88%	28,860						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	32.88%	28,860						
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)	Design	3.30%	1,667						
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)	Design	2.16%	1,807						
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)	R&B	32.88%	28,860						
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)	R&B	15.90%	8,837						
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)								
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)								
Unbundled Network Elements - Billing											
Invoice Accuracy											
B.4.1	B-1	TN (%)	BST - State	99.17%	\$187,105,643	99.89%	\$752,289		0.00011	-68.9966	YES
Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region (business days)	BST - Region	3.61	1	3.18	1,211				YES

BellSouth Monthly State Summary
Tennessee, April 2001

Tennessee, April 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
C.1.1	% Rejected Service Requests									
	O-7 Local Interconnection Trunks/TN (%)	Diagnostic			35.71%	56				Diagnostic
C.1.2	Reject Interval - 4 days									
	O-8 Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			90.00%	20				YES
C.1.3	FOC Timeliness									
	O-9 Local Interconnection Trunks/TN (days)	>= 95% w in 10 days			11.97	58				NO
C.1.4	FOC & Reject Response Completeness									
	O-11 Local Interconnection Trunks/TN (%)	>= 95%								
C.1.5	FOC & Reject Response Completeness (Multiple Responses)									
	O-11 Local Interconnection Trunks/TN (%)	>= 95%								
Local Interconnection Trunks - Provisioning										
C.2.1	Order Completion Interval									
	P-4 Local Interconnection Trunks/TN (days)	Parity w Retail	34.93	29	16.36	11	35.705	12.64343	1.4685	YES
C.2.2	Held Orders									
	P-1 Local Interconnection Trunks/TN (days)	Parity w Retail	Not Applicable for Trunks							
C.2.3	% Jeopardies									
	P-2 Local Interconnection Trunks/TN (%)	Parity w Retail	Not Applicable for Trunks							
C.2.4	Average Jeopardy Notice Interval									
	P-2 Local Interconnection Trunks/TN (hours)	95% >= 48 hrs	Not Applicable for Trunks							
C.2.5	% Missed Installation Appointments									
	P-3 Local Interconnection Trunks/TN (%)	Parity w Retail	3.45%	29	0.00%	13	0.06090	0.5662		YES
C.2.6	% Provisioning Troubles within 30 Days									
	P-9 Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	1,178	0.00%	661	0.00000			YES
C.2.7	Average Completion Notice Interval									
	P-5 Local Interconnection Trunks/TN (hours)	Parity w Retail	Available with May data							
C.2.8	Total Service Order Cycle Time									
	P-10 Local Interconnection Trunks/TN (days)	Diagnostic	Available with May data							
C.2.9	Total Service Order Cycle Time (offered)									
	P-10 Local Interconnection Trunks/TN (days)	Diagnostic	Available with May data							
Local Interconnection Trunks - Maintenance and Repair										
C.3.1.1	Missed Repair Appointments									
C.3.1.2	M&R-1 Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
	M&R-1 Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	6	0.00%	2	0.00000			YES
C.3.2.1	Customer Trouble Report Rate									
C.3.2.2	M&R-2 Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	155,966	0.00%	43,674	0.00000			YES
	M&R-2 Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	155,966	0.00%	43,674	0.00003	-0.2181		YES
C.3.3.1	Maintenance Average Duration									
C.3.3.2	M&R-3 Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail								
	M&R-3 Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	1.78	6	0.34	2	1.900	1.55167	0.9255	YES
C.3.4.1	% Repeat Troubles within 30 Days									
C.3.4.2	M&R-4 Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
	M&R-4 Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	6	0.00%	2	0.00000			YES

BellSouth Monthly State Summary
Tennessee, April 2001

Tennessee, April 2001			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Out of Service > 24 hours											
C.3.5.1	M&R-5	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.5.2	M&R-5	Local Interconnection Trunks/Non-Dispatch/TN (%)		0.00%	6	0.00%	2		0.00000		YES
Local Interconnection Trunks - Billing											
Invoice Accuracy											
C.4.1	B-1	TN (%)	BST - State	99.17%	\$187,105,643	99.73%	\$3,633,790		0.00005	-117.3836	YES
Mean Time to Deliver Invoices - CABS											
C.4.2	B-2	Region (calendar days)	BST - Region	4.26	1	3.98	3,049				YES
LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING											
Trunk Group Performance - Aggregate											
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0				1	YES

BellSouth Monthly State Summary

Tennessee, April 2001

Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			98.28%					NO
D.1.1.2	OSS-2	HAL/Region (%)	>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region (%)	>= 99.5%			99.86%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region (%)	>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region (%)	>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region (%)	>= 99.5%			100.00%					YES
D.1.1.7	OSS-2	TAG/Region (%)	>= 99.5%			99.95%					YES
D.1.1.8	OSS-2	PSIMS/Region (%)	>= 99.5%			100.00%					YES

% Interface Availability - BST & CLEC

D.1.2.1	OSS-2	ATLAS/COFFI/Region (%)	>= 99.5%			99.97%					YES
D.1.2.2	OSS-2	BOCRIS/Region (%)	>= 99.5%			99.97%					YES
D.1.2.3	OSS-2	DSAP/Region (%)	>= 99.5%			100.00%					YES
D.1.2.4	OSS-2	RSAG/Region (%)	>= 99.5%			99.97%					YES
D.1.2.5	OSS-2	SOC/Region (%)	>= 99.5%			99.94%					YES
D.1.2.6	OSS-2	SONGS/Region (%)	>= 99.5%			99.97%					YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

D.1.3.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.72	1,357,473	1.33	253,290				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.26	10,364	1.33	253,290				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.82	3,706,179	1.28	165,042				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	3.62	720,611	1.28	165,042				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3.18	343,597	0.92	59,899				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	3.54	298,433	0.92	59,899				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.56	628,717	0.44	2,377				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.46	298,926	0.44	2,377				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.36	2,139,039	12.32	625,553				NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.18	511,268	12.32	625,553				NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	3.08	865,609	1.32	30,434				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	3.68	205,829	1.32	30,434				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	3.08	865,609	0.09	70,345				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	3.68	205,829	0.09	70,345				YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

D.1.4.1.1	OSS-1	RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 Sec	2.72	1,357,473	1.36	91,242				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.26	10,364	1.36	91,242				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.82	3,706,179	1.26	479,940				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	3.62	720,611	1.26	479,940				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.47	19				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			0.47	19				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3.18	343,597	1.04	10,614				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	3.54	298,433	1.04	10,614				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.56	628,717	1.02	404,269				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.46	298,926	1.02	404,269				YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.36	2,139,039	1.01	66,762				YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.18	511,268	1.01	66,762				YES
D.1.4.8.1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.36	2,139,039	25.80	97,067				NO
D.1.4.8.2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.18	511,268	25.80	97,067				NO

Operations Support Systems - Maintenance and Repair

% Interface Availability - BST

D.2.1.1	OSS-3	TAFI/Region (%)	>= 99.5%	100.00%							YES

BellSouth Monthly State Summary

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Tennessee, April 2001		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region (%)	>= 99.5%			100.00%					YES
D.2.2.2	OSS-3 ECTA/Region (%)	>= 99.5%			100.00%					YES
% Interface Availability - BST & CLEC										
D.2.3.1	OSS-3 CRIS/Region (%)	>= 99.5%			99.97%					YES
D.2.3.2	OSS-3 LMOS HOST/Region (%)	>= 99.5%			99.97%					YES
D.2.3.3	OSS-3 LNP/Region (%)	>= 99.5%			100.00%					YES
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%			100.00%					YES
D.2.3.5	OSS-3 OSPCM/Region (%)	>= 99.5%			100.00%					YES
D.2.3.6	OSS-3 Predictor/Region (%)	>= 99.5%			100.00%					YES
D.2.3.7	OSS-3 SOCS/Region (%)	>= 99.5%			99.94%					YES
Average Response Interval										
D.2.4.1.1	OSS-4 CRIS/Region (%)	Parity w Retail	95.80%	1,656,590	94.64%	70,674		0.00077	15.0437	NO
D.2.4.1.2	OSS-4 CRIS/Region (%)	Parity w Retail	98.82%	1,656,590	99.03%	70,674		0.00041	-5.0836	YES
D.2.4.1.3	OSS-4 CRIS/Region (%)	Parity w Retail	1.18%	1,656,590	0.97%	70,674		0.00041	5.0836	YES
D.2.4.2.1	OSS-4 DLETH/Region (%)	Parity w Retail	10.68%	37,177	11.98%	509		0.01379	-0.9432	YES
D.2.4.2.2	OSS-4 DLETH/Region (%)	Parity w Retail	79.63%	37,177	86.25%	509		0.01797	-3.6832	YES
D.2.4.2.3	OSS-4 DLETH/Region (%)	Parity w Retail	20.37%	37,177	13.75%	509		0.01797	3.6832	YES
D.2.4.3.1	OSS-4 DLR/Region (%)	Parity w Retail	6.70%	34,709	24.54%	21,839		0.00216	-82.6127	YES
D.2.4.3.2	OSS-4 DLR/Region (%)	Parity w Retail	87.52%	34,709	97.99%	21,839		0.00285	-36.6673	YES
D.2.4.3.3	OSS-4 DLR/Region (%)	Parity w Retail	12.48%	34,709	2.01%	21,839		0.00285	36.6673	YES
D.2.4.4.1	OSS-4 LMOS/Region (%)	Parity w Retail	99.92%	1,656,504	99.96%	70,674		0.00011	-3.2933	YES
D.2.4.4.2	OSS-4 LMOS/Region (%)	Parity w Retail	99.98%	1,656,504	99.99%	70,674		0.00005	-2.5513	YES
D.2.4.4.3	OSS-4 LMOS/Region (%)	Parity w Retail	0.02%	1,656,504	0.01%	70,674		0.00005	2.5513	YES
D.2.4.5.1	OSS-4 LMOSupd/Region (%)	Parity w Retail	98.22%	1,217,812	98.04%	43,412		0.00065	2.6431	NO
D.2.4.5.2	OSS-4 LMOSupd/Region (%)	Parity w Retail	99.77%	1,217,812	99.79%	43,412		0.00024	-1.1573	YES
D.2.4.5.3	OSS-4 LMOSupd/Region (%)	Parity w Retail	0.23%	1,217,812	0.21%	43,412		0.00024	1.1573	YES
D.2.4.6.1	OSS-4 LNP/Region (%)	Parity w Retail	54.32%	113,027	52.46%	4,138		0.00788	2.3571	NO
D.2.4.6.2	OSS-4 LNP/Region (%)	Parity w Retail	88.81%	113,027	87.29%	4,138		0.00499	3.0413	NO
D.2.4.6.3	OSS-4 LNP/Region (%)	Parity w Retail	11.19%	113,027	12.71%	4,138		0.00499	-3.0413	NO
D.2.4.7.1	OSS-4 MARCH/Region (%)	Parity w Retail	51.13%	7,889	37.05%	224		0.03387	4.1574	NO
D.2.4.7.2	OSS-4 MARCH/Region (%)	Parity w Retail	51.13%	7,889	37.05%	224		0.03387	4.1574	NO
D.2.4.7.3	OSS-4 MARCH/Region (%)	Parity w Retail	48.87%	7,889	62.95%	224		0.03387	-4.1574	NO
D.2.4.8.1	OSS-4 OSPCM/Region (%)	Parity w Retail	44.39%	8,326	32.43%	74		0.05801	2.0614	NO
D.2.4.8.2	OSS-4 OSPCM/Region (%)	Parity w Retail	98.01%	8,326	95.95%	74		0.01632	1.2623	YES
D.2.4.8.3	OSS-4 OSPCM/Region (%)	Parity w Retail	1.99%	8,326	4.05%	74		0.01632	-1.2623	YES
D.2.4.9.1	OSS-4 Predictor/Region (%)	Parity w Retail	14.91%	83,743	27.35%	3,060		0.00655	-18.9883	YES
D.2.4.9.2	OSS-4 Predictor/Region (%)	Parity w Retail	14.91%	83,743	27.35%	3,060		0.00655	-18.9883	YES
D.2.4.9.3	OSS-4 Predictor/Region (%)	Parity w Retail	85.09%	83,743	72.65%	3,060		0.00655	18.9883	YES
D.2.4.10.1	OSS-4 SOCS/Region (%)	Parity w Retail	99.86%	249,273	99.84%	12,165		0.00035	0.3574	YES
D.2.4.10.2	OSS-4 SOCS/Region (%)	Parity w Retail	99.98%	249,273	99.98%	12,165		0.00012	0.6898	YES
D.2.4.10.3	OSS-4 SOCS/Region (%)	Parity w Retail	0.02%	249,273	0.02%	12,165		0.00012	-0.6898	YES
D.2.4.11.1	OSS-4 NIW/Region (%)	Parity w Retail	82.83%	68,443	83.94%	3,001		0.00703	-1.5730	YES
D.2.4.11.2	OSS-4 NIW/Region (%)	Parity w Retail	99.56%	68,443	99.53%	3,001		0.00123	0.2411	YES
D.2.4.11.3	OSS-4 NIW/Region (%)	Parity w Retail	0.44%	68,443	0.47%	3,001		0.00123	-0.2411	YES

BellSouth Monthly State Summary
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Benchmark /
Analog

BST
Measure

BST
Volume

CLEC
Measure

CLEC
Volume

Standard
Deviation

Standard
Error

ZScore

Equity

COLLOCATION - Collocation

Average Response Time

E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days						
E.1.1.2	C-1	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 23 days						
E.1.1.3	C-1	Physical-Caged/TN (business days)	<= 23 days			13	30		YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days			16	32		YES

Average Arrangement Time

E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days			43	3		YES
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days						
E.1.2.3	C-2	Virtual Augments for Line Sharing or Line Splitting/TN (business days)	<= 45 days						
E.1.2.4	C-2	Physical Caged-Ordinary/TN (business days)	<= 76 days			111	14		NO
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days			176	1		NO
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days			108	18		NO
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 days						

% Due Dates Missed

E.1.3.1	C-3	Virtual/TN (%)	< 5% missed			0.00%	3		YES
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	33		YES
E.1.3.3	C-3	Virtual Augments for Line Sharing or Line Splitting/TN (%)	< 5% missed						

BellSouth Monthly State Summary
Tennessee, April 2001

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through										
% Flow Through Service Requests										
F.1.1.1	O-3 Summary/Region (%)	Diagnostic			88.13%	186,605				Diagnostic
F.1.1.2	O-3 Aggregate/Region (%)	Diagnostic			88.13%	186,605				Diagnostic
F.1.1.3	O-3 Residence/Region (%)	>= 95%			90.71%	155,058				NO
F.1.1.4	O-3 Business/Region (%)	>= 90%			61.25%	6,602				NO
F.1.1.5	O-3 UNE/Region (%)	>= 85%			79.25%	24,945				NO
% Flow Through Service Requests - Achieved										
F.1.2.1	O-3 Summary/Region (%)	Diagnostic			78.54%	209,393				Diagnostic
F.1.2.2	O-3 Aggregate/Region (%)	Diagnostic			78.54%	209,393				Diagnostic
F.1.2.3	O-3 Residence/Region (%)	Diagnostic			84.46%	166,526				Diagnostic
F.1.2.4	O-3 Business/Region (%)	Diagnostic			39.39%	10,267				Diagnostic
F.1.2.5	O-3 UNE/Region (%)	Diagnostic			60.64%	32,600				Diagnostic
% Flow Through Service Requests - LNP										
F.1.3.1	O-3 Summary/Region (%)	>= 85%			85.47%	9,251				YES
F.1.3.2	O-3 Aggregate/Region (%)	Diagnostic			85.47%	9,251				YES
F.1.3.3	O-3 Residence/Region (%)	Diagnostic								Diagnostic
F.1.3.4	O-3 Business/Region (%)	Diagnostic								Diagnostic
General - Pre-Ordering										
Loop Makeup Inquiry (Manual)										
F.2.1.1	PO-1 Loops/TN (%)	>= 95% w in 3 bus days			100.00%	9				YES
Loop Makeup Inquiry (Electronic)										
F.2.2.1	PO-2 Loops/TN (%)	>= 95% w in 5 min			100.00%	238				YES
General - Ordering										
Service Inquiry with Firm Order										
F.3.1.1	O-10 xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 5 bus days			98.00%	143				YES
F.3.1.2	O-10 Local Interoffice Transport/TN (%)	>= 95% w in 5 bus days								
General - Ordering										
Average Speed of Answer										
F.4.1	O-12 Region (seconds)	Parity w Retail	118.91	6,771,891	95.63	37,691				YES
General - Maintenance Center										
Average Answer Time										
F.5.1	M&R-6 Region (seconds)	Parity w Retail	39.40	1,626,985	25.39	89,192				YES
General - Operator Services (Toll)										
Average Speed to Answer										
F.6.1	OS-1 TN (seconds)	PBD			4.50					PBD
% Answered in 10 seconds										
F.6.2	OS-2 TN (%)	PBD			83.00%					PBD
General - Directory Assistance										
Average Speed to Answer										
F.7.1	DA-1 TN (seconds)	PBD			6.74					PBD

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
% Answered in 10 seconds										
F.7.2	DA-2 TN (%)	PBD			74.90%					PBD
General - E911										
Mean Interval										
F.8.1	E-3 TN (hours)	PBD			2.27	2,057				PBD
% Accuracy										
F.8.2	E-2 TN (%)	PBD			96.86%	197,390				PBD
% Timeliness										
F.8.3	E-1 TN (%)	PBD			100.00%	2,057				PBD
General - Billing										
Usage Data Delivery Accuracy										
F.9.1	B-3 Region (%)	Parity w Retail	99.96%	7,661	99.99%	13,407		0.00028	-0.8555	YES
Usage Data Delivery Timeliness										
F.9.2	B-5 Region (%)	Parity w Retail	98.62%	38,383	98.84%	171,993,713		0.00060	-3.7183	YES
Usage Data Delivery Completeness										
F.9.3	B-4 Region (%)	Parity w Retail	99.44%	38,383	99.95%	171,993,713		0.00038	-13.3897	YES
Mean Time to Deliver Usage										
F.9.4	B-6 Region (days)	Parity w Retail	3.55	38,383	3.53	171,993,713				YES
Recurring Charge Completeness										
F.9.5.1	B-7 Resale/TN (%)	Parity w Retail								
F.9.5.2	B-7 UNE/TN (%)	>= 90%								
F.9.5.3	B-7 Interconnection/TN (%)	>= 90%								
Non-Recurring Charge Completeness										
F.9.6.1	B-8 Resale/TN (%)	Parity w Retail								
F.9.6.2	B-8 UNE/TN (%)	>= 90%								
F.9.6.3	B-8 Interconnection/TN (%)	>= 90%								
General - Change Management										
% Software Release Notices Sent On Time										
F.10.1	CM-1 TN (%)	>= 95% w in 30 days								
Average Software Release Notice Delay Days										
F.10.2	CM-2 TN (average)	>= 22 bus days prior to release								
% Change Management Documentation Sent On Time										
F.10.3	CM-3A TN (%)	>= 95% w in 30 days								
% Change Management Documentation (Defects, Corrections, etc.) Sent On Time										
F.10.4	CM-3B TN (%)	>= 95% w in 5 days								
Average Documentation Release Delay Days										
F.10.5	CM-4 TN (average)	>= 22 bus days prior to release								
% CLEC Interface Outages Sent within 15 Minutes										
F.10.6	CM-5 TN (%)	>= 97% w in 15 min			86.00%	28				NO
General - Ordering										
Acknowledgement Message Timeliness										
F.12.1.1	O-1 EDI/Region (%)	>= 90% w in 30 min			99.96%	22,453				YES
F.12.1.2	O-1 TAG/Region (%)	>= 95% w in 30 min			100.00%	125,898				YES

BellSouth Monthly State Summary
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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Acknowledgement Message Completeness										
F.12.2.1	O-2	EDI/Region (%)	100%		100.00%	22,453				YES
F.12.2.2	O-2	TAG/Region (%)	100%		100.00%	125,898				YES
General - Database Updates										
Average Database Update Interval										
F.13.1.1	D-1	LIDB/TN (hours)	PBD							PBD
F.13.1.2	D-1	Directory Listings/TN (hours)	PBD							PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)	PBD							PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/TN (%)	>= 95%							
F.13.2.2	D-2	Directory Listings/TN (%)	>= 95%							
F.13.2.3	D-2	Directory Assistance/TN (%)	>= 95%							
% NXXs / LRNs Loaded by LERG Effective Date										
F.13.3	D-3	TN (%)	100%							
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F.14.1	M&R-7	TN (minutes)	Diagnostic		*	4				Diagnostic

* Did not report