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July 30, 2001

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 paper copies, and an electronic version of BellSouth's 271 filing.

The affidavit of Mr. Douglas E. Schaller contains proprietary CLEC-specific information. This proprietary affidavit is being filed with the Authority under separate cover subject to the terms of the Protective Order entered in this proceeding. Based on BellSouth's understanding that certain CLECs object to BellSouth providing this information to other CLECs, even subject to the terms of a protective order, the proprietary version of Mr. Schaller's filing is not being provided by BellSouth to the parties of record. Copes of the redacted, non-proprietary version of Mr. Schaller's filing are enclosed. The electronic version of BellSouth's 271 filing includes the non-proprietary redacted version of Mr. Schaller's filing.

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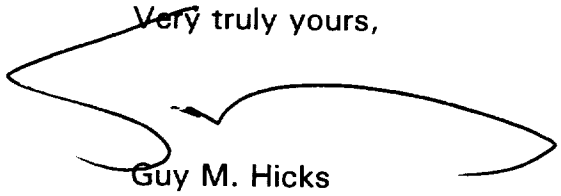

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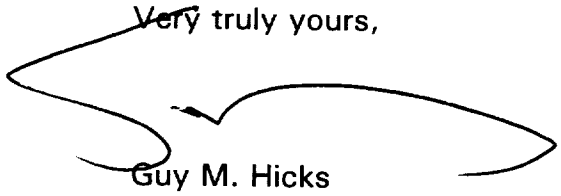

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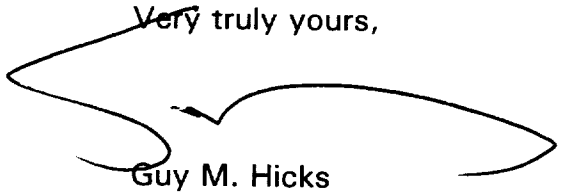

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BELLSOUTH TELECOMMUNICATIONS, INC.

DIRECT TESTIMONY OF DAVID A. COON

BEFORE THE TENNESSEE REGULATORY AUTHORITY

DOCKET NO. 97-00309

JULY 30, 2001

Q. PLEASE STATE YOUR NAME, ADDRESS, AND POSITION WITH BELLSOUTH TELECOMMUNICATIONS, INC.

A. My name is David A. Coon. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375. I am Director - Interconnection Services for BellSouth Telecommunications, Inc. ("BellSouth") and am responsible for managing certain aspects of BellSouth's performance measurements.

Q. PLEASE SUMMARIZE YOUR BACKGROUND AND EXPERIENCE.

A. My career at BellSouth spans over 20 years and includes positions in Network, Regulatory, Finance, Corporate Planning, Small Business Services and Interconnection Operations. I received a Bachelors Degree in Civil Engineering from Ohio University and a Masters Degree in Engineering Administration from George Washington University. I also attended the Executive Management program at Duke's Fuqua School of Business and Regulation in the Competitive Market Place at the University of California – Berkeley.

Q. HAVE YOU PROVIDED TESTIMONY IN OTHER ACTIVE DOCKETS IN TENNESSEE?

A. Yes. I filed Direct Testimony in Docket No. 01-00362 concerning OSS evaluation and I also filed Direct Testimony in Docket No. 01-00193, the Generic Performance Measurements Docket.

Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS DOCKET?

A. The purpose of my testimony is to:

- Describe the performance measurements that BellSouth proposes to use in this proceeding to demonstrate that BellSouth provides nondiscriminatory service to CLECs in Tennessee.
- Present and describe BellSouth's performance data for the month of May 2001. In the future, BellSouth will file performance data for successive months' results. This data will be for CLEC transactions in Tennessee and it will allow the Tennessee Regulatory Authority ("TRA" or "Authority") to thoroughly evaluate BellSouth's performance and its compliance with the requirements of Section 271 of the Telecommunications Act of 1996 (the"Act").

SUMMARY

Q. PLEASE PROVIDE A SUMMARY OF YOUR TESTIMONY.

A. As the Authority knows, BellSouth must demonstrate that it provides nondiscriminatory performance to CLECs as a prerequisite to the receipt of permission to compete in the interLATA market. The measurement of the performance provided to the CLECs is one factor in demonstrating nondiscriminatory performance. My testimony presents an interim comprehensive set of service quality measurements ("Interim SQM") upon which the Tennessee Regulatory Authority can rely in this proceeding. Using actual performance results for Tennessee based on this Interim SQM, I also explain why it is reasonable to conclude that BellSouth meets its obligations under the Act.

INTERIM SQM

Q. BRIEFLY DESCRIBE AN SQM DOCUMENT.

A. The Act ([§ 271, 47 U.S.C.271, Part III, subparagraph (B)] as interpreted by the FCC in its First Report and Order (FCC 96-325 dated 8-8-96)), obligates BellSouth to provide CLECs with nondiscriminatory access to the items specified in the 14-point checklist, including Operations Support Systems ("OSS"). As a result of a Generic Performance Measurements proceeding and Order in Georgia in which many of the CLECs in this Docket were participants, BellSouth has developed a

comprehensive set of performance measures. These are collectively referred to as the Interim SQM plan.

The SQM defines the measurement requirements including such parameters as the service performance data to be collected, the method of calculation, the amount of detail or levels of disaggregation for each measurement and the applicable benchmark and/or retail analog for comparison.

Q. HAS THE TRA ADDRESSED THE ISSUE OF PERFORMANCE MEASUREMENTS PRIOR TO THIS PROCEEDING?

A. Yes. The Authority addressed performance measurements in one issue of an interconnection agreement arbitration between ITC^DeltaCom and BellSouth (Docket No. 99-00430). The Authority adopted a set of performance measurements and enforcement mechanisms based on BellSouth's 1999 SQM and nineteen (19) measurements from the Texas Plan. These measurements were identified as the starting point of the Generic Performance Measurements proceeding (Docket No. 01-00193).

Since that time, the Authority also addressed the issue of performance measurements in an interconnection agreement arbitration between InterMedia Communications, Inc. and BellSouth (Docket No. 99-00948). In this case, the Authority adopted BellSouth's May 2000 SQM,

including the associated standards (retail analogs and benchmarks), and nineteen (19) measurements from the Texas Plan. These Texas measurements were the same as those adopted in the DeltaCom arbitration. In addition to the performance measurements, the Authority adopted BellSouth's Voluntary Self-Effectuating Enforcement Mechanism (VSEEM) for the Tier-1 and Tier-2 measurements as the appropriate remedy plan to be included in the parties' interconnection agreement.

Q. WHY DOES BELLSOUTH PROPOSE A SET OF PERFORMANCE MEASUREMENTS FOR USE IN THIS PROCEEDING DIFFERENT THAN THOSE ADOPTED IN THE DELTACOM ARBITRATION?

A. BellSouth proposes a different set of performance measurements for use in this proceeding for three reasons. First, the performance measurements adopted in the DeltaCom arbitration resulted from a specific dispute between BellSouth and DeltaCom with respect to the terms of an interconnection agreement between the two parties. BellSouth has since settled this dispute with DeltaCom and the Authority has approved the resulting interconnection agreement.

Secondly, although the plan based on the DeltaCom arbitration serves as the starting point for the Generic Docket, the purpose of that proceeding is to establish permanent performance measurements and enforcement mechanisms for all CLECs in Tennessee. This point is

important, given that the Texas measurements included in the DeltaCom decision are structured very differently from the way BellSouth collects and reports data. Therefore, implementation of the new Texas metrics would require extensive programming changes to BellSouth's Performance Measurement and Analysis Platform (PMAP).

However, as I stated in my Direct Testimony in Docket 01-00193 (Generic Performance Measurements Docket) BellSouth has implemented a substantial number of the measurements from the DeltaCom decision. Furthermore, BellSouth has added other measurements that were not part of the DeltaCom decision but are necessary to update the 1999 SQM to permit an evaluation for 271 purposes.

Finally, today BellSouth can produce a voluminous set of performance data covering all the key facets of a CLEC's operation. This data is more than sufficient for the Authority to assess BellSouth's compliance with section 271 of the Act. The data is displayed in a format that is similar to that used by Bell Atlantic (now Verizon) in its filings regarding performance in New York. Thus this format is familiar to the FCC. The proposed performance measurements are appropriate to serve as an "Interim SQM" for the purposes of this proceeding.

Q. PLEASE DESCRIBE THE INTERIM SQM THAT BELLSOUTH PROPOSES TO PROVIDE PERFORMANCE DATA FOR THIS PROCEEDING.

A. The Interim SQM defines the measurements that BellSouth proposes to support its application for interLATA authority with the FCC. As discussed above, BellSouth has adopted a format for data presentation similar to that used by Verizon to support its successful interLATA application in New York.

The data in this format is defined by a specific SQM. As an Interim SQM, BellSouth has utilized the SQM set forth by the GPSC in its Order in Docket 7892-U, dated January 12, 2001, to define the data that will be produced in a format familiar to the FCC and DOJ. That SQM is attached as Exhibit DAC-1. For brevity, I will refer to the presentation of data according to the Interim SQM as the "FCC format."

Q. EVEN THOUGH YOU HAVE EXPLAINED THE SQM IN YOUR DIRECT TESTIMONY IN THE GENERIC PERFORMANCE MEASUREMENTS DOCKET (NO. 01-00193), FOR CONVENIENCE PLEASE EXPLAIN THE CONTENTS OF THE INTERIM SQM DOCUMENT AND HOW TO READ IT.

A. BellSouth's SQM document is a comprehensive and detailed description of performance measurements that are calculated to evaluate the

quality of service delivered to BellSouth's customers, both wholesale and retail. The SQM is divided into eleven (11) measurement categories, each one representing a different group of measurements relating to a specific area of BellSouth's service performance for CLECs. For instance, Section 1 contains six (6) distinct measurements dealing with access to Operations Support Systems for both pre-ordering and maintenance & repair and loop makeup. Section 2 contains fifteen (15) measurements specifically directed at all phases of the ordering process. Another section deals with provisioning, and so forth. The end result is eleven measurement categories totaling 75 measurements. When these measurements are produced as BellSouth has proposed, there are approximately 2,200 sub-metrics reflecting the performance provided to CLECs by BellSouth.

In addition, there are three (3) appendices, A-C. Appendix A, Reporting Scope, provides service groupings by categories, i.e., service order activity type, pre-ordering query type, maintenance query type, etc. Appendix B, Glossary of Acronyms and Terms, is just that, a glossary that provides definitions for the most commonly used acronyms and terms found throughout the document. Finally, Appendix C, BellSouth Audit Policy, sets forth BellSouth's audit policy for both internal and external audits of performance measurements.

Q. CAN YOU ILLUSTRATE WHAT IS CONTAINED IN EACH OF THE MEASUREMENTS WITHIN THE ELEVEN SECTIONS BY PROVIDING AN EXAMPLE?

A. Yes. Please refer to the first measurement labeled “OSS-1” of Exhibit DAC-1 and the material related to that measurement. As you can see, this measurement begins with a “Definition” that briefly describes the it. In this case, the measurement calculates the average response time for queries submitted from pre-ordering Interfaces, such as LENS, TAG and RNS, to certain legacy systems. These queries are submitted by the CLEC and by BellSouth retail representatives to assess feature availability, validate addresses or telephone numbers, reserve telephone numbers, and determine appointment availability.

Following the definition are any “Exclusions” that identify certain characteristics or external factors that for various reasons should be excluded from the measurement. In this case there are none. However, if you look at the measurement labeled “Loop Makeup – Response Time – Manual” in Exhibit DAC-1, there is an example of an exclusion. Specifically, the exclusion for that measurement covers electronically submitted loop makeup inquiries. Obviously, it would be inappropriate to include electronically submitted inquiries in a measurement of inquiries submitted manually.

Returning to my discussion of the components of the measurement labeled OSS-1, next comes the “Business Rules” that describe the components of the measurement and how they interact. An example that is reflected under this measurement is the way the “start” and “stop” times are defined for the measurement.

Under the heading of “Calculation” is the actual mathematical formula for producing the measurement. This section also identifies each component of the formula, e.g., in this particular case, a = Date & Time of Legacy Response and b = Date & Time of Legacy Request.

The next section is labeled “Report Structure.” The report structure provides a definition of the key dimensions of the report. For instance, in the example of the OSS Response Interval, OSS-1, OSS Response is a measurement of the response interval for the aggregate of all CLECs in the BellSouth Region. As a result, its report structure is a regional structure, as opposed to a CLEC-specific or a product-specific structure.

Following “Report Structure” is the “Data Retained” section that describes key elements of data for each measurement that are processed and retained in the performance measurements reporting platform.

Finally, the section entitled, “SQM Disaggregation – Analog / Benchmark,” defines how each measurement is broken-down into sub-

metrics in the report, i.e., in this case, by OSS and Legacy System, and the standard to which BellSouth compares each sub-metric of that measurement in order to detect disparate treatment. In this case, because there is not a retail analog for this function, BellSouth uses a benchmark of parity plus 2 seconds.

This SQM also has a section labeled SEEM Disaggregation/Benchmark. SEEM stands for Self-Effectuating Enforcement Mechanism, the enforcement plan ordered by the Georgia Public Service Commission. As I mentioned earlier, this Interim SQM is the Georgia version. Although the Georgia ordered SEEM plan is appropriate for Georgia, it is not in Tennessee. Tennessee's enforcement plan will be determined in the Tennessee Generic Performance Measurements Docket. Consequently, when looking at the interim SQM, any references to SEEM should be ignored.

Q. PLEASE ILLUSTRATE HOW THE LEVEL OF DISAGGREGATION AFFECTS THE NUMBER OF SUB-METRICS IN AN SQM.

A. Achieving an appropriate level of disaggregation is obviously important. Indeed, reporting of the measurement frequently occurs only at this level. To illustrate, please refer to the measurement P-4, Order Completion Interval (OCI) & Order Completion Interval Distribution on page 3-10 of Exhibit DAC-1. OCI measures how long it takes BellSouth to install a service, once a valid service order has been generated.

Exhibit DAC-1 contains the SQM disaggregation and reporting level for this measurement. The first line of this table shows a line for Resale Residence and a retail analog of Retail Residence. This means that OCIs for services to be resold to a residence customer by a CLEC (Resale Residence) are compared to OCIs for services sold by BellSouth at retail to its residence customers (Retail Residence). This single comparison, however, is further broken down into sub-metrics of: 1) Dispatch < 10 circuits; 2) Dispatch $\geq$ 10 circuits; 3) Non-dispatch < 10 circuits; and 4) Non-Dispatch $\geq$ 10 circuits. These additional levels of disaggregation are reflected under the Report Structure section of the SQM for this measurement. Thus, there are 4 "volume" and "dispatch" levels of disaggregation in this instance. There are a total of 27 lines or products on the SQM Level of Disaggregation, meaning that there are approximately 27 times 4 (or approximately 100) sub-metrics of BellSouth's performance for CLECs for the single measurement, P-4, Order Completion Interval. In addition, BellSouth must produce another set of 100 sub-metrics reflecting BellSouth's performance for its retail customers for a total of approximately 200 sub-metrics in this case.

Q. WHY IS THE INTERIM SQM PERFORMANCE DATA IN THE FCC FORMAT SUFFICIENT FOR THE AUTHORITY TO EVALUATE BELLSOUTH'S PERFORMANCE FOR SECTION 271 PURPOSES?

A. These measurements are voluminous and cover every key aspect of BellSouth's performance. The Interim SQM data provides for about

2,250 sub-metrics that measure CLEC performance. Approximately one half of those measurements have retail analogs of BellSouth's performance that must be produced. The remaining measurements either have benchmarks or are simply diagnostic metrics. These measurements reflect the culmination of several years of work by parties, including the CLECs, via workshops and Commission hearings; the FCC, in its interLATA Orders; and the DOJ. Given these characteristics, the FCC formatted data actually exceeds the level of data that this Authority needs to evaluate BellSouth's performance.

Q. IS IT NECESSARY TO WAIT UNTIL THE TENNESSEE PERMANENT MEASUREMENTS ARE IMPLEMENTED BEFORE THE AUTHORITY STARTS ITS EVALUATION OF BELLSOUTH'S PERFORMANCE IN CONJUNCTION WITH AN INTERLATA APPLICATION?

A. No. As stated above, the Interim measurements will provide the TRA more than enough data and information upon which to base its evaluation. The alternative – to wait for the TRA's Decision and the subsequent implementation of permanent performance measures - would unnecessarily delay the benefits of additional interLATA and local competition to the consumers in this State. Delaying such entry simply is not in the public interest. Thus, to best serve the needs of Tennessee consumers, the Authority should rely on the Interim SQM and the data collected pursuant to that SQM to assess BellSouth's compliance with

the competitive checklist. The Interim SQM gives the Authority the ability to thoroughly assess BellSouth's section 271compliance.

Q. HAS BELLSOUTH PROPOSED A SET OF MEASUREMENTS IN THE GENERIC PERFORMANCE MEASUREMENTS DOCKET (No. 01-00193)?

A. Yes. An SQM was included as Attachment DAC-1 to my Direct Testimony filed in that Docket on July 16, 2001.

Q. DOES THE SQM YOU FILED IN THE GENERIC PERFORMANCE MEASUREMENTS DOCKET DIFFER FROM THE INTERIM SQM YOU ARE PROPOSING HERE? IF SO, PLEASE SUMMARIZE THE DIFFERENCES.

A. Yes, but the differences are slight. Either one will provide the Authority with all of the data needed to monitor BellSouth's performance for the CLECs in Tennessee.

The main advantage of the Interim SQM is that the measurements are available for Tennessee operations – today. However it provides data at a level more granular than BellSouth believes is necessary. For example, the Interim SQM contains about 2,250 sub-metrics while the Permanent SQM contains approximately 1,200 sub-metrics. This additional granularity is primarily due to the fact that the Interim SQM

has more disaggregation than BellSouth proposed in the Permanent SQM.

There are also several measurements in the Interim SQM that have not been proposed in the Permanent SQM. I will discuss these later in my testimony. Otherwise, all of the same transactions are reflected in both SQMs. The Interim SQM provides a much finer level of detail than the Authority will probably need in order to perform meaningful analyses. The Permanent SQM provides the data in a much more usable grouping while not detracting from the Authority's ability to monitor performance.

The differences between the Permanent and Interim SQMs fall into the following three categories:

1. Differences in measurements
2. Differences in levels of product disaggregation
3. Differences in retail analogs/benchmarks
4. Differences in SEEM.

I describe each of these differences in more detail later. However, I believe the differences in no way hinder the Authority's ability to determine whether BellSouth is performing appropriately under either SQM. The Permanent SQM will simply be easier to use.

Q. WHY DID BELLSOUTH EXCLUDE FOUR MEASUREMENTS CONTAINED IN THE INTERIM SQM FROM THE PERMANENT SQM?

A. These measurements, and brief explanations of why BellSouth does not believe these measurements are necessary, are as follow:

1. % Completions/Attempts w/o Notice or < 24 Hours Notice. Basically, CLECs requested this measurement because sometimes BellSouth works a CLEC order without giving what the CLEC considers to be appropriate notice. The CLECs' requested measure is an example of a measurement of a portion of the ordering and provisioning process. It attempts to combine FOC timeliness, % installation appointments met and OCI into one measurement. It is difficult to see how this measurement captures any additional information about the level of service BellSouth provides to the CLEC.

BellSouth currently has five separate provisioning measurements (Provisioning P1 – P5) that deal with order completion intervals, held orders and completion notices. These measures provide sufficient information for determining how well BellSouth is doing in this area of provisioning.

2. BFRs processed in 30 business days. – The Interim SQM has measurements reflecting the percentage of Bona Fide Requests processed within thirty days and the percentage of quotes provided for

Bona Fide Requests within certain intervals. However, during the period of January 2000 through October 2000, BellSouth received only seven Bona Fide Requests from CLECs across the entire region. While BellSouth could report its performance with respect to Bona Fide Requests on a manual basis, it is impossible to draw any conclusions about BellSouth's performance based upon such a limited number of transactions. Therefore, BellSouth does not believe it appropriate or reasonable to include in the proposal for Permanent metrics.

3. BFR Quotes provided in X days. This measurement is a part of the Interim SQM but the reasons for not including it in the Permanent SQM are the same as above.

4. Service Order Accuracy. There is no efficient way to produce this measurement as it can only be produced by an extensive manual process. There are several other measurements that will provide indications of whether or not the service delivered to the customer is the same as the customer ordered. The first of these is Invoice Accuracy. This is a measurement of billing adjustments as a percentage of billed revenue. If a service is delivered incorrectly and the CLEC requests a billing adjustment, the Invoice Accuracy measurement will be affected. The second measurement is Percent Provisioning Troubles within 30 Days of Service Order Completions. Services not delivered as ordered will affect this measurement when the CLEC reports a trouble. Both of these measurements are indicators of the accuracy of the service order.

Q. HAS MEASUREMENT P-13 LNP AVERAGE DISCONNECT TIMELINESS INTERVAL BEEN REVISED IN BELLSOUTH'S PROPOSED PERMANENT SQM?

A. Yes. In the Permanent SQM, this single measurement has been replaced by two new measurements, P-10A, LNP Average Time Out of Service and P-10B, LNP Percentage of Time BellSouth Applies the 10 Digit Trigger prior to the LNP Order Due Date. These two measurements more accurately provide information on the customer impact of the number porting process.

Q. ARE THERE OTHER DIFFERENCES IN THE LIST OF MEASUREMENTS BETWEEN THE TWO SQMs?

A. Yes. There are five other measurements that appear in the Interim SQM that are not in the proposed Permanent SQM. These measurements are:

- O-13 LNP Percent Rejected Service Request
- O-14 LNP Reject Interval
- O-15 LNP Firm Order Confirmation
- P-12 LNP Percent Missed Installation Appointments
- P-14 LNP Total Service Order Cycle Time

In this case, the specific performance data is not omitted from the Permanent SQM, it is simply displayed differently. Instead of showing this data as a separate measurement for LNP, the data is simply displayed for LNP as a disaggregated product under another measurement. For example, measurement O-13, LNP Percent Rejected Service Request, is included under measurement O-7, Percent Rejected Service Requests. Following is a list of where the data for these measurements in the Interim SQM appear in the Permanent SQM:

- O-13 LNP included in O-7
- O-14 LNP included in O-8
- O-15 LNP included in O-9
- P-12 LNP included in P-3
- P-14 LNP included in P-10

No data is omitted by excluding these LNP measurements.

Q. PLEASE EXPLAIN THE DIFFERENCES IN PRODUCT DISAGGREGATION BETWEEN THE INTERIM AND PERMANENT SQM.

A. The first area of difference involves 2-Wire Analog Loops. In the Permanent SQM, 2-Wire Analog Loops are disaggregated two ways based on whether designed engineering work is required (i.e., Non-Design or Design). In addition to these two levels of disaggregation, the

Interim SQM further disaggregates 2-Wire Analog Loops into four additional categories as follows:

- 2-Wire Analog Loops w/INP Design
- 2-Wire Analog Loops w/INP Non-Design
- 2-Wire Analog Loops w/LNP Design
- 2-Wire Analog Loops w/LNP Non-Design

These four additional classifications are unnecessary for the following reasons:

At present, BellSouth has implemented LNP in 177 of the 201 wire centers in the State. The 24 wire centers where LNP has not been deployed are primarily in rural areas. These 24 wire centers serve less than 5% of BellSouth's access lines in the State. By the end of October, all of the remaining offices are scheduled to convert to LNP. Thus, by the time a permanent set of performance measurements are established in Tennessee, little if any data will appear in the two INP classifications required by the Interim SQM.

For permanent number portability (LNP), BellSouth provides data for LNP as a separate category. The data in the LNP category allows the Authority to monitor performance on LNP orders. These additional 2-Wire Analog Loop disaggregations will not help the Authority monitor performance.

The next difference is that the INP standalone category was not included in the Permanent SQM. As stated earlier, little, if any data would exist for this category since BellSouth provides hardly any INP.

The last product difference is that the Permanent SQM adds two categories:

- UNE Digital Loops smaller than DS1; and
- UNE Digital Loops – DS1 or larger.

Q. PLEASE EXPLAIN THE DIFFERENCES IN RETAIL ANALOGS OR BENCHMARKS BETWEEN THE INTERIM AND PERMANENT SQMS.

A. A comparison of the differences in retail analogs or benchmarks between the two SQMs is provided in Exhibit DAC-2. Exhibit DAC-2 also contains the rationale for each difference. As you can see on the Exhibit, the differences actually make the Permanent SQM a more useful and reasonable document.

Q. WILL THE PROPOSED PERMANENT SQM BE MORE MANAGEABLE THAN THE INTERIM SQM?

A. Yes. While there is no doubt that the Interim SQM is more than adequate for an Authority to determine whether nondiscriminatory access is being provided to the CLECs, BellSouth believes it is too

detailed to use in Tennessee on a permanent basis. Even though the Permanent SQM is less detailed than the interim, it contains a massive amount of data, i.e., approximately 1,200 sub-metrics representing CLEC performance and an additional 600 sub-metrics representing BellSouth retail performance. In certain instances, sub-metrics are reported at the individual CLEC level and are also aggregated into totals for all CLECs in the state. As can be seen from the scope of the "measurement categories" I have identified above, every area of BellSouth's operations is addressed, and in some cases, the same activity is measured multiple times and in several different ways. However, the Interim SQM contains significantly more sub-metrics.

In fact, the Permanent SQM may already be too large for an Authority to use it effectively on a permanent basis. This is a point that the Authority should not take lightly. In evaluating the adequacy of BellSouth's Permanent SQM, the Authority should assess it relative to the purpose for which it is being created. In particular, the SQM should be sized, in terms of its scope and complexity, to permit the Authority to analyze the data for determining compliance with the Act. The key point here is that too much data simply confuses rather than clarifies the analysis.

Now, the CLECs will no doubt continue to ask for more measurements or changes to existing ones. If past experience is any teacher, they will propose thousands upon thousands of additional sub-metrics. Essentially, if allowed to have their way, they will simply paralyze the

process and make the entire issue of service quality measurements unworkable.

BellSouth is not suggesting that the Authority should not consider what the CLECs have to say. BellSouth merely suggests that, based on prior experience, the CLECs may ask for things that simply cannot be accomplished in any reasonable time and that have no significant incremental benefit in terms of determining whether BellSouth is providing nondiscriminatory treatment.

Q. YOU DEVOTED THE LAST SEVEN PAGES OF TESTIMONY EXPLAINING WHY SEVERAL MEASUREMENTS, SOME DISAGGREGATION AND SEVERAL BENCHMARKS ASSOCIATED WITH THE INTERIM SQM WERE NOT INCLUDED IN BELLSOUTH'S PROPOSAL FOR PERMANENT MEASUREMENTS IN THE GENERIC DOCKET. PLEASE EXPLAIN AGAIN WHY THE AUTHORITY SHOULD ADOPT THE INTERIM SQM?

A. The simple answer is that the Interim SQM measurements are available today and they are more than the TRA will need to evaluate BellSouth's performance. As I mentioned earlier in my testimony, the Interim SQM is based on the Order of the Georgia Public Service Commission. BellSouth will offer the changes I discussed above to the GA PSC when the Georgia measurement plan is due for a review later this year.

Q. WHAT DOES BELLSOUTH REQUEST OF THE AUTHORITY IN THIS PROCEEDING?

A. BellSouth requests that the Authority adopt the FCC format and the underlying Interim SQM, for purposes of its 271 decision and for any recommendation the Authority makes to the FCC. The Interim SQM will be effective until such time as BellSouth has fully implemented an Authority Order establishing a Permanent SQM.

PERFORMANCE DATA FOR TENNESSEE OPERATIONS, MAY 2001.

Q. WILL THE AUTHORITY HAVE ENOUGH DATA TO EVALUATE BELLSOUTH'S PERFORMANCE FOR SECTION 271 PURPOSES?

A. Without a doubt, the Authority will have more than enough data to determine whether BellSouth is providing CLECs with nondiscriminatory performance. The Authority will have multiple months of data in the FCC format. In addition, the data normally accessible in the Performance Measurement Analysis Platform (PMAP) will continue to be available throughout this process.

Q. DESCRIBE THE FORMAT IN WHICH BELLSOUTH HAS PRESENTED ITS PERFORMANCE DATA.

A. The data is reflected in Exhibit DAC-3. The actual statewide performance results are shown in Attachment 1 of Exhibit DAC-3. The main body of the Exhibit contains several items. First we provide a description of the data and a brief discussion on how to interpret the data. An analysis of what the data shows with respect to each applicable checklist item is also provided.

Q. PLEASE SUMMARIZE THE MAY 2001 PERFORMANCE RESULTS SHOWN IN EXHIBIT DAC-3.

A. BellSouth met or exceeded the performance standard on 84% of the measurements where the CLECs had activity in Tennessee in May. Attachment DAC-3 contains a detailed discussion of the results and, for that reason, I won't duplicate the discussion here.

Certain measurements were developed that are available for May data, but specific levels of disaggregation (sub-metrics) associated with these new measurements will not be available until June 2001 data is published. These sub-metrics identified in Exhibit DAC-3.

Q. HOW OFTEN WILL BELLSOUTH PROVIDE THIS PERFORMANCE DATA TO THE AUTHORITY?

A. The first filing of this Tennessee specific data will be in July 2001, as part of my testimony, and will reflect performance for the month of May

2001. BellSouth will continue to file succeeding months' data, in the FCC format, for the duration of this proceeding. The FCC formatted data will be produced on a regular schedule until such time as BellSouth has fully implemented the performance measurements that the Authority orders on a permanent basis.

Q. PLEASE SUMMARIZE YOUR TESTIMONY.

A. In summary, for evaluating BellSouth's performance, BellSouth proposes that the Authority use an interim set of performance measurements that are available to the TRA today. These measurements are based those recently ordered by the Georgia Public Service Commission and these measurements will allow the TRA to conduct a comprehensive performance evaluation. The measurement results are displayed in a format that is familiar to the FCC.

This testimony includes the first filing of performance data for Tennessee operations. Each month thereafter, for the duration of this proceeding, BellSouth will file succeeding months' data in FCC format until such time as BellSouth fully implements the permanent performance measurements ordered in the Generic Performance Measurements Docket by the Authority.

BellSouth believes that the data it provides will allow the Authority to evaluate thoroughly BellSouth's performance and its compliance with the requirements of section 271 of the Telecommunications Act of 1996.

Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.

AFFIDAVIT

STATE OF GEORGIA

COUNTY OF FULTON

BEFORE, ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared David A. Coon-Director-Interconnection Services, who being by me first duly sworn, deposed and said that:

He is appearing as a witness before the Tennessee Regulatory Authority in Docket No. 97-00309 on behalf of BellSouth Telecommunications, Inc., and if present before the Authority and duly sworn, his testimony would be as set forth in the annexed testimony consisting of 27 pages and 3 exhibit (s).

David A. Coon

SWORN TO AND
SUBSCRIBED BEFORE ME
this the 11th day
of July, 2001.

NOTARY PUBLIC

My Commission expires:

Notary Public, Cobb County, Georgia
My Commission Expires June 19, 2005

EXHIBIT DAC-1
BellSouth Service Quality Measurement Plan
(SQM)

BELLSOUTH®

BellSouth Service Quality Measurement Plan (SQM)

Georgia Performance Metrics

Measurement Descriptions
Version 1.01

Issue Date: April 6, 2001

This version of the Georgia SQM reflects the Order in GA Docket 7892-U. Some of the measures, business rules, disaggregations and/or exclusions are under development and will be reflected in the monthly reports in the near future. The other Georgia SQM posted on this site will be removed at that time.

Introduction

The BellSouth Service Quality Measurement Plan (SQM) describes in detail the measurements produced to evaluate the quality of service delivered to BellSouth's customers both wholesale and retail. The SQM was developed to respond to the requirements of the Communications Act of 1996 Section 251 (96 Act) which required BellSouth to provide non-discriminatory access to Competitive Local Exchange Carriers (CLEC)[1] and its Retail Customers. The reports produced by the SQM provide regulators, CLECs and BellSouth the information necessary to monitor the delivery of non-discriminatory access.

This plan results from the many divergent forces evolving from the 96 Act. The 96 Act, the Georgia Public Service Commission (GPSC) Order (Docket 7892-U 12/30/97), LCUG 1-7.0, the FCC's NPRM (CC Docket 98-56 RM9101 04/17/98), the Louisiana Public Service Commission (LPSC) Order (Docket U-22252 Subdocket C 04/19/98), numerous arbitration cases, LPSC sponsored collaborative workshops (10/98-02/00), and proceedings in Alabama, Mississippi, and North Carolina have and continue to influence the SQM. **This version of the SQM reflects the Order of the Georgia Public Service Commission in Docket 7892-U dated January 12, 2001**.

The SQM and the reports flowing from it must change to reflect the dynamic requirements of the industry. New measurements are added as new products, systems, and processes are developed and fielded. New products and services are added as the markets for them develop and the processes stabilize. The measurements are also changed to reflect changes in systems, correct errors, and respond to both 3rd Party audit requirements and the Georgia PSC.

This document is intended for use by someone with knowledge of telecommunications industry, information technologies and a functional knowledge of the subject areas covered by the BellSouth Performance Measurements and the reports that flow from them.

Once it is approved, the most current copy of this document can be found on the web at URL: https://pmap.bellsouth.com in the Help folder.

Report Publication Dates

Each month, preliminary SQM reports will be posted to BellSouth's SQM web site (https://www.pmap.bellsouth.com) by 8:00 A.M. EST on the 21st day of each month or the first business day after the 21st. Final validated SQM reports will be posted by 8:00 A.M. on the last day of the month. Reports not posted by this time will be considered late for SEEM payment purposes. Preliminary SEEM reports will be posted on the same day as the SQM validated reports. Validated SEEM reports will posted on the 15th of the following month. Payments due will also be paid on the 15th of the following month. For instance: May data will be posted in preliminary SQM reports on June 21. Final validated SQM reports and preliminary SEEM reports will be posted on the last day of June. Final validated SEEM reports will be posted and payments mailed on July 15th.

1. Alternative Local Exchange Companies (ALEC) and Competing Local Providers (CLP) are referred to as Competitive Local Exchange Carriers (CLEC) in this document.

Report Delivery Methods

CLEC SQM and SEEM reports will be considered delivered when posted to the web site. The Georgia Public Service Commission (GPSC) will be given access to the web site. In addition, a copy of the Monthly State Summary reports will be filed with the GPSC as soon as possible after the last day of each month.

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Section 1: Operations Support Systems (OSS)

OSS-1: Average Response Time and Response Interval (Pre-Ordering/ Ordering)

Definition

Average response time and response intervals are the average times and number of requests responded to within certain intervals for accessing legacy data associated with appointment scheduling, service & feature availability, address verification, request for Telephone numbers (TNs), and Customer Service Records (CSRs).

Exclusions

None

Business Rules

The average response time for retrieving pre-order/order information from a given legacy system is determined by summing the response times for all requests submitted to the legacy systems during the reporting period and dividing by the total number of legacy system requests for that month.

The response interval starts when the client application (LENS or TAG for CLECs and RNS or ROS for BellSouth) submits a request to the legacy system and ends when the appropriate response is returned to the client application. The number of accesses to the legacy systems during the reporting period which take less than 2.3 seconds, the number of accesses which take more than 6 seconds, and the number which are less than or equal to 6.3 seconds are also captured.

Calculation

Response Time = (a - b)

- a = Date & Time of Legacy Response
- b = Date & Time of Legacy Request

Average Response Time = c ÷ d

- c = Sum of Response Times
- d = Number of Legacy Requests During the Reporting Period

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope	• Report Month • Legacy Contract (per reporting dimension) • Response Interval • Regional Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BellSouth servers, including LENS, access to legacy systems. CLECs query this legacy system. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Parity + 2 seconds

Table 1: Legacy System Access Times For RNS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤ 6.3 sec.	Avg. Sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSACCTS	CSR	x	x	x	x	x
OASIS	OASISCAR	Feature/Service	x	x	x	x	x
OASIS	OASISLPC	Feature/Service	x	x	x	x	x
OASIS	OASISMTN	Feature/Service	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x

Table 2: Legacy System Access Times For R0S

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSOCSR	CSR	x	x	x	x	x
OASIS	OASISBIG	Feature/Service	x	x	x	x	x

Table 3: Legacy System Access Times For LENS

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
HAL	HAL/CRIS	CSR	x	x	x	x	x
COFFI	COFFI/USOC	Feature/Service	x	x	x	x	x
P/SIMS	PSIMS/ORB	Feature/Service	x	x	x	x	x

Table 4: Legacy System Access Times For TAG

System	Contract	Data	< 2.3 sec.	> 6 sec.	≤6.3 sec.	Avg. sec.	# of Calls
RSAG	RSAG-TN	Address	x	x	x	x	x
RSAG	RSAG-ADDR	Address	x	x	x	x	x
ATLAS	ATLAS-TN	TN	x	x	x	x	x
ATLAS	ATLAS-MLH	TN	x	x	x	x	x
ATLAS	ATLAS-DID	TN	x	x	x	x	x
DSAP	DSAP	Schedule	x	x	x	x	x
CRIS	CRSECSRL	CSR	x	x	x	x	x
CRIS	CRSECSR	CSR	x	x	x	x	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

Note: CLEC specific data is not available in this measure. Queries of this sort do not have company specific signatures.

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• **RSAG – Address** (Regional Street Address Guide-Address) – stores street address information used to validate customer addresses. CLECs and BellSouth query this legacy system. • **RSAG – TN** (Regional Street Address Guide-Telephone number) – contains information about facilities available and telephone numbers working at a given address. CLECs and BellSouth query this legacy system. • **ATLAS** (Application for Telephone Number Load Administration and Selection) – acts as a warehouse for storing telephone numbers that are available for assignment by the system. It enables CLECs and BellSouth service reps to select and reserve telephone numbers. CLECs and BellSouth query this legacy system. • **COFFI** (Central Office Feature File Interface) – stores information about product and service offerings and availability. CLECs query this legacy system. • **DSAP** (DOE Support Application) – provides due date information. CLECs and BellSouth query this legacy system. • **HAL/CRIS** (Hands-Off Assignment Logic/Customer Record Information System) – a system used to access the Business Office Customer Record Information System (BOCRIS). It allows BellSouth servers, including LENS, access to legacy systems. CLECs query this legacy system. • **P/SIMS** (Product/Services Inventory Management system) – provides information on capacity, tariffs, inventory and service availability. CLECs query this legacy system. • **OASIS** (Obtain Available Services Information Systems) – Information on feature and rate availability. BellSouth queries this legacy system.	• Percent Response Received within 6.3 seconds: > 95% • Parity + 2 seconds

SEEM OSS Legacy Systems

System	BellSouth	CLEC
Telephone Number/Address		
RSAG-ADDR	RNS, ROS	TAG, LENS
RSAG-TN	RNS, ROS	TAG, LENS
ATLAS	RNS,ROS	TAG. LENS
Appointment Scheduling		
DSAP	RNS, ROS	TAG, LENS
CSR Data		
CRSACCTS	RNS	
CRSOCSR	ROS	
HAL/CRIS		LENS
CRSECSRL		TAG
CRSECSR		TAG
Service/Feature Availability		
OASISBIG	RNS, ROS	
PSIMS/ORB		LENS

OSS-2: Interface Availability (Pre-Ordering/Ordering)

Definition

Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for pre-ordering and ordering. “Functional Availability” is defined as the number of hours in the reporting period that the applications/interfaces are available to users. “Scheduled Availability” is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection web site: (www.interconnection.bellsouth.com/oss/oss_hour.html)

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service, e.g., slow response time, loss of non-critical functionality, etc.

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure. Full outages are defined as occurrences of either of the following:

- Application/interfacing application is down or totally inoperative.
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BST entities are given comparable opportunities for use of pre-ordering and ordering systems.

Calculation

Interface Availability (Pre-Ordering/Ordering) = (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime	• Report Month • Legacy Contract Type (per reporting dimension) • Regional Scope • Hours of Downtime

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability

Application	Applicable to	% Availability
EDI	CLEC	x
TAG	CLEC	x
LENS	CLEC	x
LEO	CLEC	x
LESOG	CLEC	x
LNP Gateway	CLEC	x
COG	CLEC	Under Development
SOG	CLEC	Under Development
DOM	CLEC	Under Development
DOE	CLEC/BST	x
SONGS	CLEC/BST	x
ATLAS/COFFI	CLEC/BST	x
BOCRIS	CLEC/BST	x
DSAP	CLEC/BST	x
RSAG	CLEC/BST	x
SOCS	CLEC/BST	x
CRIS	CLEC/BST	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level	• ≥ 99.5%

SEEM OSS Interface Availability

Application	Applicable to	% Availability
EDI	CLEC	x
HAL	CLEC	x
LENS	CLEC	x
LEO Mainframe	CLEC	x
LESOG	CLEC	x
PSIMS	CLEC	x
TAG	CLEC	x

OSS-3: Interface Availability (Maintenance & Repair)

Definition

Percent of time applications are functionally available as compared to scheduled availability. Calculations are based upon availability of applications and interfacing applications utilized by CLECs for maintenance and repair. “Functional Availability” is defined as the number of hours in the reporting period that the applications/interfaces are available to users. “Scheduled Availability” is defined as the number of hours in the reporting period that the applications/interfaces are scheduled to be available.

Scheduled availability is posted on the Interconnection web site: (www.interconnection.bellsouth.com/oss/oss_hour.html)

Exclusions

- CLEC-impacting troubles caused by factors outside of BellSouth's purview, e.g., troubles in customer equipment, troubles in networks owned by telecommunications companies other than BellSouth, etc.
- Degraded service, e.g., slow response time, loss of non-critical functionality, etc.

Business Rules

This measurement captures the functional availability of applications/interfaces as a percentage of scheduled availability for the same systems. Only full outages are included in the calculations for this measure. Full outages are defined as occurrences of either of the following:

- Application/interfacing application is down or totally inoperative.
- Application is totally inoperative for customers attempting to access or use the application. This includes transport outages when they may be directly associated with a specific application.

Comparison to an internal benchmark provides a vehicle for determining whether or not CLECs and retail BST entities are given comparable opportunities for use of maintenance and repair systems.

Calculation

OSS Interface Availability (a ÷ b) X 100

- a = Functional Availability
- b = Scheduled Availability

Report Structure

- Not CLEC Specific
- Not Product/Service Specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Availability of CLEC TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM • ECTA	• Availability of BellSouth TAFI • Availability of LMOS HOST, MARCH, SOCS, CRIS, PREDICTOR, LNP and OSPCM

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability (M&R)

OSS Interface	% Availability
BST TAFI	x
CLEC TAFI	x
CLEC ECTA	x
BST & CLEC	x
CRIS	x
LMOS HOST	x
LNP	x
MARCH	x
OSPCM	x
PREDICTOR	x
SOCS	x

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Regional Level	• ≥ 99.5%

OSS Interface Availability (M&R)

OSS Interface	% Availability
CLEC TAFI	x
CLEC ECTA	x

OSS-4: Response Interval (Maintenance & Repair)

Definition

The response intervals are determined by subtracting the time a request is received on the BellSouth side of the interface from the time the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.

Exclusions

None

Business Rules

This measure is designed to monitor the time required for the CLEC and BellSouth interface system to obtain from BellSouth's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received on the BellSouth side of the interface and the clock stops when the response has been transmitted through that same point to the requester.

Note: The OSS Response Interval BellSouth Total Report is a combination of BellSouth Residence and Business Total.

Calculation

OSS Response Interval = (a - b)

- a = Query Response Date and Time
- b = Query Request Date and Time

Percent Response Interval (per category) = (c ÷ d) X 100

- c = Number of Response Intervals in category "X"
- d = Number of Queries Submitted in the Reporting Period

where, "X" is ≤ 4, $> 4 \leq 10$, ≥ 10, or > 30 seconds.

Report Structure

- Not CLEC Specific
- Not product/service specific
- Regional Level

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• CLEC Transaction Intervals	• BellSouth Business and Residential Transactions Intervals

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Regional Level	• Parity

Legacy System Access Times for M&R

System	BellSouth & CLEC	Count				
		≤ 4	> 4 ≤ 10	≤ 10	> 10	> 30
CRIS	x	x	x	x	x	x
DLETH	x	x	x	x	x	x
DLR	x	x	x	x	x	x
LMOS	x	x	x	x	x	x
LMOSupd	x	x	x	x	x	x
LNP	x	x	x	x	x	x
MARCH	x	x	x	x	x	x
OSPCM	x	x	x	x	x	x
Predictor	x	x	x	x	x	x
SOCS	x	x	x	x	x	x
NIW	x	x	x	x	x	x

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

PO-1: Loop Makeup - Response Time – Manual

Definition

This report measures the average interval and percent within the interval from the submission of a Manual Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Inquiries, which are submitted electronically.
- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation.
- Canceled Inquiries.

Business Rules

The CLEC Manual Loop Makeup Service Inquiry (LMUSI) process includes inquiries submitted via mail or FAX to BellSouth's Complex Resale Support Group (CRSG).

This measurement combines three intervals:

1. From receipt of the Service Inquiry for Loop Makeup to hand off to the Service Advocacy Center (SAC) for "Look-up."
2. From SAC start date to SAC complete date.
3. From SAC complete date to date the Complex Resale Support Group (CRSG) distributes loop makeup information back to the CLEC.

The "Receive Date" is defined as the date the Manual LMUSI is received by the CRSG. It is counted as day Zero. LMU "Return Date" is defined as the date the LMU information is sent back to the CLEC from BellSouth. The interval calculation is reset to Zero when a CLEC initiated change occurs on the Manual LMU request.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC.

Calculation

Response Interval = (a - b)

- a = Date and Time LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all Response Intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for manual LMUs:
  0 – 1 day
  >1 – 2 days
  >2 – 3 days
  0 - ≤ 3 days
  >3 – 6 days

>6 – 10 days
> 10 days
- Average Interval in days

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Number of Inquiries • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Loops	Benchmark • 95% in 3 Business Days

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loops	Benchmark • 95% in 3 Business Days

PO-2: Loop Make Up - Response Time - Electronic

Definition

This report measures the average interval and the percent within the interval from the electronic submission of a Loop Makeup Service Inquiry (LMUSI) to the distribution of Loop Makeup information back to the CLEC.

Exclusions

- Manually submitted inquiries.
- Designated Holidays are excluded from the interval calculation.
- Canceled Requests.
- Scheduled OSS Maintenance.

Business Rules

The response interval starts when the CLEC's Mechanized Loop Makeup Service Inquiry (LMUSI) is submitted electronically through the Operational Support Systems interface, LENS, TAG or RoboTAG. It ends when BellSouth's Loop Facility Assignment and Control System (LFACS) responds electronically to the CLEC with the requested Loop Makeup data via LENS, TAG or RoboTAG Interfaces.

Note: The Loop Make Up Service Inquiry Form does not require the CLEC to furnish the type of Loop. The CLEC determines whether the loop makeup will support the type of service they wish to order or not and qualifies the loop. If the loop makeup will support the service, a firm order LSR is submitted by the CLEC. EDI is not a pre-ordering system, and, therefore, is not applicable in this measure.

Calculation

Response Interval = (a - b)

- a = Date and Time LMUSI returned to CLEC
- b = Date and Time the LMUSI is received

Average Interval = (c ÷ d)

- c = Sum of all response intervals
- d = Total Number of LMUSIs received within the reporting period

Percent within interval = (e ÷ f) X 100

- e = Total LMUSIs received within the interval
- f = Total Number of LMUSIs processed within the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Interval for electronic LMUs:
  0 – 1 minute
  >1 – 5 minutes
  0 - ≤ 5 minutes
  > 5 – 8 minutes
  > 8 – 15 minutes
  > 15 minutes
- Average Interval in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Legacy Contract • Response Interval • Regional Scope	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Loops	Benchmark • 90% in 5 Minutes (05/01/01) • 95% in 1 Minute (08/01/01)

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Loop	• 90% in 5 Minutes (05/01/01) • 95% in 1 Minute (08/01/01)

Section 2: Ordering

O-1: Acknowledgement Message Timeliness

Definition

This measurement provides the response interval from the time an LSR or transmission (may contain multiple LSRs from one or more CLECs in multiple states) is electronically submitted via EDI or TAG respectively until an acknowledgement notice is sent by the system.

Exclusions

- Scheduled OSS Maintenance

Business Rules

The process includes EDI & TAG system functional acknowledgements for all messages/Local Service Requests (LSRs) which are electronically submitted by the CLEC. Users of EDI may package many LSRs into one transmission which will receive the acknowledgement message. EDI users may place multiple LSRs in one "envelope" requesting service in one or more states which will mask the identity of the state and CLEC. The start time is the receipt time of the message at BellSouth's side of the interface (gateway). The end time is when the acknowledgement is transmitted by BellSouth at BellSouth's side of the interface (gateway). If more than one CLEC uses the same ordering center (aggregator), an Acknowledgement Message will be returned to the "Aggregator". However, BellSouth will not be able to determine which specific CLEC or state this message represented.

Calculation

Response Interval = (a - b)

- a = Date and Time Acknowledgement Notices returned to CLEC
- b = Date and Time messages/LSRs electronically submitted by the CLEC via EDI or TAG respectively

Average Response Interval = (c ÷ d)

- c = Sum of all Response Intervals
- d = Total number of electronically submitted messages/LSRs received, from CLECs via EDI or TAG respectively, in the Reporting Period.

Reporting Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope
  - Region
- Electronically Submitted LSRs
  0 – ≤10 minutes
  >10 – ≤20 minutes
  >20 – ≤30 minutes
  0 – ≤ 30 minutes
  >30 – ≤45 minutes
  >45 – ≤60 minutes
  >60 – ≤120 minutes
  >120 minutes
- Average interval for electronically submitted messages/LSRs in minutes

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Record of functional acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• EDI	• EDI - 90% within 30 minutes (05/01/01) - 95% within 30 minutes (08/01/01)
• TAG	• TAG – 95% within 30 minutes

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI	• EDI - 90% within 30 minutes (05/01/01) - 95% within 30 minutes (08/01/01)
• TAG	• TAG – 95% within 30 minutes

O-2: Acknowledgement Message Completeness

Definition

This measurement provides the percent of transmissions/LSRs received via EDI or TAG respectively, which are acknowledged electronically.

Exclusions

- Manually submitted LSRs
- Scheduled OSS Maintenance

Business Rules

EDI and TAG send Functional Acknowledgements for all transmissions/LSRs, which are electronically submitted by a CLEC. Users of EDI may package many LSRs from multiple states in one transmission. If more than one CLEC uses the same ordering center, an Acknowledgement Message will be returned to the "Aggregator", however, BellSouth will not be able to determine which specific CLEC this message represented. The Acknowledgement Message is returned prior to the determination of whether the transmission/ LSR will be partially mechanized or fully mechanized.

Calculation

Acknowledgement Completeness = (a ÷ b) X 100

- a = Total number of Functional Acknowledgements returned in the reporting period for transmissions/LSRs electronically submitted by EDI or TAG respectively
- b = Total number of electronically submitted transmissions/LSRs received in the reporting period by EDI or TAG respectively

Report Structure

- CLEC Aggregate
- CLEC Specific/Aggregator
- Geographic Scope
  - Region

Note: The Order calls for Mechanized, Partially Mechanized, and Totally Mechanized, however, the Acknowledgement message is generated before the system recognizes whether this electronic transmission will be partially or fully mechanized.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Record of Functional Acknowledgements	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• EDI • TAG	• Benchmark: 100%

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• EDI • TAG	• Benchmark: 100%

O-3: Percent Flow-Through Service Requests (Summary)

Definition

The percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and two types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type “T” (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)

*See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a ÷ [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

- CLEC Aggregate
  - Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance:
• Report Month • Total Number of LSRs Received, by Interface, by CLEC - TAG - EDI - LENS • Total Number of Errors by Type, by CLEC - Fatal Rejects - Auto Clarification - CLEC Caused System Fallout • Total Number of Errors by Error Code • Total Fallout for Manual Processing	• Report Month • Total Number of Errors By Type - Bellsouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

O-4: Percent Flow-Through Service Requests (Detail)

Definition

A detailed list, by CLEC, of the percentage of Local Service Requests (LSR) and LNP Local Service Requests (LNP LSRs) submitted electronically via the CLEC mechanized ordering process that flow through and reach a status for a FOC to be issued, without manual or human intervention.

Exclusions

- Fatal Rejects
- Auto Clarification
- Manual Fallout
- CLEC System Fallout
- Scheduled OSS Maintenance

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued, without manual intervention. These LSRs can be divided into two classes of service: Business and Residence, and three types of service: Resale, and Unbundled Network Elements (UNE). The CLEC mechanized ordering process does not include LSRs, which are submitted manually (for example, fax and courier) or are not designed to flow through (for example, Manual Fallout.)

Definitions:

Fatal Rejects: Errors that prevent an LSR, submitted electronically by the CLEC, from being processed further. When an LSR is submitted by a CLEC, LEO/LNP Gateway will perform edit checks to ensure the data received is correctly formatted and complete. For example, if the PON field contains an invalid character, LEO/LNP Gateway will reject the LSR and the CLEC will receive a Fatal Reject.

Auto-Clarification: Clarifications that occur due to invalid data within the LSR. LESOG/LAUTO will perform data validity checks to ensure the data within the LSR is correct and valid. For example, if the address on the LSR is not valid according to RSAG, or if the LNP is not available for the NPA NXXX requested, the CLEC will receive an Auto-Clarification.

Manual Fallout: Planned Fallout that occur by design. Certain LSRs are designed to fallout of the Mechanized Order Process due to their complexity. These LSRs are manually processed by the LCSC. When a CLEC submits an LSR, LESOG/LAUTO will determine if the LSR should be forwarded to LCSC for manual handling. Following are the categories for Manual Fallout:

1. Complex*
2. Special pricing plans
3. Some Partial migrations
4. New telephone number not yet posted to BOCRIS
5. Pending order review required
6. CSR inaccuracies such as invalid or missing CSR data in CRIS
7. Expedites (requested by the CLEC)
8. Denials-restore and conversion, or disconnect and conversion orders
9. Class of service invalid in certain states with some types of service
10. Low volume such as activity type “T” (move)
11. More than 25 business lines, or more than 15 loops
12. Transfer of calls option for the CLEC end users
13. Directory Listings (Indentions and Captions)

*See LSR Flow-Through Matrix following O-6 for a list of services, including complex services, and whether LSRs issued for the services are eligible to flow through.

Total System Fallout: Errors that require manual review by the LSCS to determine if the error is caused by the CLEC, or is due to BellSouth system functionality. If it is determined the error is caused by the CLEC, the LSR will be sent back to the CLEC for clarification. If it is determined the error is BellSouth caused, the LCSC representative will correct the error, and the LSR will continue to be processed.

Z Status: LSRs that receive a supplemental LSR submission prior to final disposition of the original LSR.

Calculation

Percent Flow Through = a ÷ [b - (c + d + e + f)] X 100

- a = The total number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that fall out for manual processing
- d = the number of LSRs that are returned to the CLEC for clarification
- e = the number of LSRs that contain errors made by CLECs
- f = the number of LSRs that receive a Z status.

Percent Achieved Flow Through = a ÷ [b-(c+d+e)] X 100

- a = the number of LSRs that flow through LESOG/LAUTO and reach a status for a FOC to be issued.
- b = the number of LSRs passed from LEO/LNP Gateway to LESOG/LAUTO
- c = the number of LSRs that are returned to the CLEC for clarification
- d = the number of LSRs that contain errors made by CLECs
- e = the number of LSRs that receive Z status

Report Structure

Provides the flow through percentage for each CLEC (by alias designation) submitting LSRs through the CLEC mechanized ordering process. The report provides the following:

- CLEC (by alias designation)
- Number of fatal rejects
- Mechanized interface used
- Total mechanized LSRs
- Total manual fallout
- Number of auto clarifications returned to CLEC
- Number of validated LSRs
- Number of BellSouth caused fallout
- Number of CLEC caused fallout
- Number of Service Orders Issued
- Base calculation
- CLEC error excluded calculation

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of LSRs Received, by Interface, by CLEC - TAG - EDI - LENS • Total Number of Errors by Type, by CLEC - Fatal Rejects - Auto Clarification - CLEC Errors • Total Number of Errors by Error Code • Total Fallout for Manual Processing	• Report Month • Total Number of Errors by Type - Bellsouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark[a]
• Residence	• Benchmark: 95%

SQM Level of Disaggregation	Retail Analog/Benchmark[a]
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark[a]
• Residence	• Benchmark: 95%
• Business	• Benchmark: 90%
• UNE	• Benchmark: 85%
• LNP	• Benchmark: 85%

a. Benchmarks do not apply to the "Percent Achieved Flow Through."

O-5: Flow-Through Error Analysis

Definition

An analysis of each error type (by error code) that was experienced by the LSRs that did not flow through or reached a status for a FOC to be issued.

Exclusions

Each Error Analysis is error code specific, therefore exclusions are not applicable.

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

Total for each error type.

Report Structure

Provides an analysis of each error type (by error code). The report is in descending order by count of each error code and provides the following:

- Error Type (by error code)
- Count of each error type
- Percent of each error type
- Cumulative percent
- Error Description
- CLEC Caused Count of each error code
- Percent of aggregate by CLEC caused count
- Percent of CLEC caused count
- BellSouth Caused Count of each error code
- Percent of aggregate by BellSouth caused count
- Percent of BellSouth by BellSouth caused count.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of LSRs Received • Total Number of Errors by Type (by error code) - CLEC Caused Error	• Report Month • Total Number of Errors by Type (by error code) - BellSouth System Error

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Not Applicable	• Not Applicable

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-6: CLEC LSR Information

Definition

A list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period.

Exclusions

- Fatal Rejects
- LSRs submitted manually

Business Rules

The CLEC mechanized ordering process includes all LSRs, including supplements (subsequent versions) which are submitted through one of the three gateway interfaces (TAG, EDI, and LENS), that flow through and reach a status for a FOC to be issued. The CLEC mechanized ordering process does not include LSRs which are submitted manually (for example, fax and courier).

Calculation

NA

Report Structure

Provides a list with the flow through activity of LSRs by CC, PON and Ver, issued by each CLEC during the report period with an explanation of the of the columns and content. This report is available on a CLEC specific basis. The report provides the following for each LSR.

- CC
- PON
- Ver
- Timestamp
- Type
- Err #
- Note or Error Description

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Record of LSRs Received by CC, PON and Ver • Record of Timestamp, Type, Err # and Note or Error Description for each LSR by CC, PON and Ver	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Not Applicable	• Not Applicable

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

LSR Flow-Through Matrix

PRODUCT	F/T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
2 wire analog DID trunk port	No	UNE	Yes	NA	N	N	N	
2 wire analog port	Yes	UNE	No	No	Y	Y	N	
2 wire ISDN digital line side port	No	UNE	Yes	NA	N	N	N	
2 wire ISDN digital loop	Yes	UNE	Yes	No	Y	Y	N	
3 Way Calling	Yes	No	No	No	Y	Y	Y	
4 wire analog voice grade loop	Yes	UNE	Yes	No	Y	Y	N	
4 wire DS0 & PRI digital loop	No	UNE	Yes	NA	N	N	N	
4 wire DS1 & PRI digital loop	No	UNE	Yes	NA	N	N	N	
4 wire ISDN DSI digital trunk ports	No	UNE	Yes	NA	N	N	N	
Accupulse	No	Yes	Yes	NA	N	N	N	
ADSL	Yes	UNE	No	No	Y	Y	N	
Area Plus	Yes	No	No	No	Y	Y	Y	
Basic Rate ISDN	No	Yes	Yes	Yes	Y	Y	N	
Call Block	Yes	No	No	No	Y	Y	Y	
Call Forwarding-Variable	Yes	No	No	No	Y	Y	Y	
Call Return	Yes	No	No	No	Y	Y	Y	
Call Selector	Yes	No	No	No	Y	Y	Y	
Call Tracing	Yes	No	No	No	Y	Y	Y	
Call Waiting	Yes	No	No	No	Y	Y	Y	
Call Waiting Deluxe	Yes	No	No	No	Y	Y	Y	
Caller ID	Yes	No	No	No	Y	Y	Y	
CENTREX	No	Yes	Yes	NA	N	N	N	
DID WITH PBX ACT W	No	Yes	Yes	Yes	Y	N	Y	
DID ACT W	No	Yes	Yes	Yes	Y	N	Y	
Digital Data Transport	No	UNE	Yes	NA	N	N	N	
Directory Listing Indentions	No	No	No	Yes	Y	Y	Y	
Directory Listings Captions	No	No	Yes	Yes	Y	Y	Y	
Directory Listings (simple)	Yes	No	No	No	Y	Y	Y	
DS3	No	UNE	Yes	NA	N	N	N	
DS1 Loop	Yes	UNE	Yes	No	Y	Y	N	

LSR Flow-Through Matrix

PRODUCT	F/T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
DSO Loop	Yes	UNE	Yes	No	Y	Y	N	
Enhanced Caller ID	Yes	No	No	No	Y	Y	Y	
ESSX	No	Yes	Yes	NA	N	N	N	
Flat Rate/Business	Yes	No	No	No	Y	Y	Y	
Flat Rate/Residence	Yes	No	No	No	Y	Y	Y	
FLEXSERV	No	Yes	Yes	NA	N	N	N	
Frame Relay	No	Yes	Yes	NA	N	N	N	
FX	No	Yes	Yes	NA	N	N	N	
Ga. Community Calling	Yes	No	No	No	Y	Y	Y	
HDSL	Yes	UNE	No	No	Y	Y	N	
Hunting MLH	No	C/S[4]	C/S	Yes	Y	Y	N	
Hunting Series Completion	Yes	C/S	C/S	No	Y	Y	Y	
INP to LNP Conversions	No	UNE	Yes	Yes	Y	Y	N	
LightGate	No	Yes	Yes	NA	N	N	N	
Line Sharing	Yes	UNE	No	No	Y	Y	N	
Local Number Portability	Yes	UNE	Yes	No	Y	Y	N	
LNP with Complex Listing	No	UNE	Yes	Yes	Y	Y	N	
LNP with Partial Migration	No	UNE	Yes	Yes	Y	Y	N	
LNP with Complex Services	No	UNE	Yes	Yes	Y	Y	N	
Loop+INP	Yes	UNE	No	No	Y	Y	N	
Loop+LNP	Yes	UNE	No	No	Y	Y	N	
Measured Rate/Bus.	Yes	No	No	No	Y	Y	Y	
Measured Rate/Res.	Yes	No	No	No	Y	Y	Y	
Megalink	No	Yes	Yes	NA	N	N	N	
Megalink-T1	No	Yes	Yes	NA	N	N	N	
Memory Call	Yes	No	No	No	Y	Y	Y	
Memory Call Ans. Svc.	Yes	No	No	No	Y	Y	Y	
Multiserv	No	Yes	Yes	NA	N	N	N	
Native Mode LAN Interconnection (NMLI)	No	Yes	Yes	NA	N	N	N	
Off-Prem Stations	No	Yes	Yes	NA	N	N	N	
Optional Calling Plan	Yes	No	No	No	Y	Y	Y	

LSR Flow-Through Matrix

PRODUCT	F/T[3]	COM PLEX SERVICE	COM PLEX ORDER	PLANNED FALLOUT FOR MANUAL HANDLING[1]	EDI	TAG[2]	LENS[4]	COMMENTS
Package/Complete Choice and area plus	Yes	No	No	No	Y	Y	Y	
Pathlink Primary Rate ISDN	No	Yes	Yes	NA	N	N	N	
Pay Phone Provider	No	No	No	NA	N	N	N	
PBX Standalone ACT A,C, D	No	Yes	Yes	Yes	Y	Y	N	
PBX Trunks	No	Yes	Yes	Yes	Y	Y	N	
Port/Loop Combo	Yes	UNE	No	No	Y	Y	Y	
Port/Loop PBX	No	No	No	Yes	Y	Y	N	
Preferred Call Forward	Yes	No	No	No	Y	Y	Y	
RCF Basic	Yes	No	No	No	Y	Y	Y	
Remote Access to CF	Yes	No	No	No	Y	Y	Y	
Repeat Dialing	Yes	No	No	No	Y	Y	Y	
Ringmaster	Yes	No	No	No	Y	Y	Y	
Smartpath	No	Yes	Yes	NA	N	N	N	
SmartRING	No	Yes	Yes	NA	N	N	N	
Speed Calling	Yes	No	No	No	Y	Y	Y	
Synchronet	No	Yes	Yes	Yes	Y	Y	N	
Tie Lines	No	Yes	Yes	NA	N	N	N	
Touchtone	Yes	No	No	No	Y	Y	Y	
Unbundled Loop-Analog 2W, SL1, SL2	Yes	UNE	No	No	Y	Y	Y	
WATS	No	Yes	Yes	NA	N	N	N	
XDSL	Yes	UNE	No	No	Y	Y	N	
XDSL Extended LOOP	No	UNE	Yes	NA	N	N	N	
Collect Call Block	Yes	No	No	No	Y	Y	Y	
900 Call Block	Yes	No	No	No	Y	Y	Y	
3rd Party Call Block	Yes	No	No	No	Y	Y	Y	
Three Way Call Block	Yes	No	No	No	Y	Y	Y	
PIC/LPIC Change	Yes	No	No	No	Y	Y	Y	
PIC/LPIC Freeze	Yes	No	No	No	Y	Y	Y	

Note[1]: Planned Fallout for Manual Handling denotes those services that are electronically submitted and are not intended to flow through due to the complexity of the service.

Note[2]: The TAG column includes those LSRs submitted via Robo TAG.

Note[3]: For all services that indicate 'No' for flow-through, the following reasons, in addition to errors or complex services, also prompt manual handling: Expedites from CLECs, special pricing plans, denials restore and conversion or disconnect and conversion both required, partial migrations (although conversions-as-is flow through for issue 9), class of service invalid in certain states with some TOS e.g. government, or cannot be changed when changing main TN on C activity, low volume e.g. activity type T=move, pending order review required, more than 25 business lines, CSR inaccuracies such as invalid or missing CSR data in CRIS, Directory listings – Indentions, Directory listings – Captions, transfer of calls option for CLEC end user – new TN not yet posted to BOCRIS. Many are unique to the CLEC environment.

Note[4]: Services with C/S in the Complex Service and/or the Complex Order columns can be either complex or simple.

Note[5]: EELs are manually ordered.

O-7: Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) received which are rejected due to error or omission. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC prior to being rejected/clarified.
- Scheduled OSS Maintenance

Business Rules

Fully Mechanized: An LSR is considered "rejected" when it is submitted electronically but does not pass LEO edit checks in the ordering systems (EDI, LENS, TAG, LEO, LESOG) and is returned to the CLEC without manual intervention. There are two types of "Rejects" in the Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are either not populated or incorrectly populated and the request is returned to the CLEC before it is considered a valid LSR.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. Fatal rejects are excluded from the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An **Auto Clarification** occurs when a valid LSR is electronically submitted but rejected from LESOG because it does not pass further edit checks for order accuracy.

Partially Mechanized: A valid LSR, which is electronically submitted (via EDI, LENS, TAG) but cannot be processed electronically and "falls out" for manual handling. It is then put into "clarification" and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs electronically submitted by the CLEC.

Non-Mechanized: LSRs which are faxed or mailed to the LCSC for processing and "clarified" (rejected) back to the CLEC by the BellSouth service representative.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Interconnection Purchasing Center (IPC). Trunk data is reported separately.

Calculation

Percent Rejected Service Requests = (a ÷ b) X 100

- a = Total Number of Rejected Service Requests in the Reporting Period
- b = Total Number of Service Requests Received in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Product Specific Percent Rejected
- Total Percent Rejected

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Number of LSRs • Total Number of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Mechanized, Partially Mechanized and Non-Mechanized • Resale - Residence • Resale - Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loop • UNE Other Design • UNE Other Non-Design • Local Interoffice Transport • Local Interconnection Trunks	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-8: Reject Interval

Definition

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is submitted by the CLEC and passes edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by CLEC prior to being rejected/clarified.
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

Business Rules

Fully Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is rejected (date and time stamp or reject in EDI, TAG or LENS). Auto Clarifications are considered in the Fully Mechanized category.

Partially Mechanized: The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until it falls out for manual handling. The stop time on partially mechanized LSRs is when the LCSC Service Representative clarifies the LSR back to the CLEC via LENS, EDI, or TAG.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.

Non-Mechanized: The elapsed time from receipt of a valid LSR (date and time stamp of FAX or date and time mailed LSR is received in the LCSC) until notice of the reject (clarification) is returned to the CLEC via LON.

Interconnection Trunks: Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately. All interconnection trunks are counted in the non-mechanized category.

Calculation

Reject Interval = (a - b)

- a = Date and Time of Service Request Rejection
- b = Date and Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Number of Service Requests Rejected in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- Geographic Scope
  - State
  - Region
- Mechanized:
  0 - ≤ 4 minutes
  >4 - ≤ 8 minutes
  >8 - ≤ 12 minutes
  >12 - ≤ 60 minutes
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  >24 hours
- Partially Mechanized:
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 10 hours
  0 - ≤ 10 hours
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  >18 - ≤ 24 hours
  >24 hours
- Non-mechanized:
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  0 - ≤ 24 hours
  > 24 hours
- Trunks:
  ≤ 4 days
  >4 - ≤ 8 days
  >8 - ≤ 12 days
  >12 - ≤ 14 days
  >14 - ≤ 20 days
  >20 days

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
Report Month • Reject Interval • Total Number of LSRs • Total Number of Rejects • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Non-Design • Local Interoffice Transport • UNE Other Design	• Mechanized: - 97% within I Hour • Partially Mechanized: - 85% within 24 hours - 85% within 18 Hours (05/01/01) - 85% within 10 Hours (08/01/01) • Non-Mechanized: - 85% within 24 hours
• Local Interconnection Trunks	• Trunks: - 85% within 4 Days

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 97% $\leq$ 1 hour
• Partially Mechanized	• 85% within 24 hours • 85% within 18 hours (05/01/01) • 85% within 10 hours (08/01/01)
• Non-Mechanized	• 85% within 24 hours

O-9: Firm Order Confirmation Timeliness

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of valid LSR to distribution of a Firm Order Confirmation.

Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects"
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

  From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.
- **Interconnection Trunks:** Interconnection Trunks are ordered on Access Service Requests (ASRs). ASRs are submitted to and processed by the Local Interconnection Service Center (LISC). Trunk data is reported separately.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt)

Average FOC Interval = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
  - CLEC Specific
  - CLEC Aggregate
- Geographic Scope
  - State
  - Region
- Fully Mechanized:
  0 - ≤ 15 minutes
  >15 - ≤ 30 minutes
  >30 - ≤ 45 minutes
  >45 - ≤ 60 minutes
  >60 - ≤ 90 minutes
  >90 - ≤ 120 minutes
  >120 - ≤ 180 minutes
  0 - ≤ 3 hours
  >3 - ≤ 6 hours
  >6 - ≤ 12 hours
  >12 - ≤ 24 hours
  >24 - ≤ 48 hours
  >48 hours
- Partially Mechanized:
  0 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 10 hours
  0 - ≤ 10 hours
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  >18 - ≤ 24 hours
  0 - ≤ 24 hours
  >24 - ≤ 48 hours
  >48 hours
- Non-Mechanized
  0 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  >24 - ≤ 36 hours
  0 - ≤ 36 hours
  >36 - ≤ 48 hours
  >48 hours
- Trunks:
  0 - ≤ 5 days
  >5 - ≤ 10 days
  0 - ≤ 10 days
  >10 - ≤ 15 days
  >15 - ≤ 20 days
  >20 days

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Interval for FOC • Total Number of LSRs • State and Region • Total Number of ASRs (Trunks)	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Resale – Residence • Resale – Business • Resale – Design (Special) • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/INP Design • 2W Analog Loop w/INP Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Loop + Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Design • UNE Other Non-Design • Local Interoffice Transport	• Mechanized: - 95% within 3 Hours • Partially Mechanized: - 85% within 24 hours - 85% within 18 Hours (05/01/01) - 85% within 10 Hours (08/01/01) • Non-Mechanized: - 85% within 36 hours
• Local Interconnection Trunks	• Trunks: - 95% within 10 days

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 95% within 3 hours
• Partially Mechanized	• 85% within 24 hours • 85% within 18 Hours (05/01/01) • 85% within 10 Hours (08/01/01)

SEEM Disaggregation	SEEM Analog/Benchmark
• Non-Mechanized	• 85% within 36 hours
• IC Trunks	• 95% within 10 days

O-10: Service Inquiry with LSR Firm Order Confirmation (FOC) Response Time Manual[1]

Definition

This report measures the interval and the percent within the interval from the submission of a Service Inquiry (SI) with Firm Order LSR to the distribution of a Firm Order Confirmation (FOC).

Exclusions

- Designated Holidays are excluded from the interval calculation.
- Weekend hours from 5:00PM Friday until 8:00AM Monday are excluded from the interval calculation of the Service Inquiry.
- Canceled Requests
- Electronically Submitted Requests
- Scheduled OSS Maintenance

Business Rules

This measurement combines four intervals:

1. From receipt of Service Inquiry with LSR to hand off to the Service Advocacy Center (SAC) for Loop 'Look-up'.
2. From SAC start date to SAC complete date.
3. From SAC complete date to the Complex Resale Support Group (CRSG) complete date with hand off to LCSC.
4. From receipt of SI/LSR in the LCSC to Firm Order Confirmation.

Calculation

FOC Timeliness Interval = (a - b)

- a = Date and Time Firm Order Confirmation (FOC) for SI with LSR returned to CLEC
- b = Date and Time SI with LSR received

Average Interval = (c ÷ d)

- c = Sum of all FOC Timeliness Intervals
- d = Total number of SIs with LSRs received in the reporting period

Percent Within Interval = (e ÷ f) X 100

- e = Total number of Service Inquiries with LSRs received by the CRSG to distribution of FOC by the Local Carrier Service Center (LCSC)
- f = Total number of Service Inquiries with LSRs received in the reporting period

Report Structure

- CLEC Aggregate
- CLEC Specific
- Geographic Scope
  - State
  - Region
- Intervals
  0 – ≤ 3 days
  >3 – ≤ 5 days
  0 – ≤ 5 days
  >5 – ≤ 7 days
  >7 – ≤ 10 days
  >10 – ≤ 15 days
  >15 days
- Average Interval measured in days

1. See O-9 for FOC Timeliness

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Number of Requests • SI Intervals • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• xDSL (includes UNE unbundled ADSL, HDSL and UNE Unbundled Copper Loops) • Unbundled Interoffice Transport	• 95% Returned within 5 Business days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-11: Firm Order Confirmation and Reject Response Completeness

Definition

A response is expected from BellSouth for every Local Service Request transaction (version). More than one response or differing responses per transaction is not expected. Firm Order Confirmation and Reject Response Completeness is the corresponding number of Local Service Requests received to the combination of Firm Order Confirmation and Reject Responses.

Exclusions

- Service Requests canceled by the CLEC prior to FOC or Rejected/Clarified
- Non-Mechanized LSRs
- Scheduled OSS Maintenance

Business Rules

Mechanized – The number of FOCs or Auto Clarifications sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG).

Partially Mechanized – The number of FOCs or Rejects sent to the CLEC from LENS, EDI, TAG in response to electronically submitted LSRs (date and time stamp in LENS, EDI, TAG), which fall out for manual handling by the LCSC personnel.

Total Mechanized – The number of the combination of Fully Mechanized and Partially Mechanized LSRs

Non-Mechanized – The number of FOCs or Rejects sent to the CLEC via FAX Server in response to manually submitted LSRs (date and time stamp in FAX Server).

Note: Manual (Non-Mechanized) LSRs have no version control by the very nature of the manual process, therefore, non-mechanized LSRs are not captured by this report.

For CLEC Results:

Firm Order Confirmation and Reject Response Completeness is determined in two dimensions:

Percent responses is determined by computing the number of Firm Order Confirmations and Rejects transmitted by BellSouth and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Percent of multiple responses is determined by computing the number of Local Service Request unique versions receiving more than one Firm Order Confirmation, Reject or the combination of the two and dividing by the number of Local Service Requests (all versions) received in the reporting period.

Calculation

Single FOC/Reject Response Expected

Firm Order Confirmation / Reject Response Completeness = (a ÷ b) X 100

- a = Total Number of Service Requests for which a Firm Order Confirmation or Reject is Sent
- b = Total Number of Service Requests Received in the Report Period

Multiple or Differing FOC / Reject Responses Not Expected

Response Completeness = [(a + b) ÷ c] X 100

- a = Total Number of Firm Order Confirmations Per LSR Version
- b = Total Number of Reject Responses Per LSR Version
- c = Total Number of Service Requests (All Versions) Received in the Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- State and Region
- CLEC Specific
- CLEC Aggregate
- BellSouth Specific

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
Report Month • Reject Interval • Total Number of LSRs • Total Number of Rejects	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP Standalone • INP Standalone • 2W Analog Loop Design • 2W Analog Loop Non – Design • 2W Analog Loop w/ INP Design • 2W Analog Loop w/ INP Non – Design • 2W Analog Loop w/ LNP Design • 2W Analog Loop w/ LNP Non – Design • UNE Loop and Port Combinations • Switch Ports • UNE Combination Other • UNE xDSL (ADSL, HDSL, UCL) • Line Sharing • UNE ISDN Loops • UNE Other Design • UNE Other Non - Design • Local Interoffice Transport • Local Interconnection Trunks	• 95% Returned

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Fully Mechanized	• 95% Returned

O-12: Speed of Answer in Ordering Center

Definition

Measures the average time a customer is in queue.

Exclusions

None

Business Rules

The clock starts when the appropriate option is selected (i.e., 1 for Resale Consumer, 2 for Resale Multiline, and 3 for UNE-LNP, etc.) and the call enters the queue for that particular group in the LCSC. The clock stops when a BellSouth service representative in the LCSC answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC call into the BellSouth automatic call distributor (ACD) until a service representative in BellSouth's Local Carrier Service Center (LCSC) answers the CLEC call.

Calculation

Speed of Answer in Ordering Center = (a ÷ b)

- a = Total seconds in queue
- b = Total number of calls answered in the Reporting Period

Report Structure

Aggregate

- CLEC – Local Carrier Service Center
- BellSouth
  - Business Service Center
  - Residence Service Center

Note: Combination of Residence Service Center and Business Service Center data.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Mechanized tracking through LCSC Automatic Call Distributor	• Mechanized tracking through BellSouth Retail center support system.

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
Aggregate • CLEC – Local Carrier Service Center • BellSouth - Business Service Center - Residence Service Center	• Parity with Retail

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-13: LNP-Percent Rejected Service Requests

Definition

Percent Rejected Service Request is the percent of total Local Service Requests (LSRs) which are rejected due to error or omission. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete, i.e., fatal rejects are never accepted and, therefore, are not included.

Exclusions

- Service Requests canceled by the CLEC
- Scheduled OSS Maintenance

Business Rules

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR (via EDI or TAG) but required fields are not populated correctly and the request is returned to the CLEC.

Fatal rejects are reported in a separate column, and for informational purposes ONLY. They are not considered in the calculation of the percent of total LSRs rejected or the total number of rejected LSRs.

An **Auto Clarification** is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

Partially Mechanized: A valid LSR which is electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back (rejected) to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Non-Mechanized: A valid LSR which is faxed or mailed to the BellSouth LCSC.

Calculation

LNP-Percent Rejected Service Requests = (a ÷ b) X 100

- a = Number of Service Requests Rejected in the Reporting Period
- b = Number of Service Requests Received in the Reporting Period

Report Structure

- Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized
- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Not Applicable	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• LNP • UNE Loop w/LNP	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-14: LNP-Reject Interval Distribution & Average Reject Interval

Definition

Reject Interval is the average reject time from receipt of an LSR to the distribution of a Reject. An LSR is considered valid when it is electronically submitted by the CLEC and passes LNP Gateway edit checks to insure the data received is correctly formatted and complete.

Exclusions

- Service Requests canceled by the CLEC
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects".
- The following hours for Partially mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM
  From 7:00 PM Saturday until 7:00 AM Monday

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM
  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance

Business Rules

The Reject interval is determined for each rejected LSR processed during the reporting period. The Reject interval is the elapsed time from when BellSouth receives LSR until that LSR is rejected back to the CLEC. Elapsed time for each LSR is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of rejected LSRs to produce the reject interval distribution.

An LSR is considered "rejected" when it is submitted electronically but does not pass edit checks in the ordering systems (EDI, TAG, LNP Gateway, LAUTO) and is returned to the CLEC without manual intervention.

Fully Mechanized: There are two types of "Rejects" in the Fully Mechanized category:

A **Fatal Reject** occurs when a CLEC attempts to electronically submit an LSR but required fields are not populated correctly and the request is returned to the CLEC.

An **Auto Clarification** is a valid LSR which is electronically submitted (via EDI or TAG), but is rejected from LAUTO because it does not pass further edit checks for order accuracy. Auto Clarifications are returned without manual intervention.

Partially Mechanized: A valid LSR which electronically submitted (via EDI or TAG), but cannot be processed electronically due to a CLEC error and "falls out" for manual handling. It is then put into "clarification", and sent back to the CLEC.

Total Mechanized: Combination of Fully Mechanized and Partially Mechanized rejects.

Non-Mechanized: A valid LSR which is faxed or mailed to the BellSouth LCSC.

Calculation

Reject Interval = (a - b)

- a = Date & Time of Service Request Rejection
- b = Date & Time of Service Request Receipt

Average Reject Interval = (c ÷ d)

- c = Sum of all Reject Intervals
- d = Total Number of Service Requests Rejected in Reporting Period

Reject Interval Distribution = (e ÷ f) X 100

- e = Service Requests Rejected in reported interval
- f = Total Number of Service Requests Rejected in Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- CLEC Specific
- CLEC Aggregate
- State, Region
- Fully Mechanized:
  0 - ≤ 4 minutes
  >4 - ≤ 8 minutes
  >8 - ≤ 12 minutes
  >12 - ≤ 60 minutes
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  > 24 hours
- Partially Mechanized:
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 10 hours
  0 - ≤ 10 hours
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  >18 - ≤ 24 hours
  > 24 hours
- Non-Mechanized:
  0 - ≤ 1 hour
  >1 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  0 - ≤ 24 hours
  >24 hours
- Average Interval in Days or Hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Reject Interval • Total Number of LSRs • Total number of Rejects • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• LNP • UNE Loop with LNP	• Mechanized: 97% within I Hour • Partially Mechanized: 85% within 24 Hours • Partially Mechanized: 85% within 18 Hours (05/01/01) • Partially Mechanized: 85% within 10 Hours (08/01/01) • Non-Mechanized: 85% within 24 Hours

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

O-15: LNP-Firm Order Confirmation Timeliness Interval Distribution & Firm Order Confirmation Average Interval

Definition

Interval for Return of a Firm Order Confirmation (FOC Interval) is the average response time from receipt of a valid LSR to distribution of a firm order confirmation.

Exclusions

- Rejected LSRs
- Designated Holidays are excluded from the interval calculation.
- LSRs which are identified and classified as "Projects".
- The following hours for Partially Mechanized and Non-mechanized LSRs are excluded from the interval calculation:

  Residence Resale Group – Monday through Saturday 7:00PM until 7:00AM

  From 7:00 PM Saturday until 7:00 AM Monday.

  Business Resale, Complex, UNE Groups – Monday through Friday 6:00PM until 8:00AM

  From 6:00 PM Friday until 8:00 AM Monday.

  The hours excluded will be altered to reflect changes in the Center operating hours. The LCSC will accept faxed LSRs only during posted hours of operation.

  The interval will be the amount of time accrued from receipt of the LSR until normal closing of the center if an LSR is worked using overtime hours.

  In the case of a Partially Mechanized LSR received and worked after normal business hours, the interval will be set at one (1) minute.

- Scheduled OSS Maintenance.

Business Rules

- **Fully Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS or TAG) until the LSR is processed, appropriate service orders are generated and a Firm Order Confirmation is returned to the CLEC via EDI, LENS or TAG.
- **Partially Mechanized:** The elapsed time from receipt of a valid electronically submitted LSR (date and time stamp in EDI, LENS, or TAG) which falls out for manual handling until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is returned to the CLEC via EDI, LENS, or TAG.
- **Total Mechanized:** Combination of Fully Mechanized and Partially Mechanized LSRs which are electronically submitted by the CLEC.
- **Non-Mechanized:** The elapsed time from receipt of a valid paper LSR (date and time stamp of FAX or date and time paper LSRs received in LCSC) until appropriate service orders are issued by a BellSouth service representative via Direct Order Entry (DOE) or Service Order Negotiation Generation System (SONGS) to SOCS and a Firm Order Confirmation is sent to the CLEC via LON.

Calculation

Firm Order Confirmation Interval = (a - b)

- a = Date & Time of Firm Order Confirmation
- b = Date & Time of Service Request Receipt)

Average FOC Interval = (c ÷ d)

- c = Sum of all FOC Intervals
- d = Total Number of Service Requests Confirmed in Reporting Period

FOC Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Service Requests Confirmed in interval
- f = Total Service Requests Confirmed in the Reporting Period

Report Structure

Fully Mechanized, Partially Mechanized, Total Mechanized, Non-Mechanized

- CLEC Specific
- CLEC Aggregate
- State and Region
- Fully Mechanized:
  0 - ≤15 minutes
  >15 - ≤ 30 minutes
  >30 - ≤ 45 minutes
  >45 - ≤ 60 minutes
  >60 - ≤ 90 minutes
  >90 - ≤ 120 minutes
  >120 - ≤ 180 minutes
  0 - ≤ 3 hours
  >3 - ≤ 6 hours
  >6 - ≤ 12 hours
  >12 - ≤ 24 hours
  >24 - ≤ 48 hours
  >48 hours
- Partially Mechanized:
  0 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 10 hours
  0 - ≤ 10 hours
  >10 - ≤ 18 hours
  0 - ≤ 18 hours
  >18 - ≤ 24 hours
  0 - ≤ 24 hours
  >24 - ≤ 48 hours
  > 48 hours
- Non-Mechanized:
  0 - ≤ 4 hours
  >4 - ≤ 8 hours
  >8 - ≤ 12 hours
  >12 - ≤ 16 hours
  >16 - ≤ 20 hours
  >20 - ≤ 24 hours
  >24 - ≤ 36 hours
  0 - ≤ 36 hours
  >36 - ≤ 48 hours
  >48 hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
Report Month • Total Number of LSRs • Total Number of FOCs • State and Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• LNP • UNE Loop with LNP	• Mechanized: 95% within 3 Hours • Partially Mechanized: 85% within 24 Hours • Partially Mechanized: 85% within 18 Hours (05/01/01) • Partially Mechanized: 85% within 10 Hours (08/01/01) • Non-Mechanized: 85% within 36 hours

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 3: Provisioning

P-1: Mean Held Order Interval & Distribution Intervals

Definition

When delays occur in completing CLEC orders, the average period that CLEC orders are held for BellSouth reasons, pending a delayed completion, should be no worse for the CLEC when compared to BellSouth delayed orders. Calculation of the interval is the total days orders are held and pending but not completed that have passed the currently committed due date; divided by the total number of held orders. This report is based on orders still pending, held and past their committed due date at the close of the reporting period. The distribution interval is based on the number of orders held and pending but not completed over 15 and 90 days. (Orders reported in the >90 day interval are also included in the >15 day interval.)

Exclusions

- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D) & From (F) orders
- Orders with appointment code of 'A' for Rural orders.

Business Rules

Mean Held Order Interval: This metric is computed at the close of each report period. The held order interval is established by first identifying all orders, at the close of the reporting interval, that both have not been reported as completed in SOCS and have passed the currently committed due date for the order. For each such order, the number of calendar days between the earliest committed due date on which BellSouth had a company missed appointment and the close of the reporting period is established and represents the held order interval for that particular order. The held order interval is accumulated by the standard groupings, unless otherwise noted, and the reason for the order being held. The total number of days accumulated in a category is then divided by the number of held orders within the same category to produce the mean held order interval. The interval is by calendar days with no exclusions for Holidays or Sundays.

CLEC Specific reporting is by type of held order (facilities, equipment, other), total number of orders held, and the total and average days.

Held Order Distribution Interval: This measure provides data to report total days held and identifies these in categories of >15 days and > 90 days. (Orders counted in >90 days are also included in > 15 days).

Calculation

Mean Held Order Interval = a ÷ b

- a = Sum of held-over-days for all Past Due Orders Held for the reporting period
- b = Number of Past Due Orders Held and Pending But Not Completed and past the committed due date

Held Order Distribution Interval (for each interval) = (c ÷ d) X 100

- c = # of Orders Held for $\geq$ 15 days or # of Orders Held for $\geq$ 90 days
- d = Total # of Past Due Orders Held and Pending But Not Completed)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Circuit Breakout < 10, $\geq$ 10 (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • CLEC Order Number and PON (PON) • Order Submission Date (TICKET_ID) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Hold Reason • Total line/circuit count • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BellSouth Order Number • Order Submission Date • Committed Due Date • Service Type • Hold Reason • Total line/circuit count • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop w/LNP - Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP- Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• 2W Analog Loop w/INP-Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP-Non-Design	• Retail Residence and Business - POTS Excluding Switch-Based Orders
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-2: Average Jeopardy Notice Interval & Percentage of Orders Given Jeopardy Notices

Definition

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC.

The interval is from the date/time the notice is released to the CLEC/BellSouth systems until 5pm on the commitment date of the order. The Percent of Orders is the percentage of orders given jeopardy notices for facility delay in the count of orders confirmed in the report period.

Exclusions

- Orders held for CLEC end user reasons
- Disconnect (D) & From (F) orders
- Non-Dispatch Orders

Business Rules

When BellSouth can determine in advance that a committed due date is in jeopardy for facility delay, it will provide advance notice to the CLEC. The number of committed orders in a report period is the number of orders that have a due date in the reporting period. Jeopardy notices for interconnection trunks results are usually zero as these trunks seldom experience facility delays. The Committed due date is considered the Confirmed due date. This report measures dispatched orders only. If an order is originally sent as non-dispatch and it is determined there is a facility delay, the order is converted to a dispatch code so the facility problem can be corrected. It will remain coded dispatched until completion.

Calculation

Jeopardy Interval = a - b

- a = Date and Time of Jeopardy Notice
- b = Date and Time of Scheduled Due Date on Service Order

Average Jeopardy Interval = c ÷ d

- c = Sum of all jeopardy intervals
- d = Number of Orders Notified of Jeopardy in Reporting Period

Percent of Orders Given Jeopardy Notice = (e ÷ f) X 100

- e = Number of Orders Given Jeopardy Notices in Reporting Period
- f = Number of Orders Confirmed (due) in Reporting Period)

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch Orders
- Mechanized Orders
- Non-Mechanized Orders

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON • Date and Time Jeopardy Notice Sent • Committed Due Date • Service Type **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Date and Time Jeopardy Notice Sent • Committed Due Date • Service Type

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark:
% Orders Given Jeopardy Notice	
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design	• Retail Residence and Business - (POTS Excluding Switch-Based Orders)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design	• Retail Residence and Business (POTS Excluding Switch-Based Orders)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations	• Retail Business and Residence
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non -Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail
• Average Jeopardy Notice Interval	• 95% ≥ 48 Hours

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-3: Percent Missed Installation Appointments

Definition

"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that the CLEC can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for Total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders Test Orders, etc.)
- Disconnect (D) & From (F) orders
- End User Misses on Local Interconnection Trunks

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of orders with completion dates in the reporting period that are past the original committed due date. Missed Appointments caused by end-user reasons will be included and reported separately. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date. Which means there cannot be a cutoff time for commitments, as certain types of orders are requested to be worked after standard business hours. Also, during Daylight Savings Time, field technicians are scheduled until 9PM in some areas and the customer is offered a greater range of intervals from which to select.

Calculation

Percent Missed Installation Appointments = (a ÷ b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Report in Categories of <10 lines/circuits ≥ 10 lines/circuits (except trunks)
- Dispatch/No Dispatch

Report Explanation: The difference between End User MA and Total MA is the result of BellSouth caused misses. Here, Total MA is the total percent of orders missed either by BellSouth or CLEC end user. The End User MA represents the percentage of orders missed by the CLEC or their end user.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN - BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non - Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

P-4: Average Completion Interval (OCI) & Order Completion Interval Distribution

Definition

The "average completion interval" measure monitors the interval of time it takes BellSouth to provide service for the CLEC or its own customers. The "Order Completion Interval Distribution" provides the percentages of orders completed within certain time periods. This report measures how well BellSouth meets the interval offered to customers on service orders.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- Disconnect (D&F) orders (Except "D" orders associated with LNP Standalone)
- "L" Appointment coded orders (where the customer has requested a later than offered interval)

Business Rules

The actual completion interval is determined for each order processed during the reporting period. The completion interval is the elapsed time from when BellSouth issues a FOC or SOCS date time stamp receipt of an order from the CLEC to BellSouth's actual order completion date. This includes all delays for BellSouth's CLEC/End Users. The clock starts when a valid order number is assigned by SOCS and stops when the technician or system completes the order in SOCS. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33-day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

The interval breakout for UNE and Design is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15- 19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, $\geq$ 30 = 30 and greater.

Calculation

Completion Interval = (a - b)

- a = Completion Date
- b = Order Issue Date

Average Completion Interval = (c ÷ d)

- c = Sum of all Completion Intervals
- d = Count of Orders Completed in Reporting Period

Order Completion Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Service Orders Completed in "X" days
- f = Total Service Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Dispatch / No Dispatch categories applicable to all levels except trunks
- Residence & Business reported in day intervals = 0,1,3,4,5,5+
- UNE and Design reported in day intervals =0-5,5-10,10-15,15-20,20-25,25-30,$\geq$ 30
- All Levels are reported <10 line/circuits; $\geq$ 10 line/circuits (except trunks)
- ISDN Orders included in Non-Design

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Order Number (PON) • Application Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Application Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL) without conditioning	• 7 Days
• UNE xDSL (HDSL, ADSL and UCL) with conditioning	• 14 Days
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL without conditioning	• 7 Days
• UNE xDSL with conditioning	• 14 Days
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

P-5: Average Completion Notice Interval

Definitions

The Completion Notice Interval is the elapsed time between the BellSouth reported completion of work and the issuance of a valid completion notice to the CLEC.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D&F orders (Exception: "D" orders associated with LNP Standalone)

Business Rules

Measurement on interval of completion date and time entered by a field technician on dispatched orders, and 5PM start time on the due date for non-dispatched orders; to the release of a notice to the CLEC/BellSouth of the completion status. The field technician notifies the CLEC the work was complete and then he/she enters the completion time stamp information in his/her computer. This information switches through to the SOCS systems either completing the order or rejecting the order to the Work Management Center (WMC). If the completion is rejected, it is manually corrected and then completed by the WMC. The notice is returned on each individual order.

The start time for all orders is the completion stamp either by the field technician or the 5PM due date stamp; the end time for mechanized orders is the time stamp the notice was transmitted to the CLEC interface (LENS, EDI, OR TAG). For non-mechanized orders the end timestamp will be timestamp of order update to C-SOTS system.

Calculation

Completion Notice Interval = (a - b)

- a = Date and Time of Notice of Completion
- b = Date and Time of Work Completion

Average Completion Notice Interval = c ÷ d

- c = Sum of all Completion Notice Intervals
- d = Number of Orders with Notice of Completion in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Mechanized Orders
- Non-Mechanized Orders
- Reporting intervals in Hours; 0,1-2,2-4,4-8,8-12,12-24, $\geq$ 24 plus Overall Average Hour Interval (The categories are inclusive of these time intervals: 0-1 = 0.99; 1-2 =1-1.99; 2-4 = 2-3.99, etc.)
- Reported in categories of <10 line / circuits; $\geq$ 10 line/circuits (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number (so_nbr) • Work Completion Date (cmpltn_dt) • Work Completion Time • Completion Notice Availability Date • Completion Notice Availability Time • Service Type • Geographic Scope **NOTE:** Code in parentheses is the corresponding header found in the raw data file.

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone)	• Retail Residence and Business (POTS)
• INP (Standalone)	• Retail Residence and Business (POTS)
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS Excluding Switch- Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non-Design	• Retail Residence and Business
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-6: % Completions/Attempts without Notice or < 24 hours Notice

Definition

This Report measures the interval from the FOC end timestamp on the LSR until 5:00 P.M. on the original committed due date of a service order. The purpose of this measure is to report if BellSouth is returning a FOC to the CLEC in time for the CLEC to notify their customer of the scheduled date.

Exclusions

"0" dated orders or any request where the subscriber requested an earlier due date of < 24 hours prior to the original commitment date, or any LSR received < 24 hours prior to the original commitment date.

Business Rules

For CLEC Results:

Calculation would exclude any successful or unsuccessful service delivery where the CLEC was informed at least 24 hours in advance. BellSouth may also exclude from calculation any LSRs received from the requesting CLEC with less than 24 hour notice prior to the commitment date.

For BellSouth Results:

BellSouth does not provide a FOC to its retail customers.

Calculation

Percent Completions or Attempts without Notice or with Less Than 24 Hours Notice = (a ÷ b) X 100

- a = Completion Dispatches (Successful and Unsuccessful) With No FOC or FOC Received < 24 Hours of original Committed Due Date
- b = All Completions

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch /Non-Dispatch
- Total Orders FOC < 24 Hours
- Total Completed Service Orders
- % FOC < 24 Hours

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Committed Due Date (DD) • FOC End Timestamp • Report Month • CLEC Order Number and PON • Geographic Scope - State / Region	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop-Non-Design • 2W Analog Loop w/LNP - Design • 2W Analog Loop w/LNP- Non-Design • 2W Analog Loop w/INP-Design • 2W Analog Loop w/INP-Non-Design • UNE Digital Loop < DS1 • UNE Digital Loop >=DS1 • UNE Loop + Port Combinations • UNE Switch ports • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN • UNE Line Sharing • UNE Other Design • UNE Other Non -Design • Local Transport (Unbundled Interoffice Transport) • Local Interconnection Trunks	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-7: Coordinated Customer Conversions Interval

Definition

This report measures the average time it takes BellSouth to disconnect an unbundled loop from the BellSouth switch and cross connect it to CLEC equipment. This measurement applies to service orders with INP and with LNP, and where the CLEC has requested BellSouth to provide a coordinated cut over.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays due to CLEC following disconnection of the unbundled loop
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.

Business Rules

When the service order includes INP, the interval includes the total time for the cut over including the translation time to place the line back in service on the ported line. When the service order includes LNP, the interval only includes the total time for the cut over (the port of the number is controlled by the CLEC). The interval is calculated for the entire cut over time for the service order and then divided by items worked in that time to give the average per-item interval for each service order.

Calculation

Coordinated Customer Conversions Interval = (a - b)

- a = Completion Date and Time for Cross Connection of a Coordinated Unbundled Loop
- b = Disconnection Date and Time of an Coordinated Unbundled Loop

Percent Coordinated Customer Conversions (for each interval) = (c ÷ d) X 100

- c = Total number of Coordinated Customer Conversions for each interval
- d = Total Number of Unbundled Loop with Coordinated Conversions (items) for the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- The interval breakout is 0-5 = 0-4.99, 5-15 = 5-14.99, ≥15 = 15 and greater, plus Overall Average Interval.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cut over Start Time • Cut over Completion Time • Portability Start and Completion Times (INP orders) • Total Conversions (Items) **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog Exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Unbundled Loops with INP/LNP • Unbundled Loops without INP/LNP	• 95% ≤ 15 minutes

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Unbundled Loops	• 95% ≤ 15 minutes

P-7A: Coordinated Customer Conversions – Hot Cut Timeliness% Within Interval and Average Interval

Definition

This category measures whether BellSouth begins the cut over of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. It measures the percentage of orders where the cut begins within 15 minutes of the requested start time of the order and the average interval.

Exclusions

- Any order canceled by the CLEC will be excluded from this measurement.
- Delays caused by the CLEC
- Unbundled Loops where there is no existing subscriber loop and loops where coordination is not requested.
- All unbundled loops on multiple loop orders after the first loop.

Business Rules

This report measures whether BellSouth begins the cut over of an unbundled loop on a coordinated and/or a time specific order at the CLEC requested start time. The cut is considered on time if it starts 15 minutes before or after the requested start time. Using the scheduled time and the actual cut over start time, the measurement will calculate the percent within interval and the average interval. If a cut involves multiple lines, the cut will be considered "on time" if the first line is cut within the interval. ≤ 15 minutes includes intervals that began 15:00 minutes or less before the scheduled cut time and cuts that began 15 minutes or less after the scheduled cut time; >15 minutes, ≤30 minutes includes cuts within 15:00 – 30:00 minutes either prior to or after the scheduled cut time; >30 minutes includes cuts greater than 30:00 minutes either prior to or after the scheduled cut time.

Calculation

% within Interval = (a ÷ b) X 100

- a = Total Number of Coordinated Unbundled Loop Orders for the interval
- b = Total Number of Coordinated Unbundled Loop Orders for the reporting period

Interval = (c - d)

- c = Scheduled Time for Cross Connection of a Coordinated Unbundled Loop Order
- d = Actual Start Date and Time of a Coordinated Unbundled Loop Order

Average Interval = (e ÷ f)

- Sum of all Intervals
- Total Number of Coordinated Unbundled Loop Orders for the reporting period.

Report Structure

- CLEC Specific
- CLEC Aggregate

  Reported in intervals of early, on time and late cuts %≤ 15 minutes; % >15 minutes, ≤30 minutes; % >30 minutes, plus Overall Average Interval

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Cut over Scheduled Start Time • Cut over Actual Start Time • Total Conversions Orders **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• Product Reporting Level - SL1 Time Specific - SL1 Non-Time Specific - SL2 Time Specific - SL2 Non-Time Specific	• 95% Within + or – 15 minutes of Scheduled Start Time

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
- UNE Loops	• 95% Within + or – 15 minutes of Scheduled Start time

P-7B: Coordinated Customer Conversions – Average Recovery Time

Definition

Measures the time between notification and resolution by BellSouth of a service outage found that can be isolated to the BellSouth side of the network. The time between notification and resolution by BellSouth must be measured to ensure that CLEC customers do not experience unjustifiable lengthy service outages during a Coordinated Customer Conversion. This report measures outages associated with Coordinated Customer Conversions prior to service order completion.

Exclusions

- Cut overs where service outages are due to CLEC caused reasons
- Cut overs where service outages are due to end-user caused reasons

Business Rules

Measures the outage duration time related to Coordinated Customer Conversions from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The duration time is defined as the time from the initial trouble notification until the trouble has been restored and the CLEC has been notified. The interval is calculated on the total outage time for the circuits divided by the total number of outages restored during the report period to give the average outage duration.

Calculation

Recovery Time = (a - b)

- a = Date & Time That Trouble is Closed by CLEC
- b = Date & Time Initial Trouble is Opened with BellSouth

Average Recovery Time = (c ÷ d)

- c = Sum of all the Recovery Times
- d = Number of Troubles Referred to the BellSouth

Report Structure

- CLEC Specific
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Company Name • CLEC Order Number (so_nbr) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • CLEC Acceptance Conflict (CLEC_CONFLICT) • CLEC Conflict Resolved (CLEC_RESOLVE) • CLEC Conflict MFC (CLEC_CONFLICT_MFC) • Total Conversion Orders **Note:** Code in parentheses is the corresponding header found in the raw data file.	• None

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Unbundled Loops with INP/LNP • Unbundled Loops without INP/LNP	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-7C: Hot Cut Conversions - % Provisioning Troubles Received Within 7 days of a completed Service Order

Definition

Percent Provisioning Troubles received within 7 days of a completed service order associated with a Coordinated and Non-Coordinated Customer Conversion. Measures the quality and accuracy of Hot Cut Conversion Activities.

Exclusions

- Any order canceled by the CLEC
- Troubles caused by Customer Provided Equipment

Business Rules

Measures the quality and accuracy of completed service orders associated with Coordinated and Non-Coordinated Hot Cut Conversions. The first trouble report received on a circuit ID within 7 days following a service order completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed Coordinated and Non-Coordinated Hot Cut Conversion service orders and following 7 days after the completion of the service order for a trouble report issue date.

Calculation

% Provisioning Troubles within 7 days of service order completion = (a ÷ b) X 100

- a = The sum of all Hot Cut Circuits with a trouble within 7 days following service order(s) completion
- b = The total number of Hot Cut service order circuits completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- Dispatch/Non-Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number (so_nbr) • PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope • Total Conversion Circuits **Note:** Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth Analog exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• UNE Loop Design • UNE Loop Non-Design	• ≤ 5%

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• UNE Loops	• ≤ 5%

P-8: Cooperative Acceptance Testing - % of xDSL Loops Tested

Definition

The loop will be considered cooperatively tested when the BellSouth technician places a call to the CLEC representative to initiate cooperative testing and jointly performs the tests with the CLEC.

Exclusions

- Testing failures due to CLEC (incorrect contact number, CLEC not ready, etc.)
- xDSL lines with no request for cooperative testing

Business Rules

When a BellSouth technician finishes delivering an order for an xDSL loop where the CLEC order calls for cooperative testing at the customer's premise, the BellSouth technician is to call a toll free number to the CLEC testing center. The BellSouth technician and the CLEC representative at the center then test the line. As an example of the type of testing performed, the testing center may ask the technician to put a short on the line so that the center can run a test to see if it can identify the short.

Calculation

Cooperative Acceptance Testing - % of xDSL Loops Tested = (a ÷ b) X 100

- a = Total number of successful xDSL cooperative tests for xDSL lines where cooperative testing was requested in the reporting period
- b = Total Number of xDSL line tests requested by the CLEC and scheduled in the reporting period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Type of Loop tested

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Company Name (OCN) • CLEC Order Number (so_nbr) and PON (PON) • Committed Due Date (DD) • Service Type (CLASS_SVC_DESC) • Acceptance Testing Completed (ACCEPT_TESTING) • Acceptance Testing Declined (ACCEPT_TESTING) • Total xDSL Orders **Note**: Code in parentheses is the corresponding header found in the raw data file.	• No BellSouth analog exists

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	Retail Analog/Benchmark:
• UNE xDSL - ADSL - HDSL - UCL - OTHER	• 95% of Lines Tested

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation:	SEEM Analog/Benchmark:
• UNE xDSL	• 95% of Lines Tested

P-9: % Provisioning Troubles within 30 days of Service Order Completion

Definition

Percent Provisioning Troubles within 30 days of Service Order Completion measures the quality and accuracy of Service order activities.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders
- Trouble reports caused and closed out to Customer Provided Equipment (CPE)

Business Rules

Measures the quality and accuracy of completed orders. The first trouble report from a service order after completion is counted in this measure. Subsequent trouble reports are measured in Repeat Report Rate. Reports are calculated searching in the prior report period for completed service orders and following 30 days after completion of the service order for a trouble report issue date.

D & F orders are excluded as there is no subsequent activity following a disconnect.

Note: Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

% Provisioning Troubles within 30 days of Service Order Activity = (a ÷ b) X 100

- a = Trouble reports on all completed orders 30 days following service order(s) completion
- b = All Service Orders completed in the previous report calendar month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Reported in categories of <10 line/circuits; ≥ 10 line/circuits (except trunks)
- Dispatch / No Dispatch (except trunks)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON • Order Submission Date (TICKET_ID) • Order Submission Time (TICKET_ID) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Order Number • Order Submission Date • Order Submission Time • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence	• Retail Residence

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• 2W Analog Loop Design	• Retail Residence and Business Dispatch
• 2W Analog Loop Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/LNP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/LNP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business - (POTS Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• 2W Analog Loop w/INP Design	• Retail Residence and Business Dispatch
• 2W Analog Loop w/INP Non-Design - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence and Business (POTS - Excluding Switch-Based Orders) - Dispatch - Non-Dispatch (Dispatch In)
• UNE Digital Loop < DS1	• Retail Digital Loop < DS1
• UNE Digital Loop ≥ DS1	• Retail Digital Loop ≥ DS1
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL provided to Retail
• UNE ISDN	• Retail ISDN BRI
• UNE Line Sharing	• ADSL Provided to Retail
• INP (Standalone)	• Retail Residence and Business (POTS)
• LNP (Standalone)	• Retail Residence and Business (POTS)
• UNE Loop + Port Combinations - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based	• Retail Residence and Business - Dispatch Out - Non-Dispatch - Dispatch In - Switch-Based
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other - Dispatch - Non-Dispatch (Dispatch In)	• Retail Residence, Business and Design Dispatch (Including Dispatch Out and Dispatch In) - Dispatch - Non-Dispatch (Dispatch In)
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice
• UNE Other Non -Design	• Retail Residence and Business
• UNE Other Design	• Retail Design
• Local Interconnection Trunks	• Parity with Retail

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

P-10: Total Service Order Cycle Time (TSOCT)

Definition

This report measures the total service order cycle time from receipt of a valid service order request to the return of a completion notice to the CLEC Interface.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D (Disconnect - Except "D" orders associated with LNP Standalone.) and F (From) orders. (From is disconnect side of a move order when the customer moves to a new address).
- "L" Appointment coded orders (where the customer has requested a later than offered interval)
- Orders with CLEC/Subscriber caused delays or CLEC/Subscriber requested due date changes.

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval. For UNE XDSL Loop, this measurement combines Service Inquiry Interval (SI), FOC Timeliness, Average Completion Interval, and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI) and the BellSouth Legacy Systems. Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on same day. They can be either flow through orders (no field work-non-dispatched) or field orders (dispatched).

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c ÷ d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Total Number of Service Requests Completed in "X" minutes/hours
- f = Total Number of Service Requests Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 line/circuits; $\geq$ 10 line/circuits (except trunks)
- Dispatch / No Dispatch categories applicable to all levels except trunks
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, $\geq$ 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, $\geq$ 30 = 30 and greater.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Report Month • BellSouth Order Number • Order Submission Date & Time • Order Completion Date & Time • Service Type • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark
• Resale Residence • Resale Business • Resale Design • Resale PBX • Resale Centrex • Resale ISDN • LNP (Standalone) • INP (Standalone) • 2W Analog Loop Design • 2W Analog Loop Non-Design • 2W Analog Loop w/LNP Design • 2W Analog Loop w/LNP Non-Design • UNE Switch Ports • UNE Loop + Port Combinations • UNE Combo Other • UNE xDSL (HDSL, ADSL and UCL) • UNE ISDN • UNE Line Sharing • UNE Other Design • UNE Other Non -Design • UNE Digital Loops < DS1 • UNE Digital Loops ≥ DS1 • Local Transport (Unbundled Interoffice Trans port) • Local Interconnection Trunks	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

P-11: Service Order Accuracy

Definition

The "service order accuracy" measurement measures the accuracy and completeness of a sample of BellSouth service orders by comparing what was ordered and what was completed.

Exclusions

- Cancelled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.)
- D & F orders

Business Rules

A statistically valid sample of service orders, completed during a monthly reporting period, is compared to the original account profile and the order that the CLEC sent to BellSouth. An order is "completed without error" if all service attributes and account detail changes (as determined by comparing the original order) completely and accurately reflect the activity specified on the original order and any supplemental CLEC order. For both small and large sample sizes, when a Service Request cannot be matched with a corresponding Service Order, it will not be counted. For small sample sizes an effort will be made to replace the service request.

Calculation

Percent Service Order Accuracy = (a ÷ b) X 100

- a = Orders Completed without Error
- b = Orders Completed in Reporting Period

Report Structure

- CLEC Aggregate
- Reported in categories of <10 line/circuits; > = 10 line/circuits
- Dispatch / No Dispatch

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON • Local Service Request (LSR) • Order Submission Date • Committed Due Date • Service Type • Standard Order Activity	• No BellSouth Analog Exist

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark:
• Resale Residence • Resale Business • Resale Design (Specials) • UNE Specials (Design) • UNE (Non-Design) • Local Interconnection Trunks	• 95% Accurate

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation:	SEEM Analog/Benchmark:
• Not Applicable	• Not Applicable

P-12: LNP-Percent Missed Installation Appointments

Definition

"Percent missed installation appointments" monitors the reliability of BellSouth commitments with respect to committed due dates to assure that CLECs can reliably quote expected due dates to their retail customer as compared to BellSouth. This measure is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates and reported for total misses and End User Misses.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable

Business Rules

Percent Missed Installation Appointments (PMI) is the percentage of total orders processed for which BellSouth is unable to complete the service orders on the committed due dates. Missed Appointments caused by end-user reasons will be included and reported in a separate category. The first commitment date on the service order that is a missed appointment is the missed appointment code used for calculation whether it is a BellSouth missed appointment or an End User missed appointment. The "due date" is any time on the confirmed due date, which means there cannot be a cutoff time for commitments as certain types of orders are requested to be worked after standard business hours.

Calculation

LNP Percent Missed Installation Appointments = (a ÷ b) X 100

- a = Number of Orders with Completion date in Reporting Period past the Original Committed Due Date
- b = Number of Orders Completed in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Geographic Scope
  - State/Region
- Report in Categories of <10 lines/circuits $\geq$ 10 lines/circuits (except trunks)

Report explanation: Total Missed Appointments is the total percent of orders missed either by BellSouth or the CLEC end user. End User MA represents the percentage of orders missed by the CLEC end user. The difference between End User Missed Appointments and Total Missed Appointments is the result of BellSouth caused misses.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • CLEC Order Number and PON (PON) • Committed Due Date (DD) • Completion Date (CMPLTN DD) • Status Type • Status Notice Date • Standard Order Activity • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	SQM Retail Analog/Benchmark
• LNP	• Retail Residence and Business (POTS)

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP	• 95% Due Dates Met[a]

[a]Due to data structure issues, BellSouth is using a benchmark comparison for SEEM rather than the Truncated Z as stated in the Order.

P-13: LNP-Average Disconnect Timeliness Interval & Disconnect Timeliness Interval Distribution

Definition

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

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable.

Business Rules

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

Calculation

Disconnect Timeliness Interval = (a - b)

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

Average Disconnect Timeliness Interval = (c ÷ d)

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

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

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

Report Structure

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

Data Retained

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

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	SQM Retail Analog/Benchmark:
• LNP	• 95% within 15 Minutes

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• LNP Standalone	• 95% within 15 Minutes

P-14: LNP-Total Service Order Cycle Time (TSOCT)

Definition

Total Service Order Cycle Time measures the interval from receipt of a valid service order request to the completion of the final service order associated with that service request.

Exclusions

- Canceled Service Orders
- Order Activities of BellSouth or the CLEC associated with internal or administrative use of local services (Record Orders, Listing Orders, Test Orders, etc.) where identifiable
- "L" appointment coded orders (indicating the customer has requested a later than offered interval)
- "S" missed appointment coded orders (indicating subscriber missed appointments), except for "SP" codes (indicating subscriber prior due date requested). This would include "S" codes assigned to subsequent due date changes.

Business Rules

The interval is determined for each order processed during the reporting period. This measurement combines three reports: FOC Timeliness, Average Order Completion Interval and Average Completion Notice Interval.

This interval starts with the receipt of a valid service order request and stops when a completion notice is sent to the CLEC Interface (LENS, TAG OR EDI). Elapsed time for each order is accumulated for each reporting dimension. The accumulated time for each reporting dimension is then divided by the associated total number of orders completed. Orders that are worked on zero due dates are calculated with a .33 day interval (8 hours) in order to report a portion of a day interval. These orders are issued and worked/completed on the same day.

Reporting is by Fully Mechanized, Partially Mechanized and Non-Mechanized receipt of LSRs.

Calculation

Total Service Order Cycle Time = (a - b)

- a = Service Order Completion Notice Date
- b = Service Request Receipt Date

Average Total Service Order Cycle Time = (c ÷ d)

- c = Sum of all Total Service Order Cycle Times
- d = Total Number Service Orders Completed in Reporting Period

Total Service Order Cycle Time Interval Distribution (for each interval) = (e ÷ f) X 100

- e = Total Number of Service Orders Completed in "X" minutes/hours
- f = Total Number of Service Orders Received in Reporting Period

Report Structure

- CLEC Specific
- CLEC Aggregate
- Fully Mechanized; Partially Mechanized; Non-Mechanized
- Report in categories of <10 lines/circuits; ≥lines/circuits (except trunks)
- Intervals 0-5, 5-10, 10-15, 15-20, 20-25, 25-30, ≥ 30 Days. The interval breakout is: 0-5 = 0-4.99, 5-10 = 5-9.99, 10-15 = 10-14.99, 15-20 = 15-19.99, 20-25 = 20-24.99, 25-30 = 25-29.99, ≥ 30 = 30 and greater.

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Interval for FOC • CLEC Company Name (OCN) • Order Number (PON) • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Completion Notice Date and Time • Service Type (CLASS_SVC_DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• LNP	• Diagnostic

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 4: Maintenance & Repair

M&R-1: Missed Repair Appointments

Definition

The percent of trouble reports not cleared by the committed date and time.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that BellSouth personnel clear the trouble and closes the trouble report in his/her Computer Access Terminal (CAT) or workstation. If this is after the Commitment time, the report is flagged as a "Missed Commitment" or a missed repair appointment. When the data for this measure is collected for BellSouth and a CLEC, it can be used to compare the percentage of the time repair appointments are missed due to BellSouth reasons. (No access reports are not part of this measure because they are not a missed appointment.)

Note: Appointment intervals vary with force availability in the POTS environment. Specials and Trunk intervals are standard interval appointments of no greater than 24 hours. Standalone LNP historical data is not available in the maintenance systems (LMOS or WFA).

Calculation

Percentage of Missed Repair Appointments = (a ÷ b) X 100

- a = Count of Customer Troubles Not Cleared by the Quoted Commitment Date and Time
- b = Total Trouble reports closed in Reporting Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • CLEC Company Name • Submission Date & Time (TICKET_ID) • Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report month • BellSouth Company Code • Submission Date & Time • Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	SQM Retail Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-2: Customer Trouble Report Rate

Definition

Percent of initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/circuits in service.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination that exist for the CLECs and BellSouth respectively at the end of the report month.

Calculation

Customer Trouble Report Rate = (a ÷ b) X 100

- a = Count of Initial and Repeated Trouble Reports closed in the Current Period
- b = Number of Service Access Lines in service at End of the Report Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • # Service Access Lines in Service at the end of period • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • BellSouth Company Code • Ticket Submission Date & Time • Ticket Completion Date • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • # Service Access Lines in Service at the end of period • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable

SQM Level of Disaggregation	SQM Analog/Benchmark
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-3: Maintenance Average Duration

Definition

The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored and the BellSouth or CLEC customer is notified (when the technician completes the trouble ticket on his/her CAT or work systems).

Calculation

Maintenance Duration = (a - b)

- a = Date and Time of Service Restoration
- b = Date and Time Trouble Ticket was Opened

Average Maintenance Duration = (c ÷ d)

- c = Total of all maintenance durations in the reporting period
- d = Total Closed Troubles in the reporting period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience:	Relating to BellSouth Performance:
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Service Type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total Duration Time • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-4: Percent Repeat Troubles within 30 Days

Definition

Closed trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles closed reported

Exclusions

- Trouble tickets canceled at the CLEC request.
- BellSouth trouble reports associated with internal or administrative service.
- Customer Provided Equipment (CPE) troubles or CLEC Equipment Trouble.

Business Rules

Includes Customer trouble reports received within 30 days of an original Customer trouble report

Calculation

Percent Repeat Troubles within 30 Days = (a ÷ b) X 100

- a = Count of closed Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days
- b = Total Trouble Reports Closed in Reporting Period

Report Structure

- Dispatch / Non-Dispatch
- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Total Tickets (LINE_NBR) • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT) • Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT) • Service Type • Disposition and Cause (CAUSE_CD & CAUSE_DESC) • Geographic Scope **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission Time • Ticket Completion Date • Ticket Completion Time • Total and Percent Repeat Trouble Reports within 30 Days • Service Type • Disposition and Cause (Non-Design /Non-Special Only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence and Business (POTS)
• UNE Combo Other	• Retail Residence, Business & Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Resale POTS	• Retail Residence and Business (POTS)
• Resale Design	• Retail Design
• UNE Loop + Port Combinations	• Retail Residence and Business
• UNE Loops	• Retail Residence and Business Dispatch
• UNE xDSL	• ADSL Provided to Retail
• UNE Line Sharing	• ADSL Provided to Retail
• Local Interconnection Trunks	• Parity with Retail

M&R-5: Out of Service (OOS) > 24 Hours

Definition

For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of Total OOS Troubles cleared in excess of 24 hours. (All design services are considered to be out of service).

Exclusions

- Trouble Reports canceled at the CLEC request
- BellSouth Trouble Reports associated with administrative service
- Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.

Business Rules

Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS/WFA and the trouble is counted if the elapsed time exceeds 24 hours.

Calculation

Out of Service (OOS) > 24 hours = (a ÷ b) X 100

- a = Total Cleared Troubles OOS > 24 Hours
- b = Total OOS Troubles in Reporting Period

Report Structure

- Dispatch / Non - Dispatch
- CLEC Specific
- BellSouth Aggregate
- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Tickets • CLEC Company Name • Ticket Submission Date & Time (TICKET_ID) • Ticket Completion Date (CMPLTN_DT • Percentage of Customer Troubles out of • Service > 24 Hours (OOS>24_FLAG) • Service type (CLASS_SVC_DESC) • Disposition and Cause (CAUSE_CD & CAUSE-DESC) • Geographic Scope **Note:** Code in parentheses is the corresponding header found in the raw data file.	• Report Month • Total Tickets • BellSouth Company Code • Ticket Submission Date • Ticket Submission time • Ticket Completion Date • Ticket Completion Time • Percent of Customer Troubles out of Service > 24 Hours • Service type • Disposition and Cause (Non-Design/Non-Special only) • Trouble Code (Design and Trunking Services) • Geographic Scope

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale Residence	• Retail Residence
• Resale Business	• Retail Business
• Resale Design	• Retail Design
• Resale PBX	• Retail PBX
• Resale Centrex	• Retail Centrex

SQM Level of Disaggregation	SQM Analog/Benchmark
• Resale ISDN	• Retail ISDN
• LNP (Standalone) (Not Available in Maintenance)	• Not Applicable
• 2W Analog Loop Design	• Retail Residence & Business Dispatch
• 2W Analog Loop Non – Design	• Retail Residence & Business (POTS) (Exclusion of Switch-Based Feature Troubles)
• UNE Loop + Port Combinations	• Retail Residence & Business
• UNE Switch Ports	• Retail Residence & Business (POTS)
• UNE Combo Other	• Retail Residence, Business and Design Dispatch
• UNE xDSL (HDSL, ADSL and UCL)	• ADSL Provided to Retail
• UNE ISDN	• Retail ISDN – BRI
• UNE Line Sharing	• ADSL Provided to Retail
• UNE Other Design	• Retail Design
• UNE Other Non – Design	• Retail Residence & Business
• Local Interconnection Trunks	• Parity with Retail
• Local Transport (Unbundled Interoffice Transport)	• Retail DS1/DS3 Interoffice

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

M&R-6: Average Answer Time – Repair Centers

Definition

This measures the average time a customer is in queue when calling a BellSouth Repair Center.

Exclusions

None

Business Rules

The clock starts when a CLEC Representative or BellSouth customer makes a choice on the Repair Center's menu and is put in queue for the next repair attendant. The clock stops when the repair attendant answers the call (abandoned calls are not included).

Note: The Total Column is a combined BellSouth Residence and Business number.

Calculation

Answer Time for BellSouth Repair Centers = (a - b)

- a = Time BellSouth Repair Attendant Answers Call
- b = Time of entry into queue after ACD Selection

Average Answer Time for BellSouth Repair Centers = (c ÷ d)

- c = Sum of all Answer Times
- d = Total number of calls by reporting period

Report Structure

- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• CLEC Average Answer Time	• BellSouth Average Answer Time

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• Region. CLEC/BellSouth Service Centers and BellSouth Repair Centers are regional.	• For CLEC, Average Answer Times in UNE Center and BRMC are comparable to the Average Answer Times in the BellSouth Repair Centers.

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

M&R-7: Mean Time To Notify CLEC of Network Outages

Definition

This report measures the time it takes for the BellSouth Network Management Center (NMC) to notify the CLEC of major network outages.

Exclusions

None

Business Rules

BellSouth will inform the CLEC of any major network outages (key customer accounts) via a page or email. When the BellSouth NMC becomes aware of a network incident, the CLEC and BellSouth will be notified electronically. The notification time for each outage will be measured in minutes and divided by the number of outages for the reporting period. These are broadcast messages. It is up to those receiving the message to determine if they have customers affected by the incident.

The CLECs will be notified in accordance with the rules outlined in Appendix D of the CLEC "Customer Guide" which is published on the internet at: www.interconnection.bellsouth.com/guides/other_guides/html/gopue/indexf.htm.

Calculation

Time to Notify CLEC = (a - b)

- a = Date and Time BellSouth Notified CLEC
- b = Date and Time BellSouth Detected Network Incident

Mean Time to Notify CLEC = (c ÷ d)

- c = Sum of all Times to Notify CLEC
- d = Count of Network Incidents

Report Structure

- BellSouth Aggregate
- CLEC Aggregate
- CLEC Specific

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification	• Report Month • Major Network Events • Date/Time of Incident • Date/Time of Notification

SQM Disaggregation - Analog / Benchmark

SQM Level of Disaggregation	Retail Analog / Benchmark
• BellSouth Aggregate • CLEC Aggregate • CLEC Specific	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 5: Billing

B-1: Invoice Accuracy

Definition

This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.

Exclusions

- Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)
- Test Accounts

Business Rules

The accuracy of billing invoices delivered by BellSouth to the CLEC must enable them to provide a degree of billing accuracy comparative to BellSouth bills rendered to retail customers of BellSouth. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.

Calculation

Invoice Accuracy = [(a - b) ÷ a] X 100

- a = Absolute Value of Total Billed Revenues during current month
- b = Absolute Value of Billing Related Adjustments during current month

Report Structure

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Invoice Type - UNE - Resale - Interconnection • Total Billed Revenue • Billing Related Adjustments	• Report month • Retail Type - CRIS - CABS • Total Billed Revenue • Billing Related Adjustments

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Product / Invoice Type - Resale - UNE - Interconnection	• CLEC Invoice Accuracy is comparable to BellSouth Invoice Accuracy

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State • BellSouth State	• Parity with Retail

B2: Mean Time to Deliver Invoices

Definition

Bill Distribution is calculated as follows: CRIS BILLS-The number of workdays is reported for CRIS bills. This is calculated by counting the Bill Period date as the first work day. Weekends and holidays are excluded when counting workdays. J/N Bills are counted in the CRIS work day category for the purposes of the measurement since their billing account number (Q account) is provided from the CRIS system.

CABS BILLS-The number of calendar days is reported for CABS bills. This is calculated by counting the day following the Bill Period date as the first calendar day. Weekends and holidays are included when counting the calendar days.

Exclusions

Any invoices rejected due to formatting or content errors.

Business Rules

This report measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.

Calculation

Invoice Timeliness = (a - b)

- a = Invoice Transmission Date
- b = Close Date of Scheduled Bill Cycle

Mean Time To Deliver Invoices = (c ÷ d)

- c = Sum of all Invoice Timeliness intervals
- d = Count of Invoices Transmitted in Reporting Period

Report Structure

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

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report month • Invoice Type - UNE - Resale - Interconnection • Invoice Transmission Count • Date of Scheduled Bill Close	• Report month • Invoice Type - CRIS - CABS • Invoice Transmission Count • Date of Scheduled Bill Close

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Product / Invoice Type • Resale • UNE • Interconnection	• CRIS-based invoices will be released for delivery within six (6) business days. • CABS-based invoices will be released for delivery within eight (8) calendar days. • CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BellSouth Average delivery for both systems.

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State - CRIS - CABS • BellSouth Region	• Parity with Retail

B3: Usage Data Delivery Accuracy

Definition

This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.

Exclusions

None

Business Rules

The accuracy of the data delivery of usage records delivered by BellSouth to the CLEC must enable them to provide a degree of accuracy comparative to BellSouth bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.

Calculation

Usage Data Delivery Accuracy = (a - b) ÷ a X 100

- a = Total number of usage data packs sent during current month
- b = Total number of usage data packs requiring retransmission during current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Geographic Scope
  - Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Accuracy is comparable to BellSouth Usage Data Delivery Accuracy

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• CLEC State • BellSouth Region	• Parity with Retail

B4: Usage Data Delivery Completeness

Definition

This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BellSouth messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Completeness = (a ÷ b) X 100

- a = Total number of Recorded usage records delivered during current month that are within thirty (30) days of the message recording date
- b = Total number of Recorded usage records delivered during the current month

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report month • Record Type

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Completeness is comparable to BellSouth Usage Data Delivery Completeness

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B5: Usage Data Delivery Timeliness

Definition

This measurement provides a percentage of recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BellSouth for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BellSouth receives the records to the date BellSouth distributes to the CLEC. Method of delivery is at the option of the CLEC.

Calculation

Usage Data Delivery Timeliness Current month = (a ÷ b) X 100

- a = Total number of usage records sent within six (6) calendar days from initial recording/receipt
- b = Total number of usage records sent

Report Structure

- CLEC Aggregate
- CLEC Specific
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Monthly • Record Type

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• CLEC Usage Data Delivery Timeliness is comparable to BellSouth Usage Data Delivery Timeliness

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B6: Mean Time to Deliver Usage

Definition

This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BellSouth messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.

Exclusions

None

Business Rules

The purpose of this measurement is to demonstrate the average number of days it takes BellSouth to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.

Calculation

Mean Time to Deliver Usage = (a X b) ÷ c

- a = Volume of Records Delivered
- b = Estimated number of days to deliver
- c = Total Record Volume Delivered

Note: Any usage record falling in the 30+ day interval will be added using an average figure of 31.5 days.

Report Structure

- CLEC Aggregate
- CLEC Specific
- BellSouth Aggregate
- Region

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • Record Type - BellSouth Recorded - Non-BellSouth Recorded	• Report Monthly • Record Type

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BellSouth

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B7: Recurring Charge Completeness

Definition

This measure captures percentage of fractional recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Calculation

Recurring Charge Completeness = (a ÷ b) X 100

- a = Count of fractional recurring charges that are on the correct bill[1]
- b = Total count of fractional recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Invoice type • Total recurring charges billed • Total billed on time	• Report month • Retail Analog • Total recurring charges billed • Total billed on time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

B8: Non-Recurring Charge Completeness

Definition

This measure captures percentage of non-recurring charges appearing on the correct bill.

Exclusions

None

Business Rules

The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.

Calculation

Non-Recurring Charge Completeness = (a ÷ b) X 100

- a = Count of non-recurring charges that are on the correct bill[1]
- b = Total count of non-recurring charges that are on the correct bill

[1]Correct bill = next available bill

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report month • Invoice type • Total non-recurring charges billed • Total billed on time	• Report month • Retail Analog • Total non-recurring charges billed • Total billed on time

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
Product/Invoice Type	
• Resale	• Parity
• UNE	• Benchmark 90%
• Interconnection	• Benchmark 90%

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 6: Operator Services And Directory Assistance

OS-1: Speed to Answer Performance/Average Speed to Answer - Toll

Definition

Measurement of the average time in seconds calls wait before answered by a toll operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer - Toll = a ÷ b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

OS-2: Speed to Answer Performance/Percent Answered with "X" Seconds – Toll

Definition

Measurement of the percent of toll calls that are answered in less than ten seconds

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (Toll)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:	Retail Analog/Benchmark:
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

DA-1: Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)

Definition

Measurement of the average time in seconds calls wait before answered by a DA operator.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA) = a ÷ b

- a = Total queue time
- b = Total calls answered

Note: Total queue time includes time that answered calls wait in queue as well as time abandoned calls wait in queue prior to abandonment.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

DA-2: Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)

Definition

Measurement of the percent of DA calls that are answered in less than twelve seconds.

Exclusions

None

Business Rules

The clock starts when the customer enters the queue and the clock stops when a BellSouth representative answers the call or the customer abandons the call. The length of each call is determined by measuring, using a scanning technique, and accumulating the elapsed time from the entry of a customer call into the BellSouth call management system queue until the customer call is abandoned or transferred to BellSouth personnel assigned to handle calls for assistance. The system makes no distinction between CLEC customers and BellSouth customers.

Calculation

The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.

Report Structure

- Reported for the aggregate of BellSouth and CLECs
  - State

Data Retained (on Aggregate Basis)

- For the items below, BellSouth's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP.
- Month
- Call Type (DA)
- Average Speed of Answer

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 7: Database Update Information

D-1: Average Database Update Interval

Definition

This report measures the interval from receipt of the database change request to the completion of the update to the database for Line Information Database (LIDB), Directory Assistance and Directory Listings. For E-911, see Section 8.

Exclusions

- Updates Canceled by the CLEC
- Initial update when supplemented by CLEC
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

The interval for this measure begins with the date and time stamp when a service order is completed and the completion notice is released to all systems to be updated with the order information including Directory Assistance, Directory Listings, and Line Information Database (LIDB). The end time stamp is the date and time of completion of updates to the system.

For BellSouth Results:

The BellSouth computation is identical to that for the CLEC with the clarifications noted below.

Other Clarifications and Qualification:

- For LIDB, the elapsed time for a BellSouth update is measured from the point in time when the BellSouth file maintenance process makes the LIDB update information available until the date and time reported by BellSouth that database updates are completed.
- Results for the CLECs are captured and reported at the update level by Reporting Dimension (see below).
- The Completion Date is the date upon which BellSouth issues the Update Completion Notice to the CLEC.
- If the CLEC initiates a supplement to the originally submitted update and the supplement reflects changes in customer requirements (rather than responding to BellSouth initiated changes), then the update submission date and time will be the date and time of BellSouth receipt of a syntactically correct update supplement. Update activities responding to BellSouth initiated changes will not result in changes to the update submission date and time used for the purposes of computing the update completion interval.
- Elapsed time is measured in hours and hundredths of hours rounded to the nearest tenth of an hour.
- Because this should be a highly automated process, the accumulation of elapsed time continues through off-schedule, weekends and holidays; however, scheduled maintenance windows are excluded.

Calculation

Update Interval = (a - b)

- a = Completion Date & Time of Database Update
- b = Submission Date and Time of Database Change

Average Update Interval = (c ÷ d)

- c = Sum of all Update Intervals
- d = Total Number of Updates Completed During Reporting Period

Report Structure

- CLEC Specific (Under development)
- CLEC Aggregate
- BellSouth Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Database File Submission Time • Database File Update Completion Time • CLEC Number of Submissions • Total Number of Updates	• Database File Submission Time • Database File Update Completion Time • BellSouth Number of Submissions • Total Number of Updates

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation:	Retail Analog/Benchmark:
Database Type • LIDB • Directory Listings • Directory Assistance	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

D-2: Percent Database Update Accuracy

Definition

This report measures the accuracy of database updates by BellSouth for Line Information Database (LIDB), Directory Assistance, and Directory Listings using a statistically valid sample of LSRs/Orders in a manual review. This manual review is not conducted on BellSouth Retail Orders.

Exclusions

- Updates canceled by the CLEC
- Initial update when supplemented by CLEC
- CLEC orders that had CLEC errors
- BellSouth updates associated with internal or administrative use of local services.

Business Rules

For each update completed during the reporting period, the original update that the CLEC sent to BellSouth is compared to the database following completion of the update by BellSouth. An update is "completed without error" if the database completely and accurately reflects the activity specified on the original and supplemental update (order) submitted by the CLEC. Each database (LIDB, Directory Assistance, and Directory Listings) should be separately tracked and reported.

A statistically valid sample of CLEC Orders are pulled each month. That sample will be used to test the accuracy of the database update process. This is a manual process.

Calculation

Percent Update Accuracy = (a ÷ b) X 100

- a = Number of Updates Completed Without Error
- b = Number Updates Completed

Report Structure

- CLEC Aggregate
- CLEC Specific (not available in this report)
- BellSouth Aggregate (not available in this report)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Performance
• Report Month • CLEC Order Number (so_nbr) and PON (PON) • Local Service Request (LSR) • Order Submission Date • Number of Orders Reviewed **Note**: Code in parentheses is the corresponding header found in the raw data file.	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM LEVEL of Disaggregation	Retail Analog/Benchmark:
Database Type • LIDB • Directory Assistance • Directory Listings	• 95% Accurate

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

D-3: Percent NXXs and LRNs Loaded by the LERG Effective Date

Definition

Measurement of the percent of NXX(s) and Location Routing Numbers LRN(s) loaded in end office and/or tandem switches by the Local Exchange Routing Guide (LERG) effective date when facilities are in place. BellSouth has a single provisioning process for both NXX(s) and LRN(s). In this measure, BellSouth will identify whether or not a particular NXX has been flagged as LNP capable (set triggers for dips) by the LERG effective date.

An LRN is assigned by the owner of the switch and is placed into the software translations for every switch to be used as an administrative pointer to route NXX(s) in LNP capable switches. The LRN is a result of Local Number Porting and is housed in a national database provided by the Number Portability Administration Center (NPAC). The switch owner is responsible for notifying NPAC and requesting the effective date that will be reflected in the LERG. The national database downloads routing tables into BellSouth Service Control Point (SCP) regional databases, which are queried by switches when routing ported numbers.

The basic NXX routing process includes the addition of all NXX(s) in the response translations. This addition to response translations is what supports LRN routing. Routing instructions for all NXX(s), including LRN(s), are received from the Advance Routing & Trunking System (ARTS) and all routing, including response, is established based on the information contained in the Translation Work Instructions (TWINs) document.

Exclusions

- Activation requests where the CLEC's interconnection arrangements and facilities are not in place by the LERG effective date.
- Expedite requests

Business Rules

Data for the initial NXX(s) and LRN(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), whichever is longer. Data for additional NXX(s) in the local calling area will be based on the LERG effective date. The LERG effective date is loaded into the system at the request of the CLEC. It is contingent upon the CLEC to engineer, order, and install interconnection arrangements and facilities prior to that date.

The total Count of NXX(s) and LRN(s) that were scheduled to be loaded and those that were loaded by the LERG effective date in BellSouth switches will be captured in the Work Force Administration -Dispatch In database.

Calculation

Percent NXXs/LRNs Loaded and Tested Prior to the LERG Effective Date = (a ÷ b) X 100

- a = Count of NXXs and LRNs loaded by the LERG effective date
- b = Total NXXs and LRNs scheduled to be loaded by the LERG effective date

Report Structure

- CLEC Specific
- CLEC Aggregate
- BellSouth (Not Applicable)

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Company Name • Company Code • NPA/NXX • LERG Effective Date • Loaded Date	• Not Applicable

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Geographic scope - Region	• 100% by LERG effective date

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 8: E911

E-1: Timeliness

Definition

Measures the percent of batch orders for E911 database updates (to CLEC resale and BellSouth retail records) processed successfully within a 24-hour period.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing batch orders extracted from the BellSouth Service Order Control System (SOCS). Processing stops when SCC loads the individual records to the E911 database. The E911 database includes updates to the Automatic Location Identification (ALI) database. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Timeliness = (a ÷ b) X 100

- a = Number of batch orders processed within 24 hours
- b = Total number of batch orders submitted

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

E-2: Accuracy

Definition

Measures the percent of E911 telephone number (TN) record updates (to CLEC resale and BellSouth retail records) processed successfully for E911 (including the Automatic Location Identification (ALI) database).

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (the BellSouth E911 vendor) receives E911 files containing telephone number (TN) records extracted from BellSouth's Service Order Control System (SOCS). The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Accuracy = (a ÷ b) X 100

- a = Number of record individual updates processed with no errors
- b = Total number of individual record updates

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

E-3: Mean Interval

Definition

Measures the mean interval processing of E911 batch orders (to update CLEC resale and BellSouth retail records) including processing against the Automatic Location Identification (ALI) database.

Exclusions

- Any resale order canceled by a CLEC
- Facilities-based CLEC orders

Business Rules

The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted is 4-hour increments up to and beyond 24 hours. The system makes no distinction between CLEC resale records and BellSouth retail records.

Calculation

E911 Interval = (a - b)

- a = Date and time of batch order completion
- b = Date and time of batch order submission

E911 Mean Interval = (c ÷ d)

- c = Sum of all E911 Intervals
- d = Number of batch orders completed

Report Structure

Reported for the aggregate of CLEC resale updates and BellSouth retail updates

- State
- Region

Data Retained

- Report month
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• None	• Parity by Design

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 9: Trunk Group Performance

TGP-1: Trunk Group Performance-Aggregate

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

Calculation

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Aggregate
- BellSouth Aggregate
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• CLEC aggregate • BellSouth aggregate	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark:
• CLEC aggregate • BellSouth aggregate	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BellSouth

TGP-2: Trunk Group Performance-CLEC Specific

Definition

The Trunk Group Performance report displays, over a reporting cycle, aggregate, average trunk group blocking data for each hour of each day of the reporting cycle, for both CLEC affecting and BellSouth affecting trunk groups.

Exclusions

- Trunk Groups for which valid data is not available for an entire study period
- Duplicate trunk group information
- Trunk groups blocked due to CLEC network/equipment failure
- Trunk groups blocked due to CLEC delayed or refused orders
- Trunk groups blocked due to unanticipated significant increases in CLEC traffic
- Final groups actually overflowing, not blocked

Business Rules

The purpose of the Trunk Group Performance Report is to provide trunk blocking measurements on CLEC and BellSouth trunk groups for comparison only. It is not the intent of the report that it be used for network management and/or engineering.

Monthly Average Blocking:

- The reporting cycle includes both business and non-business days in a calendar month.
- Monthly average blocking values are calculated for each trunk group for each of the 24 time consistent hours across a reporting cycle.

Aggregate Monthly Blocking:

- Used to compare aggregate blocking across trunk groups which terminate traffic at CLEC points of presence versus BellSouth switches.
- Aggregate monthly blocking data is calculated for each hour of the day across all trunk groups assigned to a category.

Trunk Categorization:

- This report displays, over a reporting cycle, aggregate, average blocking data for each hour of a day. Therefore, for each reporting cycle, 24 blocking data points are generated for two aggregate groups of selected trunk groups. These groups are CLEC affecting and BellSouth affecting trunk groups. In order to assign trunk groups to each aggregate group, all trunk groups are first assigned to a category. A trunk group's end points and the type of traffic that is transmitted on it define a category. Selected categories of trunk groups are assigned to the aggregate groups so that trunk reports can be generated. The categories to which trunk groups have been assigned for this report are as follows.

CLEC Affecting Categories:

	Point A	Point B
Category 1:	BellSouth End Office	BellSouth Access Tandem
Category 3:	BellSouth End Office	CLEC Switch
Category 4:	BellSouth Local Tandem	CLEC Switch
Category 5:	BellSouth Access Tandem	CLEC Switch
Category 10:	BellSouth End Office	BellSouth Local Tandem
Category 16:	BellSouth Tandem	BellSouth Tandem

BellSouth Affecting Categories:

	Point A	Point B
Category 9:	BellSouth End Office	BellSouth End Office

Calculation:

Monthly Average Blocking:

- For each hour of the day, each day's raw data are summed across all valid measurements days in a report cycle for blocked and attempted calls.
- The sum of the blocked calls is divided by the total number of calls attempted in a reporting period.

Aggregate Monthly Blocking:

- For each hour of the day, the monthly sums of the blocked and attempted calls from each trunk group are separately aggregated over all trunk groups within each assigned category.
- The total blocked calls is divided by the total call attempts within a group to calculate an aggregate monthly blocking for each assigned group.
- The result is an aggregate monthly average blocking value for each of the 24 hours by group.
- The difference between the CLEC and BellSouth affecting trunk groups are also calculated for each hour.

Report Structure

- CLEC Specific
  - State

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Report Month • Total Trunk Groups • Number of Trunk Groups by CLEC • Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group	• Report Month • Total Trunk Groups • Aggregate Hourly blocking per trunk group • Hourly usage per trunk group • Hourly call attempts per trunk group

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• CLEC trunk group	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark:
• CLEC trunk group • BellSouth trunk group	• Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1, 3, 4, 5, 10, 16 for CLECs and 9 for BellSouth

Section 10: Collocation

C-1: Collocation Average Response Time

Definition

Measures the average time (counted in calendar days) from the receipt of a complete and accurate collocation application (including receipt of application fee if required) to the date BellSouth returns a response electronically or in writing. Within 10 calendar days after having received a bona fide application for physical collocation, BellSouth must respond as to whether space is available or not.

Exclusions

Any application canceled by the CLEC

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate collocation application accompanied by the appropriate application fee if required. The clock stops on the date that BellSouth returns a response. The clock will restart upon receipt of changes to the original application request.

Calculation

Response Time = (a - b)

- a = Request Response Date
- b = Request Submission Date

Average Response Time = (c ÷ d)

- c = Sum of all Response Times
- d = Count of Responses Returned within Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical-Cageless-Initial • Physical Cageless-Augment	• Virtual - 20 Calendar Days • Physical Caged - 30 Calendar Days • Physical Cageless - 30 Calendar Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

C-2: Collocation Average Arrangement Time

Definition

Measures the average time (counted in calendar days) from receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee if required) to the date BellSouth completes the collocation arrangement and notifies the CLEC.

Exclusions

- Any Bona Fide firm order canceled by the CLEC
- Any Bona Fide firm order with a CLEC-negotiated interval longer than the benchmark interval.

Business Rules

The clock starts on the date that BellSouth receives a complete and accurate Bone Fide firm order accompanied by the appropriate fee. The clock stops on the date that BellSouth completes the collocation arrangement and notifies the CLEC.

Calculation

Arrangement Time = (a - b)

- a = Date Collocation Arrangement is Complete
- b = Date Order for Collocation Arrangement Submitted

Average Arrangement Time = (c ÷ d)

- c = Sum of all Arrangement Times
- d = Total Number of Collocation Arrangements Completed during Reporting Period.

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Retail Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• Virtual - 50 Calendar Days (Ordinary) • Virtual - 75 Calendar Days (Extraordinary) • Physical Caged - 90 Calendar Days • Physical Cageless - 60 Calendar Days (Ordinary) • Physical Cageless - 90 Calendar Days (Extraordinary)

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark:
• Not Applicable	• Not Applicable

C-3: Collocation Percent of Due Dates Missed

Definition

Measures the percent of missed due dates for both virtual and physical collocation arrangements.

Exclusions

Any Bona Fide firm order canceled by the CLEC

Business Rules

Percent Due Dates Missed is the percent of total collocation arrangements which BellSouth is unable to complete by end of the BellSouth committed due date. The clock starts on the date that BellSouth receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee if required. The arrangement is considered a missed due date if it is not completed on or before the committed due date.

Calculation

% of Due Dates Missed = (a ÷ b) X 100

- a = Number of Completed Orders that were not completed within BellSouth Committed Due Date during Reporting Period
- b = Number of Orders Completed in Reporting Period

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• State • Virtual-Initial • Virtual-Augment • Physical Caged-Initial • Physical Caged-Augment • Physical Cageless-Initial • Physical Cageless-Augment	• ≥ 95% on time

SEEM Measure

SEEM Measure		
Yes	Tier I	X
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• All Collocation Arrangements	• ≥ 95% on time.

Section 11: Change Management

CM-1: Timeliness of Change Management Notices

Definition

Measures whether CLECs receive required software release notices on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process (CCP)

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Timeliness of Change Management Notices = (a ÷ b) X 100

- a = Total number of Change Management Notifications Sent Within Required Time frames
- b = Total Number of Change Management Notifications Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Region	• 95% $\geq$ 30 days of Release

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% ≥ 30 days of Release

CM-2: Change Management Notice Average Delay Days

Definition

Measures the average delay days for change management system release notices sent outside the time frame set forth in the Change Control Process.

Exclusions

- Changes to release dates for reasons outside BellSouth control, such as the system software vendor changes. For example: a patch to fix a software problem.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process

Business Rules

This metric is designed to measure the percent of change management notices sent to the CLECs according to notification standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the notification due date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. A revised notification would be required and the clock would restart. Based on release constraints for defects/expedites, notification may be less than the agreed upon interval in the CCP for new features.

Calculation

Change Management Notice Delay Days = (a - b)

- a = Date Notice Sent
- b = Date Notice Due

Change Management Notice Average Delay Days = (c ÷ d)

- c = Sum of all Change Management Notice Delay Days
- d = Total Number of Notices Sent Late

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Disaggregation - Analog/Benchmark

SQM Level of Disaggregation:	Retail Analog/Benchmark:
• Region	• ≤ 8 Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-3: Timeliness of Documents Associated with Change

Definition

Measures whether CLECs received requirements or business rule documentation on time to prepare for BellSouth interface/system changes so CLEC interfaces are not impaired by change.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Timeliness of Documents Associated with Change = (a ÷ b) X 100

- a = Change Management Documentation Sent Within Required Time frames after Notices
- b = Total Number of Change Management Documentation Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 95% ≥ 30 days if new features coding is required • 95% ≥ 5 days for documentation defects, corrections or clarifications

SEEM Measure

SEEM Measure		
Yes	Tier I	
	Tier II	X
	Tier III	X

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Region	• 95% ≥ 30 days of the change

CM-4: Change Management Documentation Average Delay Days

Definition

Measures the average delay days for requirements or business rule documentation sent outside the time frames set forth in the Change Control Process.

Exclusions

- Documentation for release dates that slip less than 30 days for reasons outside BellSouth control, such as changes due to Regulatory mandate or CLEC request.
- Type 6 Change Requests (Defects/Expedites), as defined by the Change Control Process.

Business Rules

This metric is designed to measure the percent of requirements or business rule documentation sent to the CLECs according to documentation standards and time frames set forth in the Change Control Process. The CCP is used by BellSouth and the CLECs to manage requested changes to the BellSouth Local Interfaces.

The clock starts on the business rule documentation release date. The clock stops on the software release date. When project events occur (scope changes, analysis information, etc.), the software release date may change. Revisions to documentation could be required and the clock would restart.

Calculation

Change Management Documentation Delay Days = (a - b)

- a = Date Documentation Provided
- b = Date Documentation Due

Change Management Documentation Average Delay Days = (c ÷ d)

- c = Sum of all CM Documentation Delay Days
- d = Total Change Management Documents Sent

Report Structure

- BellSouth Aggregate

Data Retained

- Report Period
- Notice Date
- Release Date

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark:
• Region	• ≤ 8 Days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

CM-5: Notification of CLEC Interface Outages

Definition

Measures the time it takes BellSouth to notify the CLEC of an outage of an interface.

Exclusions

None

Business Rules

This measure is designed to notify the CLEC of interface outages within 15 minutes of BellSouth's verification that an outage has taken place. This metric will be expressed as a percentage.

Calculation

Notification of CLEC Interface Outages = (a ÷ b) X 100

- a = Number of Interface Outages where CLECS are notified within 15 minutes
- b = Total Number of Interface Outages

Report Structure

- CLEC Aggregate

Data Retained

Relating to CLEC Experience	Relating to BellSouth Experience
• Number of Interface Outages • Number of Notifications ≤ 15 minutes	• Not Applicable

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• By interface type for all interfaces accessed by CLECs	• 97% in 15 Minutes

Interface	Applicable to
EDI	CLEC
CSOTS	CLEC
LENS	CLEC
TAG	CLEC
ECTA	CLEC
TAFI	CLEC/BellSouth

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Section 12: Bona Fide / New Business Request Process

BFR-1: Percentage of BFR/NBR Requests Processed Within 30 Business Days

Definition

Percentage of Bona Fide/New Business Requests processed within 30 business days for the development and purchases of network elements not currently offered.

Exclusions

Any application cancelled by the CLEC

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth completes application processing for Network Elements that are not operational at the time of the request.

Calculation

Percentage of BFR/NBR Requests Processed Within 30 Business Days = (a ÷ b) X 100

- a = Count of number of requests processed within 30 days
- b = Total number of requests

Report Structure

- Individual CLEC (alias) aggregate
- Aggregate of all CLECs

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 90% ≤ 30 business days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

BFR-2: Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

Definition

Percentage of quotes provided in response to Bona Fide/New Business Requests within X (10/30/60) business days for network elements not currently offered.

Exclusions

Requests that are subject to pending arbitration

Business Rules

The clock starts when BellSouth receives a complete and accurate application. The clock stops when BellSouth responds back to the application with a price quote.

Calculation

Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days = (a ÷ b) X 100

- a = Count of number of requests processed within "X" days
- b = Total number of requests
  where "X" = 10, 30, or 60 days

Report Structure

- New Network Elements that are operational at the time of the request.
- New Network Elements that are ordered by the FCC.
- New Network Elements that are not operational at the time of the request.

Data Retained

- Report period
- Aggregate data

SQM Level of Disaggregation - Analog/Benchmark

SQM Level of Disaggregation	Retail Analog/Benchmark
• Region	• 90% ≤ 10/30/60 business days - Network Elements that are operational at the time of the request – 10 days - Network Elements that are Ordered by the FCC – 30 days - New Network Elements – 90 days

SEEM Measure

SEEM Measure		
No	Tier I	
	Tier II	
	Tier III	

SEEM Disaggregation - Analog/Benchmark

SEEM Disaggregation	SEEM Analog/Benchmark
• Not Applicable	• Not Applicable

Appendix A: Reporting Scope

A-1: Standard Service Groupings

See individual reports in the body of the SQM.

A-2: Standard Service Order Activities

These are the generic BellSouth/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.

Service Order Activity Types

- Service Migrations Without Changes
- Service Migrations With Changes
- Move and Change Activities
- Service Disconnects (Unless noted otherwise)
- New Service Installations

Pre-Ordering Query Types

- Address
- Telephone Number
- Appointment Scheduling
- Customer Service Record
- Feature Availability
- Service Inquiry

Maintenance Query Types:

TAFI - TAFI queries the systems below

- CRIS
- March
- Predictor
- LMOS
  - DLR
  - DLETH
  - LMOSupd
- LNP
- NIW
- OSPCM
- SOCS

Report Levels

- CLEC RESH
- CLEC State
- CLEC Region
- Aggregate CLEC State

- Aggregate CLEC Region
- BellSouth State
- BellSouth Region

Appendix B: Glossary of Acronyms and Terms

Symbols used in calculations

Σ A mathematical symbol representing the sum of a series of values following the symbol.

- A mathematical operator representing subtraction.

+ A mathematical operator representing addition.

÷ A mathematical operator representing division.

( ) Parentheses, used to group mathematical operations which are completed before operations outside the parentheses.

A

ACD: Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.

Aggregate: Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.

ALEC: Alternative Local Exchange Company = FL CLEC

ADSL: Asymmetrical Digital Subscriber Line

ASR: Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.

ATLAS: Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.

ATLASTN: ATLAS software contract for Telephone Number.

Auto Clarification: The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.

B

BFR: Bona Fide Request

BILLING: The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.

BOCRIS: Business Office Customer Record Information System (Front-end to the CRIS database.)

BRI: Basic Rate ISDN

BRC: Business Repair Center – The BellSouth Business Systems trouble receipt center which serves business and CLEC customers.

BellSouth : BellSouth Telecommunications, Inc.

C

CABS: Carrier Access Billing System

CCC: Coordinated Customer Conversions

CCP: Change Control Process

Centrex: A business telephone service, offered by local exchange carriers, which is similar to a Private Branch Exchange (PBX) but the switching equipment is located in the telephone company Central Office (CO).

CKTID: A unique identifier for elements combined in a service configuration

CLEC: Competitive Local Exchange Carrier

CLP: Competitive Local Provider = NC CLEC

CM: Change Management

CMDS: Centralized Message Distribution System - Telcordia administered national system used to transfer specially formatted messages among companies.

COFFI: Central Office Feature File Interface - Provides information about USOCs and class of service. COFFI is a part of DOE/ SONGS. It indicates all services available to a customer.

COG: Corporate Gateway - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

CRIS: Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.

CRSACCTS: CRIS software contract for CSR information

CRSG: Complex Resale Support Group

C-SOTS: CLEC Service Order Tracking System

CSR: Customer Service Record

CTTG: Common Transport Trunk Group - Final trunk groups between BellSouth & Independent end offices and the BellSouth access tandems.

D

DA: Directory Assistance

DESIGN: Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities.

DISPOSITION & CAUSE: Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.

DLETH: Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS.

DLR: Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.

DS-0: The worldwide standard speed for one digital voice signal (64000 bps).

DS-1: 24 DS-0s (1.544Mb/sec., i.e. carrier systems)

DOE: Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.

DOM: Delivery Order Manager - Telcordia product designed for the electronic submission of xDSL Local Service Requests.

DSAP: DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and Unbundled Network Elements.

DSAPDDI: DSAP software contract for schedule information.

DSL: Digital Subscriber Line

DUI: Database Update Information

E

E911: Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.

EDI: Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra-company business documents in a public standard format.

ESSX: BellSouth Centrex Service

F

Fatal Reject: LSRs electronically rejected from LEO, which checks to see of the LSR has all the required fields correctly populated.

Flow-Through: In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BellSouth OSS without manual or human intervention.

FOC: Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

FX: Foreign Exchange

G

H

HAL: "Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.

HALCRIS: HAL software contract for CSR information

HDSL: High Density Subscriber Loop/Line

I

ILEC: Incumbent Local Exchange Company

INP: Interim Number Portability

ISDN: Integrated Services Digital Network

IPC: Interconnection Purchasing Center

L

LAN: Local Area Network

LAUTO: The automatic processor in the LNP Gateway that validates LSRs and issues service orders.

LCSC: Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.

Legacy System: Term used to refer to BellSouth Operations Support Systems (see OSS)

LENS: Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.

LEO: Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.

LERG: Local Exchange Routing Guide

LESOG: Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.

LFACS: Loop Facilities Assessment and Control System

LIDB: Line Information Database

LISC: Local Interconnection Service Center - The center that issues trunk orders.

LMOS: Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.

LMOS HOST: LMOS host computer

LMOSupd: LMOS updates

LMU: Loop Make-up

LMUS: Loop Make-up Service Inquiry

LNP: Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.

LOOPS : Transmission paths from the central office to the customer premises.

LRN: Location Routing Number

LSR: Local Service Request – A request for local resale service or unbundled network elements from a CLEC.

M

Maintenance & Repair: The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.

MARCH: BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

N

NBR: New Business Request

NC: "No Circuits" - All circuits busy announcement.

NIW: Network Information Warehouse

NMLI: Native Mode LAN Interconnection

NPA: Numbering Plan Area

NXX: The "exchange" portion of a telephone number.

O

OASIS: Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.

OASISBSN: OASIS software contract for feature/service

OASISCAR: OASIS software contract for feature/service

OASISLPC: OASIS software contract for feature/service

OASISMTN: OASIS software contract for feature/service

OASISNET: OASIS software contract for feature/service

OASISOCP: OASIS software contract for feature/service

ORDERING: The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.

OSPCM: Outside Plant Contract Management System - Provides Scheduling Information.

OSS: Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.

OUT OF SERVICE: Customer has no dial tone and cannot call out.

P

PMAP: Performance Measurement Analysis Platform

PMQAP: Performance Measurement Quality Assurance Plan

PON: Purchase Order Number

POTS: Plain Old Telephone Service

PREDICTOR: The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.

Preordering: The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.

PRI: Primary Rate ISDN

Provisioning: The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.

PSIMS: Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.

PSIMSORB: PSIMS software contract for feature/service.

Q

R

RNS: Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.

ROS: Regional Ordering System

RRC: Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.

RSAG: Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.

RSAGADDR: RSAG software contract for address search.

RSAGTN: RSAG software contract for telephone number search.

S

SAC: Service Advocacy Center

SEEM: Self Effectuating Enforcement Mechanism

SOCS: Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.

SOG: Service Order Generator - Telcordia product designed to generate a service order for xDSL.

SOIR: Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911

SONGS: Service Order Negotiation and Generation System.

T

TAFI: Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.

TAG: Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.

TN: Telephone Number

Total Manual Fallout: The number of LSRs which are entered electronically but require manual entering into a service order generator.

U

UNE: Unbundled Network Element

UCL: Unbundled Copper Link

USOC: Universal Service Order Code

V

W

WATS: Wide Area Telephone Service

WFA: Work Force Administration

WMC: Work Management Center

WTN: Working Telephone Number.

X

Y

Z

Appendix C: BellSouth Audit Policy

BellSouth currently provides many CLECs with certain audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit of the SQM for every CLEC with which it has a contract. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission or by a CLEC exercising contractual audit rights, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLEC(s) each of the next five (5) years (2001-2005) to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLEC or CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLEC(s) shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.

EXHIBIT DAC - 2

RETAIL ANALOG / BENCHMARKS
DIFFERENCES IN INTERIM SQM AND PERMANENT SQM

Item No.	Measurement	Interim SQM	Permanent SQM	Explanation
OSS-1	Average Response Time	Parity + 2 sec	Parity + 4 sec	The benchmark proposed for the Permanent SQM is the same as was initially proposed for the interim SQM. This benchmark reflects a reasonable level of performance, based on BellSouth experience, FCC guidance, and current system capabilities. Benchmarks should be no greater than the minimum level of performance required to provide nondiscriminatory treatment. To do otherwise actually requires BellSouth to give CLECs preferential treatment under the guise of parity.
O-8	Reject Interval	97% in 1 hour	95% in 1 hour	The benchmark proposed for the Permanent SQM is the same as was initially proposed for the interim SQM. This benchmark reflects what a reasonable level of performance would be with regard to current system capabilities. Benchmarks should be no greater than the minimum level of performance required to provide nondiscriminatory treatment. To do otherwise actually requires BellSouth to give CLECs preferential treatment under the guise of parity.
O-12	Speed of Answer in Ordering Center	Retail Parity	Diagnostic	Retail parity is inappropriate because calls to the Ordering Center for CLECs are for an entirely different purpose than calls to the Retail Ordering Center. Calls handled by the Retail Center are principally to take orders from customers. Conversely, CLECs don't place orders by phone, but call the Ordering Center generally when they have questions about an order they are placing by some other means. Consequently, the CLEC Ordering Center is not designed to handle calls the way a Retail Ordering Center does. Also, speed of answering calls to the CLEC Ordering Center do not indicate anything about BellSouth performance in handling orders so the measure should be diagnostic.
P-7A	Hot Cut Timeliness	95% in 15 min of start	95% in 15 min of start For SL1 and SL2 involving IDLC, 95% within a 4 hr. window	BellSouth is proposing to have an additional benchmark where the hot cut involves cutting over customers served by IDLC. Generally, where IDLC is involved another non-IDLC loop. BellSouth's process involving prescreening Hot Cut Orders in order to verify IDLC takes more time and should allow a longer window for completion.

RETAIL ANALOG / BENCHMARKS
DIFFERENCES IN INTERIM SQM AND PERMANENT SQM

Item No.	Measurement	Interim SQM	Permanent SQM	Explanation
P-13	LNP – Avg. Disconnect Timeliness	95% in 15 min.	Replaced with two new LNP measures (P-10A and P-10B) designed to capture the complete LNP disconnect process	The measure in the Interim SQM is in inappropriate measurement of service delivered to the CLEC. It calculates when the disconnect activity was recognized in a downstream system rather than when the disconnect operation actually occurred. The activation of the LNP and routing function determines whether the end user is back in full service and able to make and receive calls. The current measurement also includes activities in the porting process over which BellSouth has no control. For example, a CLEC can port multiple numbers and the clock starts when the first activate message is sent. Since BellSouth does not close the order until the last number is actually disconnected, CLECs actually control the time interval the way this measure is currently written. BellSouth does not disconnect a number until a message is received from a CLEC and the CLEC may not send the disconnect message until the last number is disconnected. The new measures, "Average Time Out of Service for LNP Conversion" and "Percentage of Time BellSouth Applies the 10-digit Trigger Prior to the LNP Order Due Date" capture the customer's experience when the number is ported and more accurately reflect BellSouth's responsibility in the porting process.
B-4	Usage Data Timeliness	Retail Parity	≥ 98%	The usage data provided to CLECs uses different systems that in many cases is different data than that used for retail. Consequently it is inappropriate to use a retail analog. Instead a benchmark is proposed.
B-5	Usage Data Completeness	Retail Parity	≥ 95%	The usage data provided to CLECs uses different systems that in many cases is different data than that used for retail. Consequently it is inappropriate to use a retail analog. Instead a benchmark is proposed.
B-6	Mean Time to Delivery Usage	Retail Parity	≤ 5 days	The usage data provided to CLECs uses different systems that in many cases is different data than that used for retail. Consequently it is inappropriate to use a retail analog. Instead a benchmark is proposed.

RETAIL ANALOG / BENCHMARKS
DIFFERENCES IN INTERIM SQM AND PERMANENT SQM

TGP-1	Trunk Group Performance - Aggregate	Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BellSouth	Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 1, 9,10,16 for BellSouth	The trunk groups added to the BellSouth Affecting Categories are the Tandem Groups (1, 10, and 16). These contain the final groups and were added in order to capture the BellSouth blockage.
TGP-2	Trunk Group Performance – CLEC Specific	Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 9 for BellSouth	Any 2 hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5% using trunk groups 1,3,4,5,10,16 for CLECs and 1, 9,10,16 for BellSouth	The trunk groups added to the BellSouth Affecting Categories are the Tandem Groups (1, 10, and 16). These contain the final groups and were added in order to capture the BellSouth blockage.
C-1	Collocation Average Response Time	Dates are pre-FCC Order of 4/14/01	Dates Ordered by FCC on 4/14/01	The interim SQM was developed before the FCC's order of April 14, 2001 that changed these collocation intervals. The permanent SQM reflects the FCC's current intervals and the interim SQM does not.

EXHIBIT DAC - 3

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

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1. May 2001 Tennessee Summary Results
2. Flow-Through Report
3. Trunk Group Performance Report
4. 14 Point Checklist Matrix for SQM Data
5. Action Plan for Clarification Reduction

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. INTRODUCTION

This Exhibit presents BellSouth's performance measurements data in Tennessee for May 2001. The data covers each of the twelve categories of measurements listed in the Interim Service Quality Measurements (SQM): (1) Operations Support Systems (OSS) / Pre-Ordering; (2) Ordering; (3) Provisioning including Customer Coordinated Conversions (CCC or Hot Cuts); (4) Maintenance and Repair; (5) Billing; (6) Operator Services (Toll) and Directory Assistance; (7) Database Update Information; (8) E911; (9) Trunk Group Performance; (10) Collocation; (11) Change Management; and (12) Bona Fide / New Business Request Process. Each of these categories is subdivided into measurements as described below. Each of these measurements are further broken down into sub-metrics, which is the level at which performance data is actually provided. The performance data for Tennessee is provided in Attachment 1.

II. SUMMARY OF MEASUREMENTS

A. OSS / Pre-Ordering

The OSS/Pre-ordering performance measurements cover the access and response to queries by Competitive Local Exchange Carriers (CLECs), including inquiries for loop makeup information. OSS Response Time data

reflects the time that elapses between a request for information that is sent between a representative (BellSouth or CLEC) sending a request and receiving a response. The interface availability measures validate the availability of the OSS systems for the CLECs. The loop makeup inquiry measures track the timeliness of responses to CLEC requests for loop makeup information for unbundled loops for potential DSL type services. The OSS/Pre-Ordering measurements in Attachment 1 are as follows:

- Average Response Time and Response Intervals of BellSouth's OSS to queries by CLECs;
- Availability of Access to Pre-Ordering/Ordering OSS;
- Availability of Access to Maintenance & Repair OSS;
- Response Interval for Maintenance & Repair OSS;
- Loop Makeup Inquiry (manual); and
- Loop Makeup Inquiry (electronic).

BellSouth measures response time for Customer Service Records, Due Date Availability, Address Validation, Product and Service Availability, and Telephone Number Availability and Reservation.

B. Ordering

Performance data for the Ordering category provides information as to the speed and quality of orders that are processed by BellSouth for the CLECs. Because the ordering portion of the process for CLECs is different from the ordering process for BellSouth's retail operation, the majority of these

measures are evaluated against benchmarks rather than retail analogues. The Ordering measurements in Attachment 1 are as follows:

- Acknowledgement Message Timeliness;
- Acknowledgement Message Completeness;
- Percentage of Flow-Through Service Requests – Summary;
- Achieved Percentage of Flow-Through Service Requests – Summary;
- Percentage of Rejected Service Requests;
- Rejection Interval;
- Firm Order Confirmation (FOC) Timeliness;
- Speed of Answer in the Ordering Center;
- Service Inquiry with Firm Order for Unbundled Network Element (UNE) xDSL loops;
- Percentage of Rejected Service Requests for Local Number Portability;
- Average Reject Interval for Local Number Portability;
- Firm Order Confirmation Timeliness Average Interval for Local Number Portability; and
- Firm Order and Reject Response Completeness.

The disaggregation is by mechanized, partially mechanized and manual orders for resale, UNEs and local interconnection trunks.

C. Provisioning

Provisioning performance measures address the quality and timeliness of installation services provided to CLECs. The Provisioning measurements in Attachment 1 are as follows:

- Mean Held Order Interval;
- Average Jeopardy Notice Interval and Percentage of Orders given Jeopardy Notices;
- Percentage of Missed Installation Appointments;
- Average Order Completion Interval;
- Average Completion Notice Interval;
- Coordinated Customer Conversion;
- Percent Completions/Attempts without Notice or < 24 hours Notice;
- Cooperative Acceptance Testing of xDSL Loops;
- Percentage of Troubles within 30 Days of Service Order Activity;
- Total Service Order Cycle Time;
- Service Order Accuracy;
- Percent Missed Installation Appointments for Local Number Portability;
- Average Disconnect Timelines Interval and Interval Distribution for Local Number Portability; and
- Total Service Order Cycle Time for Local Number Portability.

The disaggregation includes dispatched and non-dispatched intervals by less than 10 circuits and equal to and greater than 10 circuits for resale, UNEs and local interconnection trunks.

D. Customer Coordinated Conversions (CCC or Hot Cuts)

The measurements assessing the timeliness and quality of BellSouth's hot cut process in Attachment 1 are as follows:

- CCC – UNE Loops with Interim Number Portability (INP);
- CCC – UNE Loops with Local Number Portability (LNP);
- CCC Timeliness Report – Precut;
- CCC Timeliness Report On Time;
- CCC Timeliness Report - Post Cut;
- CCC - Average Recovery Time; and
- Percent Installation Troubles within 7 days of Hot Cut.

Because BellSouth does not perform hot cuts for its retail operations, the majority of these measures are evaluated against benchmarks.

E. Maintenance and Repair

Maintenance and Repair measurements compare the maintenance, testing, and other repair operations of BellSouth retail and wholesale services. The Maintenance and Repair measurements in Attachment 1 are as follows:

- Percentage of Missed Repair Appointments;
- Customer Trouble Report Rate;
- Maintenance Average Duration;
- Percentage of Repeat Troubles within 30 days;
- Percentage Out of Service greater than 24 hours;

- Average Answer Time for the Repair Center; and
- Mean Time to Notify CLEC of Network Outages.

The disaggregation includes dispatched and non-dispatched services for resale, UNEs and local interconnection trunks.

F. Billing

The billing measurements reflect the timeliness and accuracy of BellSouth's billing services provided to CLECs. The billing measures in Attachment 1 are as follows:

- Invoice Accuracy;
- Mean Time to Deliver Invoices;
- Usage Data Delivery Accuracy;
- Usage Data Delivery Completeness;
- Usage Data Delivery Timeliness;
- Mean Time to Deliver Usage;
- Recurring Charge Completeness; and
- Non-Recurring Charge Completeness

The disaggregation includes billed and adjusted revenues, Customer Record Information System (CRIS) and Carrier Access Billing System (CABS) data, and it is compared against BellSouth's retail operations.

G. Operator Services (OS) (Toll) and Directory Assistance (DA)

The purpose of these measures is to compare the operator functions for BellSouth retail and CLEC calls. The OS/DA measurements in Attachment 1 are as follows:

- Average Speed of Answer (Toll);
- Average Speed of Answer (DA);
- Percent Answered within "X" Seconds (Toll); and
- Percent Answered within "X" Seconds (DA).

The equipment utilized by BellSouth provides parity by design. The switching and operator equipment functions on a per call basis without knowledge of the call's origination.

H. Database Update Information

The purpose of these measures is to compare the database update functions for BellSouth retail and the CLECs. The Database Update Information performance measurements are as follows:

- Average Database Update Interval;
- Percent Database Update Accuracy; and
- Percent NXXs and LRNs Loaded by the Local Exchange Routing Guide (LERG) Effective Date.

The standard for the Interval and Accuracy measurements is parity-by-design. The standard for the load effective date measurement is by benchmark.

I. E911

The SQM E911 measurements in Attachment 1 are as follows:

- Timeliness;
- Accuracy; and
- Mean Interval to deliver service.

The purpose of these measures is to review the E911 functions for BellSouth retail and CLEC calls. The BellSouth equipment provides parity by design. The switching and E911 equipment function on a per call basis without knowledge of the call's origination.

J. Trunk Group Performance

The purpose of this measurement is to assess the performance of trunk groups administered by BellSouth that are outgoing from BellSouth's switches to CLEC switches.

The Trunk Group Performance report is covered in detail later in this Exhibit.

K. Collocation

The Collocation measurements provide information regarding the timeliness of the provisioning by BellSouth of collocation arrangements to CLECs. The collocation measures in Attachment 1 are as follows:

- Average Response Time;
- Average Arrangement Time; and
- Percentage of Due Dates Missed.

The disaggregation includes virtual and physical arrangements. The physical arrangements are further disaggregated with caged and cageless sub-metrics. Because BellSouth does not provide collocation to its retail units, these measures are evaluated against benchmarks rather than retail analogues.

L. Change Management

The SQM Change Management measurements in Attachment 1 are as follows:

- Timeliness of Change Notices;
- Average Delay Days for Change Notices;
- Timeliness of Documents associated with Change;
- Change Management Documentation Average Delay Days; and
- Notification of CLEC Interface Outages

Because BellSouth does not provide a change management process to its retail units, these measures are evaluated against benchmarks rather than retail analogues.

M. Bona Fide / New Business Request Process

The SQM Change Management measurements in Attachment 1 are as follows:

- Percentage of BFR/NBR Requests Processed within 30 Business Days and

- Percentage of Quotes Provided for Authorized BFR/NBR Requests Processed Within X (10/30/60) Business Days

N. Data Availability and Format

BellSouth's performance data is routinely available to both regulators and CLECs. Each month, BellSouth posts performance measurement reports on its Internet web site: *https://pmap.bellsouth.com*. Each CLEC has available the aggregate data for all CLECs and BellSouth's retail analogues. In addition, individual CLECs can access their own CLEC-specific data via a password that ensures the privacy of the data.

For ease of reference, BellSouth has created a user-friendly summary of BellSouth's SQM reports in Tennessee called the Monthly State Summary (MSS). The MSS depicts the performance results for each sub-metric, and is included as Attachment 1. This summary is divided into six (6) mode of entry categories: (A) Resale; (B) Unbundled Network Elements; (C) Local Interconnection Trunking; (D) Operations Support Systems; (E) Collocation, and (F) General. Each mode of entry category is subdivided into sections, i.e., pre-ordering, ordering, provisioning, maintenance & repair, and billing. Each section is then subdivided into various levels of disaggregation, e.g., product, circuit quantity, need for dispatch, etc., as defined by the SQM.

An example will demonstrate how Attachment 1 can be used. Suppose the reader wished to find the chart for the resale ordering measurement "percent

rejected service requests" on resale orders for residence local service requests (LSRs) submitted electronically in Tennessee for CLECs. On the first page of Attachment 1, the example would be reflected as: (A) Resale; (1) Ordering; (1) % Rejected Service Requests-Mechanized; (1) Residence; or A.1.1.1. The results representing this measurement will be at location A.1.1.1. The data included at each location will show the SQM reference and title, approved benchmark/analogue, and actual results for CLECs. Where a retail analogue applies, results for BellSouth retail performance appear along with the standard deviation, standard error, and statistical modified Z-score.

III. STATISTICAL TESTING

The SQM applies the modified-Z statistical methodology to those measures that are assessed against a retail analogue. The modified-Z is a standard statistical hypothesis test that incorporates into the methodology the actual differences in BellSouth's performance between retail and wholesale functions/activities, and the amount of variation in the underlying data being assessed. In the *Bell Atlantic – New York* 271 decision (In the Matter of Application of Bell Atlantic New York for Authorization Under Section 271 of the Communications Act To Provide In-region, InterLATA Service in the State of New York, CC Docket 99-295, Appendix B, Released 12/22/99), the Federal Communications Commission (FCC) held that the modified Z-test used by Bell Atlantic for comparing performance measurements with large sample sizes was an appropriate statistical methodology. The FCC also

affirmed Southwestern Bell –Texas' use of the modified Z-test to offset the effect of random variation within individual measurements in the *Texas 271* decision. BellSouth utilizes the same modified Z-test as Bell Atlantic and Southwestern Bell to determine the material significance of variations between services provided by BellSouth to CLECs and services provided by BellSouth to its own retail units. This statistical methodology is the Local Competition Users Group ("LCUG") modified Z-score. A score of below –1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. This is the standard by which the retail analogue comparison is made. As recognized by the FCC, the modified Z-test is an appropriate statistical methodology to use when comparing state level CLEC-aggregated results to state level BellSouth retail results.

IV. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

Attachment 1 is the Monthly State Summary (MSS) for Tennessee for May 2001. The MSS contains 2,252 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. BellSouth met or exceeded the criteria for 409 of these 489 sub-metrics, or 84% for which there were both established benchmarks/retail analogues and CLEC activity. The remainder of the 2,252 sub-metrics were either diagnostic (906), had no CLEC activity

(686), were parity by design (10), are still under development (62) or are excluded (99) due to data calculation deficiencies. This structure is compliant with the previously listed GPSC order. All measures and sub-metrics are included in these calculations except three measures that are currently under investigation that have known deficiencies in their calculations. They are Average Jeopardy Notice Interval, FOC & Reject Completeness, and LNP Disconnect Timeliness.

Two general issues can impact the degree to which BellSouth's performance data is meaningful. First, the extreme disaggregation of the data in the reports often dilutes the universe size of individual measurements, which in turn reduces the confidence level of each of the individual Z-test results. As a result, there are many performance measurements for which the results are statistically inconclusive due to the small number of observations. Second, in situations in which there are a large number of observations and the difference between the means is very small, the results can be misleading and not indicative of the absolute level of performance that BellSouth provides to CLECs.

With respect to the first issue, in many cases, the extensive levels of disaggregation leads to numerous sub-metrics with fewer than 30 observations, which is generally accepted as the smallest number of observations for application of the Z-test. Despite this fact, BellSouth has

reported results for all of the measures, even those with statistically inconclusive universe sizes.

The second issue arises in situations where BellSouth provides very high quality service to both BellSouth's retail units and the CLECs, where there are very large universe sizes, and the difference between the means is very small. This scenario can cause an apparent missed condition from a quantitative viewpoint. For example, in May 2001, the Customer Trouble Report Rate (CTRR), for UNE ISDN Loops / Non-Dispatch (B.3.2.6.2) showed that BellSouth retail had 0.01% troubles reported for 24,051 in service lines. The CLEC CTRR for the same period is 0.07% troubles reported for 1,473 in service lines. While there is very little difference in the results, only six one hundredth of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, greater than 99.9%. From a practical point of view, the CLECs' ability to compete has not been hindered, even though the statistical result does not technically meet the retail analogue.

In reviewing the data, the Tennessee Regulatory Authority (TRA) should use the data as a tool in analyzing whether BellSouth has met its commitments. It is not a substitute for the qualitative evaluation of BellSouth's performance.

The TRA will still need to conduct a qualitative assessment of the data that considers, among other things, universe size, distributional properties of the data, as well as overall performance.

The following paragraphs will address specific performance measurements associated with each checklist item. A matrix that provides a cross reference of the measurements included in the MSS to the 14 point checklist is included in Attachment 4.

B. CHECKLIST ITEM 1 – INTERCONNECTION

1. Collocation

BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E in Attachment 1, Items E.1.1.1 through E.1.3.3, provides these results. BellSouth met the approved benchmarks for all 7 of the 7 sub-metrics with CLEC activity in May 2001.

2. Local Interconnection Trunking

Trunking Reports

Attachment 1, Section C, Items C.1.1 to C.4.2 of the MSS contains data for ordering, provisioning, maintenance and repair, and billing associated with Local Interconnection Trunks.

In May 2001, BellSouth met 11 of 13 sub-metrics or 85% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. The sub-metrics that did not meet the benchmarks/retail analogues for May 2001 are as follows:

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Dispatch (C.2.11.2.1)

BellSouth met the standard for 16 of the 17 (94.12%) orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 17 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Non Dispatch (C.2.11.2.2)

BellSouth met the standard for 9 of the 10 (90%) orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 10 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Trunk Blockage

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group Performance Report (TGP), Attachment 3, displays trunk blocking in a

manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic. Time consistent busy hour blocking data for each trunk group is provided to each CLEC for its trunk groups. In order to ensure that all possible trunks in the network were considered for inclusion and exclusion in the trunk blocking comparison process, BellSouth has analyzed all trunks, their roles in the network according to use and their interconnection arrangements. Additionally, the TGP report provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The Trunk Group Categories included in the Blocking Comparison are as follows:

For Traffic Terminating at CLEC End Offices:

- Category 1 (BellSouth End-Office to BellSouth Access Tandem)
- Category 3 (BellSouth End-Office to CLEC Switch)
- Category 4 (BellSouth Local Tandem to CLEC Switch)
- Category 5 (BellSouth Access Tandem to CLEC Switch)
- Category 10 (BellSouth End-Office to BellSouth Local Tandem)
- Category 16 (BellSouth Inter-Tandem Trunk Groups)

For Traffic Terminating at BellSouth End Offices:

- Category 9 (BellSouth End-Office to BellSouth End-Office)

BellSouth's approach ensures the inclusion of comparative data that will permit a more complete comparative analysis. The new measurement method provides direct and clear comparison of blocking levels for all relevant trunk groups. BellSouth's proposed Interim SQM, Exhibit DAC-1, also describes how BellSouth derives and calculates its performance data, including trunk blockage data. In addition, Section C.5.1, TGP (Attachment 3 to this Exhibit) shows the actual blocking percentages by hour. The Self Effectuating Enforcement Mechanism (SEEM) Analogue/Benchmark for the Trunk Group Performance measure is any two hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. Report C.5.1 in Attachment 1 indicates that BellSouth met or exceeded the benchmark for this sub-metric in May 2001.

C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)

This section addresses the measures associated with UNEs under checklist item 2. Attachment 1, Sections B1 – B3, provides data that is divided into Ordering, Provisioning and Maintenance & Repair operations. The Ordering function is disaggregated into 17 sub-metrics. The Provisioning function has 19 sub-metrics, and there are 12 sub-metrics for the Maintenance & Repair function. All Ordering measures will be included in this checklist item because of the overall relationship of the mechanized, partially mechanized and manual processing of Local Service Requests (LSRs). The Provisioning

and Maintenance & Repair measures for the following products are included in the checklist item as shown below:

Product	Checklist Item:
Combo (Loop & Port)	#2 – Unbundled Network Elements
Combo (Other)	#2 – Unbundled Network Elements
Other Design	#2 – Unbundled Network Elements
Other Non-Design	#2 – Unbundled Network Elements
xDSL Loop	#4 – Unbundled Local Loops
UNE ISDN Loop	#4 – Unbundled Local Loops
Line Sharing	#4 – Unbundled Local Loops
2w Analog Loop Design	#4 – Unbundled Local Loops
2w Analog Loop Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
Digital Loop < DS1	#4 – Unbundled Local Loops
Digital Loop => DS1	#4 – Unbundled Local Loops
Local Interoffice Transport	#5 – Unbundled Local Transport
Switch Ports	#6 – Unbundled Local Switching
INP Standalone	#11 – Local Number Portability
LNP Standalone	#11 – Local Number Portability

An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance & Repair and Billing indicates that BellSouth met the benchmark/analogue for 83% of the sub-metrics during the month of May 2001.

1. UNE Ordering Measures

Items B.1.1 – B.1.19 in Attachment 1 show data for Percent Rejected Service Requests, Reject Interval, FOC Timeliness and FOC & Reject Response Completeness. These reports are disaggregated by interface type (electronic, partial electronic and manual), as well as product type.

Percent Rejected Service Requests

Results for individual CLECs in this measure vary. Some CLECs have few rejected service requests, while some CLECs have many. Of the CLECs submitting LSRs, three of the five CLECs that submitted the largest volumes of fully mechanized LSRs had rejection rates ranging from 5% to 7%.

In order to lower the rejection rate for individual CLECs, BellSouth has developed an action plan template to be used in conjunction with an analysis of the pre-order and order activity of a CLEC who is performing at less than 90% on flow-through on mechanically submitted orders and has a clarification rate of 20% or higher. So far, seven CLECs in the BellSouth region have

agreed to utilize this template. Five CLECs have had presentations concerning their individual results and are currently reviewing the proposals. Meetings are being scheduled with two additional CLECs and twenty-two others are either in the final stages of the action plan preparation or data analyzation. The initial results after implementation indicates a 5% overall reduction in clarifications and rejected requests. See Attachment 5 for the details of these Action Plans.

Reject Interval

Items B.1.4 - B.1.8 in Attachment 1 examine the Reject Interval for the month of May 2001. For orders submitted electronically, the benchmark is 97% within one hour. In May, 56% of the rejected service requests were delivered within the one-hour time period. (See the write-up below for further discussion concerning electronically submitted orders.)

For partially mechanized orders, which are LSRs submitted electronically and requiring service representative intervention, the current benchmark is 85% within 18 hours. In May, BellSouth exceeded this benchmark, with over 98% of partially mechanized rejects being returned to the CLECs within the 18-hour time period.

For manual orders, the current benchmark is also 85% within 24 hours. BellSouth also exceeded this requirement, with over 95% of the LSRs

submitted manually being returned to the CLECs within the 24-hour time period in May 2001.

The following sub-metrics did not meet the established benchmarks in May 2001:

Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)
Reject Interval / ISDN Loop / Electronic (B.1.4.6)
Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8)
Reject Interval / Other Design / Electronic (B.1.4.14)
Reject Interval / Other Non-Design / Electronic (B.1.4.15)

The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down

time for all systems and how that down time affects the ordering capability of the CLECs.

With the implementation of May data BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was unable to identify multiple issues of the same version of the LSRs that may be rejected (fatal rejects), which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the interval from the initial issue to the final issue of the LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

With the May update, the data for the UNE Loop & Port Combination is being included in the UNE Other Non-Design sub-metric. BellSouth is currently reviewing the programming for these products to determine their correctness.

<u>Reject Interval / Local Interoffice Transport / Partially Mechanized (B.1.6.2)</u>

There were only six orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for five of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

Reject Interval / Local Interoffice Transport / Manual (B.1.8.2)

There were only two orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for one of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

Reject Interval / Combo (Loop & Port) / Manual (B.1.8.3)

Reject Interval / Other Non-Design / Manual (B.1.8.15)

BellSouth met the benchmark for 10 of the 12 LSRs rejected in these sub-metrics for May 2001. The benchmark requires that 11 of the 12 LSRs be returned in 24 hours to make the 85% level.

Reject Interval / 2w Analog Loop w/INP Design / Manual (B.1.8.10)

There were only four orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for two of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

Reject Interval / Other Design / Manual (B.1.8.14)

There were only two orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for one of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. For partially mechanized LSRs, the benchmark is 85% returned within 18 hours. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. In May 2001, BellSouth met the benchmark for 9,675 of the 9,931 LSRs that received a FOC. The sub-metrics that did not meet the benchmark in May are as follows:

FOC Timeliness / xDSL / Electronic (B.1.9.5)

BellSouth met the benchmark for 21 of the 31 LSRs that received a FOC for this sub-metric in May 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs.

FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12)

BellSouth met the benchmark for 12 of the 31 LSRs that received a FOC for this sub-metric in May 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs.

FOC Timeliness / LNP (Standalone) / Electronic (B.1.9.17)

BellSouth met the benchmark for 59 of the 74 LSRs for this sub-metric in May 2001. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because of the back-end legacy systems are out of service. Such hours should be excluded from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs.

FOC Timeliness / xDSL / Partially Electronic (B.1.11.5)

There were only eight orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for six of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

FOC & Reject Response Completeness

This measurement was introduced with the March 2001 data month. The benchmark is 95%. In this measure, BellSouth did not meet the benchmark in May 2001 for the FOC and Reject Response Completeness metrics listed below:

FOC & Reject Response Completeness / Local Interoffice Transport / Electronic (B.1.14.2)

FOC & Reject Response Completeness / xDSL / Electronic (B.1.14.5)

FOC & Reject Response Completeness / ISDN Loop / Electronic (B.1.14.6)

FOC & Reject Response Completeness / 2w Analog Loop Design / Electronic (B.1.14.8)

FOC & Reject Response Completeness / Other Design / Electronic (B.1.14.14)

FOC & Reject Response Completeness / Combo (Loop & Port) / Manual (B.1.16.3)

FOC & Reject Response Completeness / xDSL / Manual (B.1.16.5)

FOC & Reject Response Completeness / 2w Analog Loop Non-Design / Manual (B.1.16.9)

FOC & Reject Response Completeness / Other Non-Design / Manual (B.1.16.15)

FOC & Reject Response Completeness (Multiple Responses) / Local Interoffice Transport / Partial Electronic (B.1.18.2)

FOC & Reject Response Completeness (Multiple Responses) / Combo (Loop & Port) / Partial Electronic (B.1.18.3)

FOC & Reject Response Completeness (Multiple Responses) / Other Non-Design / Partial Electronic (B.1.18.15)

FOC & Reject Response Completeness (Multiple Responses) / Local Interoffice Transport / Manual (B.1.19.2)

FOC & Reject Response Completeness (Multiple Responses) / xDSL / Manual (B.1.19.5)

FOC & Reject Response Completeness (Multiple Responses) / ISDN Loop / Manual (B.1.19.6)

FOC & Reject Response Completeness (Multiple Responses) / Line Sharing / Manual (B.1.19.7)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop Design / Manual (B.1.19.8)

FOC & Reject Response Completeness (Multiple Responses) / 2w Analog Loop Non Design / Manual (B.1.19.9)

FOC & Reject Response Completeness (Multiple Responses) / Other Design / Manual (B.1.19.14)

BellSouth has determined that the coding for the FOC and Reject Completeness measures failed to include rejections that were classified as "auto clarifications." This coding change, which was implemented at the end of May, will impact all FOC and Reject Completeness measures that include auto clarification rejects. BellSouth continues to review the coding for this measure.

Flow-Through

Attachment 1, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. Detailed flow-through results for individual CLECs are included in Attachment 2. The following table

shows the Regional Flow-Through results for May 2001 as compared with the Interim SQM benchmarks.

% Flow-through Service Requests (F.1.1.1 – F.1.3.4)

Customer Type	May 2001	Benchmark
Residence	90.25%	95%
Business	61.15%	90%
UNE	74.80%	85%
LNP	90.65%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. Business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth's flow-through rates will continue to improve. BellSouth has formed a joint BellSouth/CLEC Flow-Through Improvement Task Force to specifically address this issue. The Task Force will operate as a subcommittee of the existing Change Control Process. The first meeting was held on February 28,

2001. The objective of the Task Force is to work jointly to identify potential enhancements to electronic order flow-through, document those enhancements, and develop an implementation schedule. Fifteen CLECs and BellSouth were represented at the initial meeting.

On March 19, 2001, the Flow-Through Improvement Task Force met at the BellSouth Conference Center (BSCC). Fourteen CLECs and BellSouth were represented. The Task Force agreed upon a definition for flow-through for purposes of the Task Force. In addition, the Task Force discussed further the role of the Task Force and status of the existing flow-through changes. BellSouth expects the work of the Task Force to improve the process of flow-through.

The Flow-Through Task Force met on May 24, 2001, with agreement being reached to identify specific areas of concentration for the team. All attendees agreed that the Task Force would be better focused on the areas it was created to examine with this identification. The team prioritized eight items that had previously been identified. Action items were assigned with follow-up meetings to be scheduled based on status of the prioritized items.

2. UNE Provisioning Measures

BellSouth met 83% of the overall UNE Provisioning measurements in the month of May 2001. The following sub-metrics did not meet the applicable benchmark / retail analogues in the month of May 2001:

% Jeopardy Notice Interval >= 48 hours / Combo (Loop & Port) / < 10 Circuits (B.2.10.3)

The calculations for this measure have been determined to be incorrect.

% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits / Dispatch (B.2.18.3.2.1)

There were only a total of four appointments in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive comparison with the retail analogue.

% Provisioning Troubles w/I 30 Days / Combo (Loop & Port) / < 10 Circuits / Non Dispatch (B.2.19.3.1.2)

95% of all orders for both the CLECs and BellSouth retail received trouble free service in this sub-metric for May 2001. There were 115 reports for the 2,524 orders that completed in the 30 days prior to May. The Customer Wholesale Interconnection Network Service (CWINS) Center representatives are being retrained on proper order setup, testing and cutover procedures. BellSouth expects this training to have a positive impact on its performance for CLECs.

Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits / Dispatch (B.2.21.3.1.1)

Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.21.3.1.2)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (B.2.34.1.1.1)

BellSouth met the standard for 34 of the 36 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 35 based on the

quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch (B.2.34.2.1.1)

BellSouth met the standard for 26 of the 28 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 27 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch (B.2.34.2.1.2)

BellSouth met the standard for 114 of the 124 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 118 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Dispatch (B.2.34.2.2.1)

There was only one observation in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive benchmark comparison.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch (B.2.34.2.2.2)

There were only eight observations in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive benchmark comparison.

BellSouth met all other UNE provisioning measures for the sub-metrics included in this checklist item for May 2001.

3. UNE Maintenance and Repair (M&R) Measures

BellSouth met the applicable performance standard for 90% of the overall UNE M&R measurements. The sub-metrics that did not meet the fixed critical value for this checklist item is as follows:

% Missed Repair Appointments / Other Non-Design/ Dispatch (B.3.1.11.1)

BellSouth missed 2 of the 9 repair appointments scheduled for this sub-metric in May 2001. Such a small universe does not produce a statistically conclusive comparison with the retail analogue.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)

The difference between the retail analogue and the CLEC aggregate was less than 2% for this sub-metric in May 2001. Both the CLECs and BellSouth

retail had greater than 97% trouble free service for all in service lines in this sub-metric in May.

Customer Trouble Report Rate / Other Design / Non Dispatch (B.3.2.10.2)

The difference between the retail analogue and the CLEC aggregate was less than 0.5% for this sub-metric in May 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free service for all in service lines in this sub-metric in May.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1.1) and Loop Makeup Electronic (F.2.2.1) are included in the Pre-Ordering measurements. All measures met the established benchmarks for May 2001 as shown in Attachment 1.

The remainder of the UNE measurements for which BellSouth did not meet the applicable analogue or benchmark in May 2001 is as follows:

Operations Support Systems

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in May 2001 were:

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / < 4 seconds (D.1.3.5.1)

Average Response Interval – CLEC (LENS) / HAL / CRIS / Region / < 10 seconds (D.1.3.5.2)

BellSouth averaged 12.61 seconds response interval for the CLECs, which is approximately nine seconds longer than the retail analogue. A detailed analysis has identified a problem in the LENS software that deals with response times from HAL/CRIS. This will be corrected in an update scheduled for release on July 27, 2001.

Average Response Interval / CRIS / Region (D.2.4.1.1)

The average response interval for this sub-metric is measured in three separate disaggregations. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 94.25% within 4 seconds as compared with 95.65% for the retail analogue. For the less than 10 second response, the CLECs received 99.03% of their responses and the retail analogue received 98.82%. The one percent difference for both of these intervals indicates equivalent service levels for the CLECs and BellSouth retail.

Average Response Interval / LMOSupd / Region (D.2.4.5.1, D.2.4.5.2, D.2.4.5.3)

The average response interval for this sub-metric is measured in three separate disaggregations. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for all three of these sub-metrics in May 2001. For each of the three sub-metrics, there was less than a 0.25% difference in the responses received by the CLECs and BellSouth retail. The 0.25 percent difference for all of these intervals indicates equivalent service levels for both the CLECs and BellSouth retail.

Average Response Interval / LNP/ Region (D.2.4.6.1)

The average response interval for this sub-metric is measured in three separate disaggregations. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 99.28% within 4 seconds as compared with 99.62% for the retail analogue. For the less than 10 second response, the CLECs received 99.84% of their responses and the retail analogue received 99.84%.

The less than one-half percent difference for these intervals indicates equivalent service levels for the CLECs and BellSouth retail.

General - Change Management

% Software Release Notices sent on time (F.10.1)

There were only four releases in this sub-metric for May 2001 with BellSouth meeting the benchmark for three of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

General – Billing

Usage Data Delivery Accuracy (F.9.1)

This measure compares the rate at which usage data is sent accurately to CLECs with the same measure for the BellSouth retail analogue. In May 2001, a software problem caused an error for one CLEC which dropped the results to 99.99% compared to BellSouth's 100%. Out of approximately 14,000 packs (or groupings) of usage data sent to CLECs in May, only one of the packs was impacted by the problem. Once the software was fixed, the corrected pack data was resent successfully to the CLEC.

Mean Time to Deliver Usage (F.9.4)

This measure compares the average number of days to deliver usage to CLECs with the BellSouth retail analogue. In May 2001, the CLEC result was 3.76 days compared to BellSouth's 3.73 days. While the CLEC measurement

is slightly greater than the BellSouth results, the CLECs are provided with substantially the same opportunity to bill end users as is BellSouth.

General – Ordering

% Acknowledgement Message Timeliness / EDI (F.12.1.1)

A root cause analysis has identified 8,856 of 10,010 (88%) failed EDI acknowledgements were submitted by the Florida Third Party Test (3PT) CLEC and are not being filtered out of the acknowledgement calculations. During the setup for the 3PT volume tests, a problem was encountered in the EDI system. Since the setup had to be redone, all of the acknowledgements that had been generated for the test were eliminated. With the removal of these test messages the results would have been 98.8%, well above the 90% benchmark for this sub-metric in May 2001.

% Acknowledgement Message Completeness / EDI (F.12.2.1)

BellSouth experienced EDI outages in May that caused 723 of the over 96,000 acknowledgement messages to not be returned. A Stability Plan to improve EDI availability has been put into effect. This plan includes implementing both a manual application monitoring schedule (24 / 7) and increased mechanized application alarms to more adequately monitor and react to application outages. The database parameters have also been adjusted to allow for maximum processing in the EDI system.

% Acknowledgement Message Completeness / TAG (F.12.2.2)

BellSouth failed to deliver 16 of the 183,966 messages in May 2001 for this sub-metric. Analysis continues to identify any issues in this process. However, such a small number of failed records have not revealed any systemic process problems

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1 provide data for provisioning and maintenance & repair measures for unbundled local loops.

For purposes of discussion in this checklist item, the local loop sub-metrics have been separated into two mode-of-entry groups, xDSL and SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital loop sub-metrics.

xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for May 2001 are as follows:

% Provisioning Troubles w/I 30 Days / xDSL / < 10 Circuits / Dispatch (B.2.19.5.1.1)

There were a total of 16 reports for the 316 orders that completed in the 30 days prior to May 2001 for this sub-metric. 95% of all the orders completed with trouble free service during this period. BellSouth continues to investigate these orders to determine any problem areas.

Average Completion Notice Interval / ISDN Loops / < 10 Circuits / Dispatch (B.2.21.6.1.1)

There were only a total of two completions in this sub-metric for May 2001. Such a small universe does not produce a statistically conclusive comparison with the retail analogue.

2. Maintenance & Repair Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for May 2001 are as follows:

% Missed Repair Appointments / ISDN Loops / Dispatch (B.3.1.6.1)

BellSouth missed three of the thirteen scheduled appointments for this sub-metric in May 2001. There was no systemic problem found for any the three missed appointments.

Customer Trouble Report Rate / xDSL Loops / Non Dispatch (B.3.2.5.2)

The was a total of eighteen troubles reported for the 2,493 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free service for all in service lines in this sub-metric in May.

Customer Trouble Report Rate / ISDN Loops / Dispatch (B.3.2.6.1)

The was a total of 13 troubles reported for the 1,473 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free service for all in service lines in this sub-metric in May.

Customer Trouble Report Rate / Line Sharing / Non Dispatch (B.3.2.7.2)

The CLEC aggregate only reported one trouble for the 1,473 in service lines for this sub-metric in May 2001. Both the CLECs and BellSouth retail had greater than 99.9% trouble free service for all in service lines in this sub-metric in May.

SL1/SL2/Digital Loop Group

1. Provisioning Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for May 2001 are as follows:

Order Completion Interval (OCI)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the UNE combination loop and port non-dispatched orders were receiving the same interval as "dispatched" orders. The permanent solution for this problem, a modification to the due date calculation process, was implemented on June 2, 2001. This system modification should correct this problem for all products.

In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the interval offered by BellSouth, the CLEC is supposed to enter an "L" code on the LSR. "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.1.8.1.1)

The unadjusted order completion interval, as shown in Attachment 1, was 7.08 days compared to the retail analogue of 5.84 days. OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the interval offered by BellSouth, the CLEC is supposed to enter an "L" code on the LSR. "L" coded orders are excluded from the OCI metrics. Also, beginning with June data, all "C Order Disconnects" received

from End-User Customers will be excluded from this measure as are "D Order" disconnects.

% Jeopardies / 2w Analog Loop Design (B.2.5.8)

There were a total of 12 jeopardies issued for the 17 orders that were scheduled for this sub-metric in May 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all but two of the orders which were placed in jeopardy were actually worked on time as indicated by the fact that there were only two missed installation appointments for this sub-metric in May 2001.

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Design (B.2.10.12)

The calculations for this measure have been determined to be incorrect.

% Provisioning Troubles w/I 30 Days / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.19.12.1.1)

There were a total of 30 troubles reported for the 247 orders that completed in the 30 days prior to May 2001 for this sub-metric. BellSouth continues to analyze the 30 troubles for any patterns that may exist.

Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.21.12.1.1)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss.

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 5 for May 2001.

F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING

The data in these measures indicate that BellSouth met the benchmark/analogue requirements for all measurements in Checklist Item 6 for May 2001.

G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES

H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR SERVICES

As indicated in Attachment 1, Sections F.6, F.7 and F.8, BellSouth met the benchmark/analogue requirements of Checklist Items 7a and 7b in May 2001. Even though BellSouth tracks and reports these measures, the processes used in providing these services are designed to provide parity for all users.

I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED SIGNALING

BellSouth made three of the four sub-metrics associated with this checklist item in May 2001. See items F.13.3.1 through F.13.3 in Attachment 1 for further details. The one item that did not meet the appropriate benchmark in May 2001 is as follows:

% NXXs / LRNs Loaded by LERG Effective Date (Region) (F.13.3)

The measure indicates that only 21 of the 33 NXXs were loaded by their effective date for the entire BellSouth region. Tennessee met both of the NXX load dates for this sub-metric in May 2001.

I. CHECKLIST ITEM 11 – NUMBER PORTABILITY

All the measurements in this Checklist Item were met or exceeded for May 2001 except for the following:

Order Completion Interval / LNP (Standalone) / < 10 Circuits / Dispatch (B.2.1.17.1.1)

The unadjusted order completion interval, as shown in Attachment 1, was 16.08 days compared to the retail analogue of 5.83 days. OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the interval offered by BellSouth, the CLEC is supposed to enter an "L" code on the LSR. "L" coded orders are excluded from the OCI metrics.

Order Completion Interval / LNP (Standalone)) / < 10 Circuits / Non Dispatch (B.2.1.17.1.2)

The unadjusted order completion interval, as shown in Attachment 1, was 8.21 days compared to the retail analogue of 1.05 days. A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the UNE combination loop and port non-dispatched orders were receiving the same interval as "dispatched" orders. The permanent solution for this problem, a modification

to the due date calculation process, was implemented on June 2, 2001. BellSouth is currently evaluating the results of this system modification.

In addition to the appointment interval issue, OCI is adversely affected by LSRs for which CLECs request intervals beyond the offered interval and do not enter an "L" code on the order. When a CLEC requests an interval beyond the interval offered by BellSouth, the CLEC is supposed to enter an "L" code on the LSR. "L" coded orders are excluded from the OCI metrics.

Average Completion Notice Interval / LNP(Standalone) / < 10 Circuits / Non-Dispatch (B.2.21.17.1.2)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders.

Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss.

Disconnect Timeliness / LNP / < 10 Circuits (B.2.31.1)

The Disconnect Timeliness measure is supposed to track the time it takes to disconnect a number in the central office switch after the message has been received from the Local Number Portability (LNP) Gateway that it is ready. However, this measurement does not track the relevant time to perform this function.

On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation. This ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked.

As it currently exists, Performance Measure P-11 does not recognize the importance of triggers and their effect on the LNP process. Rather, the current measure calculates the end time of the LNP activity as the processing of the actual disconnect order in the host switch, even though, from a

customer's perspective, this activity is totally meaningless on most LNP orders. It is the activation of the LNP and the routing function accomplished by the LSMS that ultimately determines whether the end user is back in full service and is able to make and receive calls when a trigger is used in porting a telephone number. So, while BellSouth may be missing this measure, the actual impact on CLECs and their end users, for a great majority of the orders is minimal, or nonexistent.

BellSouth is pursuing a change in this measure that more accurately reflects the LNP process and its impacts on end users.

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 83% of the resale metrics for the month of May 2001. The details are delineated in Attachment 1, Items A.1.1.1.1 through A.4.2.

1. Resale Ordering Measures

FOC Timeliness

For the month of May 2001, BellSouth processed approximately 16,504 Resale LSRs in Tennessee and met the relevant benchmark on 98% of all FOCs. Of the 16,504 LSRs, 14,680 were fully mechanized with 99% meeting the 3-hour benchmark, clearly exceeding the 95% target. See Attachment 1, Sections A.1.9 through A.1.13 for further details.

Reject Interval

During the month of May 2001, there were 3,466 rejected LSRs, either mechanically or manually processed, with 94% meeting the benchmark. The benchmark for electronic rejects is 97% within 1 hour. 54% of all orders were processed electronically, and 91% met the 1-hour benchmark. See Attachment 1, Items A.1.4 through A.1.8 for further details.

The Ordering sub-metrics for which BellSouth did not meet the benchmarks/analogues for May 2001 were:

Reject Interval / Residence / Electronic (A.1.4.1)

Reject Interval / Business / Electronic (A.1.4.2)

The current benchmark for these two sub-metrics is >= 97% within one hour. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems.

Thus far, the analysis has determined that many of the LSRs that did not meet the one-hour benchmark were issued between 11:00 p.m. and 4:30 a.m. Between these hours the system is unable to process LSRs because of the back-end legacy systems are out of service. Such hours should be excluded

from the measurement. BellSouth is currently reviewing the scheduled down time for all systems and how that down time affects the ordering capability of the CLECs.

With the implementation of May data BellSouth was directed to change the time stamp identification for the start and complete times of the interval for this measurement from the Local Exchange Ordering (LEO) System to the CLEC ordering interface system (TAG or EDI). With this change BellSouth was unable to identify multiple issues of the same version of the LSRs that may be rejected (fatal rejects), which should be excluded from the measurement. If there are multiple issues of the same version, the measure currently calculates the interval from the initial issue to the final issue of the LSR returned to the CLEC, Reject or FOC. Consequently, BellSouth's performance level is inappropriately understated. BellSouth is currently working to determine a fix for this issue.

<u>FOC Timeliness / Design (Specials) / Partially Electronic (A.1.11.3)</u>

There were only three orders in this sub-metric for May 2001 with BellSouth meeting the benchmark for two of them. Such a small universe does not produce a statistically conclusive benchmark comparison.

<u>FOC Reject & Response Completeness / Business / Electronic (A.1.14.2)</u>

FOC Reject & Response Completeness / Design (Specials) / Electronic (A.1.14.3)

FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

FOC Reject & Response Completeness / Design (Specials) / Manual (A.1.16.3)

FOC Reject & Response Completeness (Multiple Responses) / Residence / Partially Electronic (A.1.18.1)

FOC Reject & Response Completeness (Multiple Responses) / Business / Partially Electronic (A.1.18.2)

FOC Reject & Response Completeness (Multiple Responses) / Design (Specials) / Partially Electronic (A.1.18.3)

FOC Reject & Response Completeness (Multiple Responses) / Residence / Manual (A.1.19.1)

FOC Reject & Response Completeness (Multiple Responses) / Business / Manual (A.1.19.2)

FOC Reject & Response Completeness (Multiple Responses) / Design (Specials) / Manual (A.1.19.3)

FOC Reject & Response Completeness (Multiple Responses) / PBX / Manual (A.1.19.4)

As indicated in Checklist Item 2, BellSouth has identified a coding issue for all rejections coded as "auto clarification." This change, which was implemented the end of May, will impact all FOC and Reject Completeness measures that

include auto clarification rejects. BellSouth continues to review the coding for this measure.

2. Resale Provisioning Measures

For the month of May 2001, BellSouth met or exceeded the benchmark or retail analogue for 75% of all resale provisioning measures. The details supporting this percentage are delineated in Items A.2.1.1.1 through A.2.25.3.2.2 of Attachment 1.

Order Completion Interval

As discussed in Checklist Item 4, the failure to properly "L" code appropriate orders and the missed appointments for customer reasons negatively impacts the OCI measurements.

The testimony of Gustavo E. Bamberger (Bamberger), filed in this proceeding, addresses the effect of LSRs submitted with extended completion intervals and installation appointments missed due to end user reasons. All LSRs seeking extended intervals should receive an "L" code status. This would exclude these LSRs from the OCI measurement. Bamberger examined the order completion data to determine the effect on these measures from both not properly "L" coding these orders and end user appointment misses.

The following are the measures for which BellSouth did not meet the retail analogue in May 2001:

Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch (A.2.1.1.1.2)

The unadjusted order completion interval, as shown in Attachment 1, was 1.09 days compared to the retail analogue of 1.04 days. Table 3A in the Bamberger testimony indicates that with the exclusion of all "L" coded orders and those with end user caused misses would reduce this interval to 0.57 days compared to the retail analogue of 1.03 days. With this adjustment, the sub-metric would exceed the retail analogue.

Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2)

There were only seven orders in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive comparison to the retail analogue.

Order Completion Interval / Centrex / < 10 Circuits / Non-Dispatch (A.2.1.5.1.2)

There were only three orders in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive comparison to the retail analogue.

Order Completion Interval / ISDN / < 10 Circuits / Non-Dispatch (A.2.1.6.1.2)

The unadjusted order completion interval, as shown in Attachment 1, was 6.87 days compared to the retail analogue of 2.62 days. As explained in the Order Completion Interval section for Checklist Item 4, BellSouth has determined that non-dispatched orders were given the dispatched interval in error. The mechanized software change to correct this problem was implemented on June 2, 2001. BellSouth is currently evaluating the results of this system modification.

Other resale provisioning sub-metrics for which BellSouth did not meet the benchmark/retail analogue were:

% Jeopardy Notice >= 48 hours / Residence / Mechanized (A.2.9.1)

The calculations for this measure have been determined to be incorrect.

% Missed Installation Appointments / Business / < 10 Circuits / Non Dispatch (A.2.11.2.1.2)

There were a total of three missed appointments out of the 364 scheduled for this sub-metric in May 2001. Both BellSouth retail and the CLECs had 99% of all scheduled appointments completed on time in May.

% Missed Installation Appointments / Business / >= 10 Circuits / Dispatch (A.2.11.2.2.1)

There were only five orders in this sub-metric for May 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue.

% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non Dispatch (A.2.12.1.1.2)

Of the 357 reports received for the 10,010 orders that completed in the 30 days prior to May 2001 for this sub-metric, 89 were multiple reports for the same orders and should not have been included in the calculation. With the removal of these reports, the sub-metric would have met or exceeded the retail analogue. An update to the measurement was implemented with June data to eliminate this issue.

% Provisioning Troubles w/i 30 days / PBX / < 10 Circuits / Non Dispatch (A.2.12.4.1.2)

There was only one trouble report for the ten orders that completed in the 30 days prior to May 2001 for this sub-metric. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue.

Average Completion Notice Interval / Residence / < 10 Circuits / Non Dispatch / Electronic (A.2.14.1.1.2)

Average Completion Notice Interval / Business / < 10 Circuits / Non-Dispatch / Electronic (A.2.14.2.1.2)

Average Completion Notice Interval / Business / >= 10 Circuits / Dispatch / Electronic (A.2.14.2.2.1)

The root cause analysis of this measure indicated that the only differences between the BellSouth retail and CLEC data are the mismatches found when the orders are compared with the original LSRs. Any change to a name, number of items, etc., occurring during the provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. The start of the interval is the point at which the technician completes the order and the interval ends when the completion notice is sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLEC orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss.

Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)

BellSouth met the standard for 18 of the 20 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 19 based on the

quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch (A.2.25.2.1.2)

BellSouth met the standard for 97 of the 103 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of 98 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1)

BellSouth met the standard for 6 of the 8 orders reviewed in this sub-metric for May 2001. The 95% benchmark set a requirement of all 8 based on the quantity of orders for this sub-metric. BellSouth continues to focus on this measurement.

3. Resale Maintenance and Repair (M&R) Measures

BellSouth met the relevant retail analogues for 90% of all the Resale Maintenance & Repair measurements in May 2001. The sub-metrics for which BellSouth did not meet the retail analogues were:

% Missed Repair Appointments / Business / Non Dispatch (A.3.1.2.2)

BellSouth missed 4 of the 69 appointments scheduled for this sub-metric in May 2001. There were no systemic problems identified for the four missed appointments in May.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

Both BellSouth retail and the CLECs received over 97% trouble free service for all lines in this sub-metric for May 2001. There was less than 0.3% difference between the retail analogue and the CLECs report rates. Over 80% of the CLEC troubles were from cable problems or premise type issues. BellSouth will continue to focus on these areas to reduce the reports.

Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1)

There were only 4 trouble reports for the 687 in service lines for this sub-metric in May 2001. BellSouth provided over 99.4% trouble free service for both retail and the CLECs for this sub-metric for the month of May. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very

high level – often 98% or 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

Maintenance Average Duration / Centrex / Non Dispatch (A.3.3.5.2)

There was only one trouble report for this sub-metric in May 2001. The small universe for this measurement does not provide a statistically conclusive comparison with the retail analogue.

V. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 409 of the 489 sub-metrics (84%) for which there was CLEC activity in May 2001.

ATTACHMENT - 1

BellSouth Monthly State Summary
Tennessee, May 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%	16,497				Diagnostic
A.1.1.2	O-7	Business/TN (%)		Diagnostic			22.89%	332				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			52.48%	2,597				Diagnostic
A.1.2.2	O-7	Business/TN (%)		Diagnostic			44.86%	214				Diagnostic
A.1.2.3	O-7	Design (Specials)/TN (%)		Diagnostic			40.00%	5				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			40.40%	99				Diagnostic
A.1.3.2	O-7	Business/TN (%)		Diagnostic			35.84%	173				Diagnostic
A.1.3.3	O-7	Design (Specials)/TN (%)		Diagnostic			45.31%	64				Diagnostic
A.1.3.4	O-7	PBX/TN (%)		Diagnostic			50.00%	6				Diagnostic
A.1.3.5	O-7	Centrex/TN (%)		Diagnostic								Diagnostic
A.1.3.6	O-7	ISDN/TN (%)		Diagnostic			34.15%	41				Diagnostic
	Reject Interval - Mechanized											
A.1.4.1	O-8	Residence/TN (%)		>= 97% w in 1 hr			90.79%	1,781				NO
A.1.4.2	O-8	Business/TN (%)		>= 97% w in 1 hr			94.74%	76				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	***This data not applicable after 5-1-2001, see below***							
A.1.5.2	O-8	Business/TN (%)		>= 85% w in 24 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.5.3	O-8	Design (Specials)/TN (%)		>= 85% w in 24 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.5.4	O-8	PBX/TN (%)		>= 85% w in 24 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.5.5	O-8	Centrex/TN (%)		>= 85% w in 24 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.5.6	O-8	ISDN/TN (%)		>= 85% w in 24 hrs	***This data not applicable after 5-1-2001, see below***							
	Reject Interval - Partially Mechanized - 18 hours											
A.1.6.1	O-8	Residence/TN (%)		>= 85% w in 18 hrs			99.05%	1,363				YES
A.1.6.2	O-8	Business/TN (%)		>= 85% w in 18 hrs			95.83%	96				YES
A.1.6.3	O-8	Design (Specials)/TN (%)		>= 85% w in 18 hrs			100.00%	2				YES
A.1.6.4	O-8	PBX/TN (%)		>= 85% w in 18 hrs								
A.1.6.5	O-8	Centrex/TN (%)		>= 85% w in 18 hrs								
A.1.6.6	O-8	ISDN/TN (%)		>= 85% w in 18 hrs								
	Reject Interval - Non-Mechanized											
A.1.8.1	O-8	Residence/TN (%)		>= 85% w in 24 hrs			95.00%	40				YES
A.1.8.2	O-8	Business/TN (%)		>= 85% w in 24 hrs			95.16%	62				YES
A.1.8.3	O-8	Design (Specials)/TN (%)		>= 85% w in 24 hrs			86.21%	29				YES
A.1.8.4	O-8	PBX/TN (%)		>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.5	O-8	Centrex/TN (%)		>= 85% w in 24 hrs								
A.1.8.6	O-8	ISDN/TN (%)		>= 85% w in 24 hrs			85.71%	14				YES
	FOC Timeliness - Mechanized											
A.1.9.1	O-9	Residence/TN (%)		>= 95% w in 3 hrs			98.52%	14,475				YES

BellSouth Monthly State Summary

Tennessee, May 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.9.2	O-9	Business/TN (%)		>= 95% w in 3 hrs			100.00%	205				YES
A.1.9.3	O-9	Design (Specials)/TN (%)		>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/TN (%)		>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/TN (%)		>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/TN (%)		>= 95% w in 3 hrs								
		FOC Timeliness - Partially Mechanized										
A.1.10.1	O-9	Residence/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.2	O-9	Business/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.3	O-9	Design (Specials)/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.4	O-9	PBX/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.5	O-9	Centrex/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
A.1.10.6	O-9	ISDN/TN (%)		>= 85% w in 36 hrs	***This data not applicable after 5-1-2001, see below***							
		FOC Timeliness - Partially Mechanized - 18 hours										
A.1.11.1	O-9	Residence/TN (%)		>= 85% w in 18 hrs			95.97%	1,463				YES
A.1.11.2	O-9	Business/TN (%)		>= 85% w in 18 hrs			93.57%	140				YES
A.1.11.3	O-9	Design (Specials)/TN (%)		>= 85% w in 18 hrs			66.67%	3				NO
A.1.11.4	O-9	PBX/TN (%)		>= 85% w in 18 hrs								
A.1.11.5	O-9	Centrex/TN (%)		>= 85% w in 18 hrs								
A.1.11.6	O-9	ISDN/TN (%)		>= 85% w in 18 hrs								
		FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/TN (%)		>= 85% w in 36 hrs			100.00%	69				YES
A.1.13.2	O-9	Business/TN (%)		>= 85% w in 36 hrs			99.09%	110				YES
A.1.13.3	O-9	Design (Specials)/TN (%)		>= 85% w in 36 hrs			94.12%	17				YES
A.1.13.4	O-9	PBX/TN (%)		>= 85% w in 36 hrs			100.00%	3				YES
A.1.13.5	O-9	Centrex/TN (%)		>= 85% w in 36 hrs								
A.1.13.6	O-9	ISDN/TN (%)		>= 85% w in 36 hrs			100.00%	19				YES
		FOC & Reject Response Completeness - Mechanized										
A.1.14.1	O-11	Residence/TN (%)		>= 95%			98.51%	16,497				YES
A.1.14.2	O-11	Business/TN (%)		>= 95%			84.64%	332				NO
A.1.14.3	O-11	Design (Specials)/TN (%)		>= 95%			0.00%	1				NO
A.1.14.4	O-11	PBX/TN (%)		>= 95%								
A.1.14.5	O-11	Centrex/TN (%)		>= 95%								
A.1.14.6	O-11	ISDN/TN (%)		>= 95%								
		FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1	O-11	Residence/TN (%)		>= 95%			100.00%	2,597				YES
A.1.15.2	O-11	Business/TN (%)		>= 95%			100.00%	214				YES
A.1.15.3	O-11	Design (Specials)/TN (%)		>= 95%			100.00%	5				YES
A.1.15.4	O-11	PBX/TN (%)		>= 95%								
A.1.15.5	O-11	Centrex/TN (%)		>= 95%								
A.1.15.6	O-11	ISDN/TN (%)		>= 95%								
		FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/TN (%)		>= 95%			98.33%	120				YES
A.1.16.2	O-11	Business/TN (%)		>= 95%			93.49%	215				NO
A.1.16.3	O-11	Design (Specials)/TN (%)		>= 95%			84.85%	66				NO
A.1.16.4	O-11	PBX/TN (%)		>= 95%			100.00%	6				YES
A.1.16.5	O-11	Centrex/TN (%)		>= 95%								
A.1.16.6	O-11	ISDN/TN (%)		>= 95%			95.24%	42				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1	O-11	Residence/TN (%)		>= 95%			100.00%	16,252				YES
A.1.17.2	O-11	Business/TN (%)		>= 95%			100.00%	281				YES
A.1.17.3	O-11	Design (Specials)/TN (%)		>= 95%								
A.1.17.4	O-11	PBX/TN (%)		>= 95%								
A.1.17.5	O-11	Centrex/TN (%)		>= 95%								
A.1.17.6	O-11	ISDN/TN (%)		>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1	O-11	Residence/TN (%)		>= 95%			94.49%	2,597				NO
A.1.18.2	O-11	Business/TN (%)		>= 95%			90.19%	214				NO
A.1.18.3	O-11	Design (Specials)/TN (%)		>= 95%			80.00%	5				NO
A.1.18.4	O-11	PBX/TN (%)		>= 95%								
A.1.18.5	O-11	Centrex/TN (%)		>= 95%								
A.1.18.6	O-11	ISDN/TN (%)		>= 95%								
	FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized											
A.1.19.1	O-11	Residence/TN (%)		>= 95%			92.37%	118				NO
A.1.19.2	O-11	Business/TN (%)		>= 95%			89.05%	201				NO
A.1.19.3	O-11	Design (Specials)/TN (%)		>= 95%			89.29%	56				NO
A.1.19.4	O-11	PBX/TN (%)		>= 95%			83.33%	6				NO
A.1.19.5	O-11	Centrex/TN (%)		>= 95%								
A.1.19.6	O-11	ISDN/TN (%)		>= 95%			97.50%	40				YES
	Resale - Provisioning											
	Order Completion Interval											
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/TN (days)		Res	6.86	13,445	5.81	416	5.897	0.29358	3.5808	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/TN (days)		Res	1.04	246,712	1.09	11,327	1.578	0.01516	-3.1844	NO
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/TN (days)		Res	6.00	8			1.366			
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/TN (days)		Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/TN (days)		Bus	4.24	8,760	3.08	86	11.216	1.21540	0.9544	YES
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/TN (days)		Bus	1.30	14,775	1.61	294	5.067	0.29846	-1.0471	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/TN (days)		Bus	13.30	71	9.20	5	13.295	6.15164	0.6658	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/TN (days)		Bus	3.66	41			7.297			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/TN (days)		Design	28.58	1,580			53.093			
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)		Design	12.90	44	5.11	3	12.818	7.64837	1.0185	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/TN (days)		Design	89.00	1			0.000			
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)		Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/TN (days)		PBX	11.71	58			11.725			
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/TN (days)		PBX	2.46	239	6.71	7	3.685	1.41297	-3.0069	NO
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/TN (days)		PBX								
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/TN (days)		PBX	2.12	32			2.919			
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/TN (days)		Centrex	7.24	224			10.280			
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/TN (days)		Centrex	1.71	777	5.33	3	3.341	1.93253	-1.8773	NO
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/TN (days)		Centrex	8.00	17			3.668			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/TN (days)		Centrex	5.05	52			10.592			
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/TN (days)		ISDN	56.33	685	11.00	3	71.528	41.38698	1.0954	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/TN (days)		ISDN	2.62	474	6.87	15	6.694	1.75539	-2.4172	NO
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/TN (days)		ISDN								
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/TN (days)		ISDN								
	Held Orders											
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/TN (days)		Res	10.48	151	4.00	4	14.582	7.38699	0.8768	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/TN (days)		Res								
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/TN (days)		Res	8.00	5			13.454			
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/TN (days)		Res								
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/TN (days)		Res								
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/TN (days)		Res								
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/TN (days)		Bus	9.28	29	18.00	1	7.545	7.67378	-1.1369	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/TN (days)		Bus								
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/TN (days)		Bus	13.00	6			13.871			
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/TN (days)		Bus								
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/TN (days)		Bus								
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/TN (days)		Bus								
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/TN (days)		Design								
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/TN (days)		Design								
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/TN (days)		Design	142.44	9			130.857			
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/TN (days)		Design								

BellSouth Monthly State Summary

Tennessee, May 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/TN (days)	Design								
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/TN (days)	Design								
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/TN (days)	PBX								
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/TN (days)	PBX								
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/TN (days)	PBX								
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/TN (days)	PBX								
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/TN (days)	PBX								
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/TN (days)	PBX								
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/TN (days)	Centrex	7.00	1			0.000			
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/TN (days)	Centrex								
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/TN (days)	Centrex								
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/TN (days)	Centrex								
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/TN (days)	Centrex								
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/TN (days)	Centrex								
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/TN (days)	ISDN	37.36	11			33.963			
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/TN (days)	ISDN								
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/TN (days)	ISDN	95.80	5			121.424			
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/TN (days)	ISDN								
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/TN (days)	ISDN								
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/TN (days)	ISDN								
		% Jeopardies - Mechanized									
A.2.4.1	P-2	Residence/TN (%)	Res	0.58%	275,027	0.34%	12,002		0.00071	3.3209	YES
A.2.4.2	P-2	Business/TN (%)	Bus	1.96%	24,206	0.97%	413		0.00688	1.4393	YES
A.2.4.3	P-2	Design (Specials)/TN (%)	Design	30.60%	1,948	0.00%	2		0.32601	0.9385	YES
A.2.4.4	P-2	PBX/TN (%)	PBX	3.67%	354	0.00%	4		0.09457	0.3883	YES
A.2.4.5	P-2	Centrex/TN (%)	Centrex	2.46%	1,096						
A.2.4.6	P-2	ISDN/TN (%)	ISDN	9.59%	1,398	0.00%	4		0.14740	0.6503	YES
		% Jeopardies - Non-Mechanized									
A.2.5.1	P-2	Residence/TN (%)	Diagnostic			1.20%	167				Diagnostic
A.2.5.2	P-2	Business/TN (%)	Diagnostic			0.00%	82				Diagnostic
A.2.5.3	P-2	Design (Specials)/TN (%)	Diagnostic			100.00%	1				Diagnostic
A.2.5.4	P-2	PBX/TN (%)	Diagnostic			33.33%	3				Diagnostic
A.2.5.5	P-2	Centrex/TN (%)	Diagnostic			0.00%	4				Diagnostic
A.2.5.6	P-2	ISDN/TN (%)	Diagnostic			6.67%	15				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A.2.7.1	P-2	Residence/TN (hours)	>= 48 hrs			196.68	41				YES
A.2.7.2	P-2	Business/TN (hours)	>= 48 hrs			300.00	4				YES
A.2.7.3	P-2	Design (Specials)/TN (hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/TN (hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/TN (hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/TN (hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A.2.8.1	P-2	Residence/TN (hours)	Diagnostic			228.00	2				Diagnostic
A.2.8.2	P-2	Business/TN (hours)	Diagnostic								Diagnostic
A.2.8.3	P-2	Design (Specials)/TN (hours)	Diagnostic			264.00	1				Diagnostic
A.2.8.4	P-2	PBX/TN (hours)	Diagnostic			144.00	1				Diagnostic
A.2.8.5	P-2	Centrex/TN (hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/TN (hours)	Diagnostic			312.00	1				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A.2.9.1	P-2	Residence/TN (%)	95% >= 48 hrs			92.31%	39				NO
A.2.9.2	P-2	Business/TN (%)	95% >= 48 hrs			100.00%	3				YES
A.2.9.3	P-2	Design (Specials)/TN (%)	95% >= 48 hrs								
A.2.9.4	P-2	PBX/TN (%)	95% >= 48 hrs								
A.2.9.5	P-2	Centrex/TN (%)	95% >= 48 hrs								
A.2.9.6	P-2	ISDN/TN (%)	95% >= 48 hrs								

% Jeopardy Notice >= 48 hours - Non-Mechanized

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.10.1	P-2	Residence/TN (%)		Diagnostic			100.00%	2				Diagnostic
A.2.10.2	P-2	Business/TN (%)		Diagnostic								Diagnostic
A.2.10.3	P-2	Design (Specials)/TN (%)		Diagnostic			100.00%	1				Diagnostic
A.2.10.4	P-2	PBX/TN (%)		Diagnostic								Diagnostic
A.2.10.5	P-2	Centrex/TN (%)		Diagnostic								Diagnostic
A.2.10.6	P-2	ISDN/TN (%)		Diagnostic			100.00%	1				Diagnostic
		% Missed Installation Appointments										
A.2.11.1.1.1	P-3	Residence/<10 circuits/Dispatch/TN (%)		Res	7.54%	15,932	3.57%	448		0.01265	3.1403	YES
A.2.11.1.1.2	P-3	Residence/<10 circuits/Non-Dispatch/TN (%)		Res	0.04%	258,502	0.05%	11,771		0.00018	-0.7619	YES
A.2.11.1.2.1	P-3	Residence/>=10 circuits/Dispatch/TN (%)		Res	7.69%	13						
A.2.11.1.2.2	P-3	Residence/>=10 circuits/Non-Dispatch/TN (%)		Res								
A.2.11.2.1.1	P-3	Business/<10 circuits/Dispatch/TN (%)		Bus	2.69%	9,039	3.28%	122		0.01474	-0.4004	YES
A.2.11.2.1.2	P-3	Business/<10 circuits/Non-Dispatch/TN (%)		Bus	0.30%	14,861	0.82%	364		0.00291	-1.7886	NO
A.2.11.2.2.1	P-3	Business/>=10 circuits/Dispatch/TN (%)		Bus	4.65%	86	40.00%	5		0.09688	-3.6488	NO
A.2.11.2.2.2	P-3	Business/>=10 circuits/Non-Dispatch/TN (%)		Bus	0.00%	43						
A.2.11.3.1.1	P-3	Design (Specials)/<10 circuits/Dispatch/TN (%)		Design	4.10%	1,584						
A.2.11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		Design	2.27%	44	0.00%	3		0.08893	0.2556	YES
A.2.11.3.2.1	P-3	Design (Specials)/>=10 circuits/Dispatch/TN (%)		Design	0.00%	1						
A.2.11.3.2.2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)		Design								
A.2.11.4.1.1	P-3	PBX/<10 circuits/Dispatch/TN (%)		PBX	4.84%	62						
A.2.11.4.1.2	P-3	PBX/<10 circuits/Non-Dispatch/TN (%)		PBX	0.80%	250	0.00%	7		0.03414	0.2343	YES
A.2.11.4.2.1	P-3	PBX/>=10 circuits/Dispatch/TN (%)		PBX								
A.2.11.4.2.2	P-3	PBX/>=10 circuits/Non-Dispatch/TN (%)		PBX	0.00%	36						
A.2.11.5.1.1	P-3	Centrex/<10 circuits/Dispatch/TN (%)		Centrex	3.40%	235						
A.2.11.5.1.2	P-3	Centrex/<10 circuits/Non-Dispatch/TN (%)		Centrex	0.13%	783	0.00%	4		0.01790	0.0713	YES
A.2.11.5.2.1	P-3	Centrex/>=10 circuits/Dispatch/TN (%)		Centrex	0.00%	17						
A.2.11.5.2.2	P-3	Centrex/>=10 circuits/Non-Dispatch/TN (%)		Centrex	0.00%	52						
A.2.11.6.1.1	P-3	ISDN/<10 circuits/Dispatch/TN (%)		ISDN	5.48%	694	0.00%	3		0.13163	0.4160	YES
A.2.11.6.1.2	P-3	ISDN/<10 circuits/Non-Dispatch/TN (%)		ISDN	1.04%	480	0.00%	17		0.02506	0.4157	YES
A.2.11.6.2.1	P-3	ISDN/>=10 circuits/Dispatch/TN (%)		ISDN								
A.2.11.6.2.2	P-3	ISDN/>=10 circuits/Non-Dispatch/TN (%)		ISDN								
		% Provisioning Troubles within 30 Days										
A.2.12.1.1.1	P-9	Residence/<10 circuits/Dispatch/TN (%)		Res	7.76%	17,787	7.55%	437		0.01296	0.1641	YES
A.2.12.1.1.2	P-9	Residence/<10 circuits/Non-Dispatch/TN (%)		Res	3.02%	258,791	3.57%	10,010		0.00174	-3.1405	NO
A.2.12.1.2.1	P-9	Residence/>=10 circuits/Dispatch/TN (%)		Res	6.25%	16	0.00%	1		0.24951	0.2505	YES
A.2.12.1.2.2	P-9	Residence/>=10 circuits/Non-Dispatch/TN (%)		Res	0.00%	1						
A.2.12.2.1.1	P-9	Business/<10 circuits/Dispatch/TN (%)		Bus	2.83%	11,206	4.42%	181		0.01242	-1.2808	YES
A.2.12.2.1.2	P-9	Business/<10 circuits/Non-Dispatch/TN (%)		Bus	2.62%	17,090	2.19%	1,096		0.00498	0.8670	YES
A.2.12.2.2.1	P-9	Business/>=10 circuits/Dispatch/TN (%)		Bus	11.27%	71	0.00%	3		0.18637	0.6046	YES
A.2.12.2.2.2	P-9	Business/>=10 circuits/Non-Dispatch/TN (%)		Bus	0.00%	20	0.00%	2		0.00000		YES
A.2.12.3.1.1	P-9	Design (Specials)/<10 circuits/Dispatch/TN (%)		Design	2.29%	2,791	0.00%	46		0.02225	1.0306	YES
A.2.12.3.1.2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)		Design	0.00%	111	0.00%	7		0.00000		YES
A.2.12.3.2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/TN (%)		Design								
A.2.12.3.2.2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)		Design								
A.2.12.4.1.1	P-9	PBX/<10 circuits/Dispatch/TN (%)		PBX	1.72%	58	0.00%	3		0.07707	0.2237	YES
A.2.12.4.1.2	P-9	PBX/<10 circuits/Non-Dispatch/TN (%)		PBX	1.27%	237	10.00%	10		0.03609	-2.4201	NO
A.2.12.4.2.1	P-9	PBX/>=10 circuits/Dispatch/TN (%)		PBX	0.00%	15						
A.2.12.4.2.2	P-9	PBX/>=10 circuits/Non-Dispatch/TN (%)		PBX	0.00%	27	0.00%	2		0.00000		YES
A.2.12.5.1.1	P-9	Centrex/<10 circuits/Dispatch/TN (%)		Centrex	1.69%	237						
A.2.12.5.1.2	P-9	Centrex/<10 circuits/Non-Dispatch/TN (%)		Centrex	1.72%	524	0.00%	1		0.13005	0.1321	YES
A.2.12.5.2.1	P-9	Centrex/>=10 circuits/Dispatch/TN (%)		Centrex	0.00%	12						
A.2.12.5.2.2	P-9	Centrex/>=10 circuits/Non-Dispatch/TN (%)		Centrex	0.00%	39						
A.2.12.6.1.1	P-9	ISDN/<10 circuits/Dispatch/TN (%)		ISDN	0.00%	322	0.00%	4		0.00000		YES
A.2.12.6.1.2	P-9	ISDN/<10 circuits/Non-Dispatch/TN (%)		ISDN	0.00%	948	0.00%	9		0.00000		YES
A.2.12.6.2.1	P-9	ISDN/>=10 circuits/Dispatch/TN (%)		ISDN								
A.2.12.6.2.2	P-9	ISDN/>=10 circuits/Non-Dispatch/TN (%)		ISDN								
		Average Completion Notice Interval - Mechanized										
A.2.14.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)		Res	0.93	11,292	1.41	384	7.804	0.40497	-1.1721	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.14.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Res	1.25	198,280	1.34	9,968	4.934	0.05064	-1.7365	NO
A.2.14.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Res	0.07	10			0.108			
A.2.14.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Res								
A.2.14.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Bus	10.78	3,385	7.34	101	195.950	19.78647	0.1738	YES
A.2.14.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Bus	2.15	9,493	5.91	181	14.851	1.11434	-3.3737	NO
A.2.14.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Bus	1.72	56	7.26	6	4.320	1.85588	-2.9867	NO
A.2.14.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Bus	1.98	23			1.935			
A.2.14.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Design	171.97	1,117			804.297			
A.2.14.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Design	23.21	15			53.599			
A.2.14.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Design	175.20	1			0.000			
A.2.14.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Design								
A.2.14.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	PBX	31.64	35			86.416			
A.2.14.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	PBX	3.08	167			14.183			
A.2.14.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	PBX								
A.2.14.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	PBX	1.31	29			3.270			
A.2.14.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Centrex	6.47	166			32.941			
A.2.14.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Centrex	1.81	445			6.957			
A.2.14.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Centrex	0.02	7			0.016			
A.2.14.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Centrex	0.86	44			0.347			
A.2.14.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	ISDN	515.89	461			931.257			
A.2.14.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN	4.30	356	0.24	3	18.565	10.76334	0.3777	YES
A.2.14.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN								
A.2.14.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN								

Average Completion Notice Interval - Non-Mechanized

A.2.15.1.1.1	P-5	Residence/<10 circuits/Dispatch/TN (hours)	Diagnostic			24.37	16				Diagnostic
A.2.15.1.1.2	P-5	Residence/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			18.79	47				Diagnostic
A.2.15.1.2.1	P-5	Residence/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.1.2.2	P-5	Residence/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.1.1	P-5	Business/<10 circuits/Dispatch/TN (hours)	Diagnostic			44.15	16				Diagnostic
A.2.15.2.1.2	P-5	Business/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			19.78	83				Diagnostic
A.2.15.2.2.1	P-5	Business/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.2.2.2	P-5	Business/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.1.2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			64.06	2				Diagnostic
A.2.15.3.2.1	P-5	Design (Specials)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.3.2.2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.1	P-5	PBX/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.1.2	P-5	PBX/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			18.08	2				Diagnostic
A.2.15.4.2.1	P-5	PBX/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.4.2.2	P-5	PBX/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.1.1	P-5	Centrex/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.1.2	P-5	Centrex/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	4				Diagnostic
A.2.15.5.2.1	P-5	Centrex/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.5.2.2	P-5	Centrex/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.1.1	P-5	ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			98.92	7				Diagnostic
A.2.15.6.1.2	P-5	ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			44.28	12				Diagnostic
A.2.15.6.2.1	P-5	ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
A.2.15.6.2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Mechanized

A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			6.19	311				Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			1.05	9,866				Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.49	44				Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.11	77				Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.00	1				Diagnostic
A.2.17.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.17.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.17.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.17.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized										
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)		Diagnostic			5.23	53				Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			2.38	1,038				Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)		Diagnostic			4.41	21				Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			2.45	68				Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)		Diagnostic			13.33	3				Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			9.67	3				Diagnostic
A.2.18.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.18.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized										
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)		Diagnostic			5.05	21				Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			4.30	49				Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)		Diagnostic			5.09	11				Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			4.39	78				Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			10.50	2				Diagnostic
A.2.19.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)		Diagnostic			14.67	3				Diagnostic
A.2.19.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)		Diagnostic								Diagnostic
A.2.19.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)		Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.19.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.67	3				Diagnostic
A.2.19.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			22.00	3				Diagnostic
A.2.19.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			12.73	11				Diagnostic
A.2.19.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.19.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A.2.21.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			6.19	302				Diagnostic
A.2.21.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.05	3,140				Diagnostic
A.2.21.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			3.37	42				Diagnostic
A.2.21.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.29	62				Diagnostic
A.2.21.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			3.00	1				Diagnostic
A.2.21.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.21.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A.2.22.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.20	51				Diagnostic
A.2.22.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.41	863				Diagnostic
A.2.22.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			4.41	21				Diagnostic
A.2.22.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.55	52				Diagnostic
A.2.22.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic			5.50	2				Diagnostic
A.2.22.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			14.00	1				Diagnostic
A.2.22.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.22.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.23.1.1.1	P-10	Residence/<10 circuits/Dispatch/TN (days)	Diagnostic			5.51	19				Diagnostic
A.2.23.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.57	43				Diagnostic
A.2.23.1.2.1	P-10	Residence/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10	Business/<10 circuits/Dispatch/TN (days)	Diagnostic			4.89	9				Diagnostic
A.2.23.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.53	73				Diagnostic
A.2.23.2.2.1	P-10	Business/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			10.50	2				Diagnostic
A.2.23.3.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10	PBX/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.1.2	P-10	PBX/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.00	1				Diagnostic
A.2.23.4.2.1	P-10	PBX/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.4.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.1	P-10	Centrex/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.67	3				Diagnostic
A.2.23.5.2.1	P-10	Centrex/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10	ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			22.00	3				Diagnostic
A.2.23.6.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			13.10	10				Diagnostic
A.2.23.6.2.1	P-10	ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Service Order Accuracy									
A.2.25.1.1.1	P-11	Residence/<10 circuits/Dispatch/TN (%)	>= 95%			97.30%	37				YES
A.2.25.1.1.2	P-11	Residence/<10 circuits/Non-Dispatch/TN (%)	>= 95%			93.91%	115				YES
A.2.25.1.2.1	P-11	Residence/>=10 circuits/Dispatch/TN (%)	>= 95%								
A.2.25.1.2.2	P-11	Residence/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
A.2.25.2.1.1	P-11	Business/<10 circuits/Dispatch/TN (%)	>= 95%			90.00%	20				NO
A.2.25.2.1.2	P-11	Business/<10 circuits/Non-Dispatch/TN (%)	>= 95%			94.17%	103				NO
A.2.25.2.2.1	P-11	Business/>=10 circuits/Dispatch/TN (%)	>= 95%			100.00%	1				YES
A.2.25.2.2.2	P-11	Business/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	2				YES
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			75.00%	8				NO
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	1				YES
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%								
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%								
		Resale - Maintenance and Repair									
		Missed Repair Appointments									
A.3.1.1.1	M&R-1	Residence/Dispatch/TN (%)	Res	5.65%	42,127	4.65%	924		0.00768	1.2942	YES
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/TN (%)	Res	1.12%	23,249	0.73%	275		0.00638	0.6131	YES
A.3.1.2.1	M&R-1	Business/Dispatch/TN (%)	Bus	5.49%	6,680	6.82%	176		0.01740	-0.7610	YES
A.3.1.2.2	M&R-1	Business/Non-Dispatch/TN (%)	Bus	2.60%	2,808	5.80%	69		0.01939	-1.6489	NO
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/TN (%)	Design	5.01%	1,556	0.00%	3		0.12611	0.3975	YES
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/TN (%)	Design	1.06%	1,599	0.00%	4		0.05134	0.2071	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/TN (%)	PBX	17.50%	40	0.00%	4		0.19926	0.8783	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/TN (%)	PBX	0.00%	25						
A.3.1.5.1	M&R-1	Centrex/Dispatch/TN (%)	Centrex	6.68%	449						
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/TN (%)	Centrex	3.04%	263	0.00%	1		0.17206	0.1768	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/TN (%)	ISDN	0.00%	5						
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/TN (%)	ISDN	20.00%	5						
		Customer Trouble Report Rate									
A.3.2.1.1	M&R-2	Residence/Dispatch/TN (%)	Res	2.14%	1,973,001	2.43%	38,052		0.00076	-3.8754	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/TN (%)	Res	1.18%	1,973,001	0.72%	38,052		0.00056	8.1104	YES
A.3.2.2.1	M&R-2	Business/Dispatch/TN (%)	Bus	1.36%	492,014	1.51%	11,673		0.00109	-1.3753	YES
A.3.2.2.2	M&R-2	Business/Non-Dispatch/TN (%)	Bus	0.57%	492,014	0.59%	11,673		0.00071	-0.2882	YES

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/TN (%)		Design	0.42%	368,392	0.12%	2,497		0.00130	2.3160	YES
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/TN (%)		Design	0.43%	368,392	0.16%	2,497		0.00132	2.0701	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/TN (%)		PBX	0.06%	63,412	0.58%	687		0.00096	-5.3899	NO
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/TN (%)		PBX	0.04%	63,412						
A.3.2.5.1	M&R-2	Centrex/Dispatch/TN (%)		Centrex	0.57%	78,386	0.00%	268		0.00463	1.2369	YES
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/TN (%)		Centrex	0.34%	78,386	0.37%	268		0.00354	-0.1061	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/TN (%)		ISDN	0.02%	30,067	0.00%	363		0.00068	0.2442	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/TN (%)		ISDN	0.02%	30,067						
		Maintenance Average Duration										
A.3.3.1.1	M&R-3	Residence/Dispatch/TN (hours)		Res	22.89	42,127	20.81	924	19.065	0.63402	3.2834	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/TN (hours)		Res	9.69	23,249	5.42	275	12.911	0.78317	5.4572	YES
A.3.3.2.1	M&R-3	Business/Dispatch/TN (hours)		Bus	9.23	6,680	9.04	176	12.073	0.92195	0.2047	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/TN (hours)		Bus	5.05	2,808	4.58	69	7.333	0.89359	0.5219	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/TN (hours)		Design	7.37	1,556	4.74	3	19.807	11.44660	0.2295	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/TN (hours)		Design	2.93	1,599	1.70	4	17.447	8.73455	0.1406	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/TN (hours)		PBX	11.15	40	17.85	4	10.171	5.33346	-1.2568	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/TN (hours)		PBX	2.46	25			3.662			
A.3.3.5.1	M&R-3	Centrex/Dispatch/TN (hours)		Centrex	10.54	449			10.606			
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/TN (hours)		Centrex	4.20	263	20.02	1	9.175	9.19203	-1.7213	NO
A.3.3.6.1	M&R-3	ISDN/Dispatch/TN (hours)		ISDN	33.09	5			35.130			
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/TN (hours)		ISDN	31.40	5			58.193			
		% Repeat Troubles within 30 Days										
A.3.4.1.1	M&R-4	Residence/Dispatch/TN (%)		Res	21.55%	42,127	16.99%	924		0.01367	3.3332	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/TN (%)		Res	18.04%	23,249	16.36%	275		0.02332	0.7185	YES
A.3.4.2.1	M&R-4	Business/Dispatch/TN (%)		Bus	16.38%	6,680	19.32%	176		0.02826	-1.0407	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/TN (%)		Bus	15.10%	2,808	17.39%	69		0.04363	-0.5252	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/TN (%)		Design	40.42%	1,556	33.33%	3		0.28360	0.2500	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/TN (%)		Design	36.02%	1,599	50.00%	4		0.24033	-0.5816	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/TN (%)		PBX	10.00%	40	0.00%	4		0.15732	0.6356	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/TN (%)		PBX	8.00%	25						
A.3.4.5.1	M&R-4	Centrex/Dispatch/TN (%)		Centrex	12.92%	449						
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/TN (%)		Centrex	10.65%	263	0.00%	1		0.30902	0.3445	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/TN (%)		ISDN	20.00%	5						
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/TN (%)		ISDN	20.00%	5						
		Out of Service > 24 hours										
A.3.5.1.1	M&R-5	Residence/Dispatch/TN (%)		Res	30.93%	28,472	31.13%	681		0.01792	-0.1108	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/TN (%)		Res	12.86%	7,775	9.91%	111		0.03200	0.9224	YES
A.3.5.2.1	M&R-5	Business/Dispatch/TN (%)		Bus	4.74%	3,797	5.00%	100		0.02153	-0.1205	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/TN (%)		Bus	2.05%	1,120	3.33%	30		0.02624	-0.4878	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/TN (%)		Design	5.01%	1,556	0.00%	3		0.12611	0.3975	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/TN (%)		Design	1.06%	1,599	0.00%	4		0.05134	0.2071	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/TN (%)		PBX	16.00%	25	0.00%	3		0.22400	0.7143	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/TN (%)		PBX	0.00%	12						
A.3.5.5.1	M&R-5	Centrex/Dispatch/TN (%)		Centrex	6.87%	262						
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/TN (%)		Centrex	1.00%	100	0.00%	1		0.09999	0.1000	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/TN (%)		ISDN	25.00%	4						
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/TN (%)		ISDN	33.33%	3						
	Resale - Billing											
		Invoice Accuracy										
A.4.1	B-1	TN (%)		BST - State	99.07%	$202,200,293	99.87%	$2,300,565		0.00006	-126.7237	YES
		Mean Time to Deliver Invoices - CRIS										
A.4.2	B-2	Region (business days)		BST - Region	3.66	1	3.33	1,772				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										
B.1.1.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.1.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			8.16%	49				Diagnostic
B.1.1.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			18.38%	2,971				Diagnostic
B.1.1.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.1.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			38.18%	55				Diagnostic
B.1.1.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			76.47%	17				Diagnostic
B.1.1.7	O-7	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.1.1.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			63.64%	187				Diagnostic
B.1.1.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.1.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			0.00%	10				Diagnostic
B.1.1.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.1.14	O-7	Other Design/TN (%)	Diagnostic			25.76%	66				Diagnostic
B.1.1.15	O-7	Other Non-Design/TN (%)	Diagnostic			18.38%	2,971				Diagnostic
B.1.1.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.1.17	O-13	LNP (Standalone)/TN (%)	Diagnostic			3.51%	57				Diagnostic
	% Rejected Service Requests - Partially Mechanized										
B.1.2.1	O-7	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.1.2.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			17.65%	34				Diagnostic
B.1.2.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			27.11%	1,774				Diagnostic
B.1.2.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.2.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			0.00%	5				Diagnostic
B.1.2.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			17.78%	45				Diagnostic
B.1.2.7	O-7	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.1.2.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			29.07%	547				Diagnostic
B.1.2.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.1.2.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			35.86%	237				Diagnostic
B.1.2.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic								Diagnostic
B.1.2.14	O-7	Other Design/TN (%)	Diagnostic			17.72%	79				Diagnostic
B.1.2.15	O-7	Other Non-Design/TN (%)	Diagnostic			27.11%	1,774				Diagnostic
B.1.2.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.2.17	O-13	LNP (Standalone)/TN (%)	Diagnostic			33.33%	159				Diagnostic
	% Rejected Service Requests - Non-Mechanized										
B.1.3.1	O-7	Switch Ports/TN (%)	Diagnostic			0.00%	2				Diagnostic
B.1.3.2	O-7	Local Interoffice Transport/TN (%)	Diagnostic			1.40%	143				Diagnostic
B.1.3.3	O-7	Loop + Port Combinations/TN (%)	Diagnostic			35.29%	34				Diagnostic
B.1.3.4	O-7	Combo Other/TN (%)	Diagnostic								Diagnostic
B.1.3.5	O-7	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			29.09%	165				Diagnostic
B.1.3.6	O-7	ISDN Loop (UDN, UDC)/TN (%)	Diagnostic			0.00%	33				Diagnostic
B.1.3.7	O-7	Line Sharing/TN (%)	Diagnostic			20.83%	48				Diagnostic
B.1.3.8	O-7	2W Analog Loop Design/TN (%)	Diagnostic			6.06%	66				Diagnostic
B.1.3.9	O-7	2W Analog Loop Non-Design/TN (%)	Diagnostic			59.70%	402				Diagnostic
B.1.3.10	O-7	2W Analog Loop w/INP Design/TN (%)	Diagnostic			80.00%	5				Diagnostic
B.1.3.11	O-7	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			***Data Included in B.1.3.19***					
B.1.3.12	O-13	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			68.15%	157				Diagnostic
B.1.3.13	O-13	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			***Data Included in B.1.3.20***					
B.1.3.14	O-7	Other Design/TN (%)	Diagnostic			1.14%	176				Diagnostic
B.1.3.15	O-7	Other Non-Design/TN (%)	Diagnostic			33.33%	36				Diagnostic
B.1.3.16	O-7	INP Standalone/TN (%)	Diagnostic								Diagnostic
B.1.3.17	O-13	LNP Standalone/TN (%)	Diagnostic			26.35%	463				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.3.18	O-7	Loops Non-Design/TN (%)	Diagnostic			47.51%	221				Diagnostic
B.1.3.19	O-7	Loops Non-Design w/INP/TN (%)	Diagnostic			73.68%	19				Diagnostic
B.1.3.20	O-13	Loops Non-Design w/LNP/TN (%)	Diagnostic			59.85%	132				Diagnostic
		Reject Interval - Mechanized									
B.1.4.1	O-8	Switch Ports/TN (%)	>= 97% w in 1 hr								
B.1.4.2	O-8	Local Interoffice Transport/TN (%)	>= 97% w in 1 hr			100.00%	4				YES
B.1.4.3	O-8	Loop + Port Combinations/TN (%)	>= 97% w in 1 hr			49.82%	546				NO
B.1.4.4	O-8	Combo Other/TN (%)	>= 97% w in 1 hr								
B.1.4.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 97% w in 1 hr			100.00%	21				YES
B.1.4.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 97% w in 1 hr			92.31%	13				NO
B.1.4.7	O-8	Line Sharing/TN (%)	>= 97% w in 1 hr								
B.1.4.8	O-8	2W Analog Loop Design/TN (%)	>= 97% w in 1 hr			89.92%	119				NO
B.1.4.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 97% w in 1 hr								
B.1.4.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 97% w in 1 hr								
B.1.4.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 97% w in 1 hr								
B.1.4.14	O-8	Other Design/TN (%)	>= 97% w in 1 hr			94.12%	17				NO
B.1.4.15	O-8	Other Non-Design/TN (%)	>= 97% w in 1 hr			49.82%	546				NO
B.1.4.16	O-8	INP Standalone/TN (%)	>= 97% w in 1 hr								
B.1.4.17	O-14	LNP (Standalone)/TN (%)	>= 97% w in 1 hr			100.00%	2				YES
		Reject Interval - Partially Mechanized - 24 hours									
B.1.5.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
B.1.5.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 24 hrs			***This data not applicable after 5-1-2001, see below***					
		Reject Interval - Partially Mechanized - 18 hours									
B.1.6.1	O-8	Switch Ports/TN (%)	>= 85% w in 18 hrs								
B.1.6.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 18 hrs			83.33%	6				NO
B.1.6.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 18 hrs			98.75%	481				YES
B.1.6.4	O-8	Combo Other/TN (%)	>= 85% w in 18 hrs								
B.1.6.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 18 hrs								
B.1.6.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 18 hrs			100.00%	8				YES
B.1.6.7	O-8	Line Sharing/TN (%)	>= 85% w in 18 hrs								
B.1.6.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 18 hrs			96.23%	159				YES
B.1.6.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 18 hrs			95.29%	85				YES
B.1.6.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 18 hrs								
B.1.6.14	O-8	Other Design/TN (%)	>= 85% w in 18 hrs			92.86%	14				YES
B.1.6.15	O-8	Other Non-Design/TN (%)	>= 85% w in 18 hrs			98.75%	481				YES
B.1.6.16	O-8	INP Standalone/TN (%)	>= 85% w in 18 hrs								
B.1.6.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 18 hrs			88.68%	53				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Reject Interval - Non-Mechanized										
B.1.8.1	O-8	Switch Ports/TN (%)	>= 85% w in 24 hrs								
B.1.8.2	O-8	Local Interoffice Transport/TN (%)	>= 85% w in 24 hrs			50.00%	2				NO
B.1.8.3	O-8	Loop + Port Combinations/TN (%)	>= 85% w in 24 hrs			83.33%	12				NO
B.1.8.4	O-8	Combo Other/TN (%)	>= 85% w in 24 hrs								
B.1.8.5	O-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 24 hrs			87.50%	48				YES
B.1.8.6	O-8	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 24 hrs								
B.1.8.7	O-8	Line Sharing/TN (%)	>= 85% w in 24 hrs			90.00%	10				YES
B.1.8.8	O-8	2W Analog Loop Design/TN (%)	>= 85% w in 24 hrs			100.00%	4				YES
B.1.8.9	O-8	2W Analog Loop Non-Design/TN (%)	>= 85% w in 24 hrs			93.33%	240				YES
B.1.8.10	O-8	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 24 hrs			50.00%	4				NO
B.1.8.11	O-8	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 24 hrs				*Data included in B.1.8.19*				
B.1.8.12	O-14	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 24 hrs			100.00%	107				YES
B.1.8.13	O-14	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 24 hrs				*Data included in B.1.8.20*				
B.1.8.14	O-8	Other Design/TN (%)	>= 85% w in 24 hrs			50.00%	2				NO
B.1.8.15	O-8	Other Non-Design/TN (%)	>= 85% w in 24 hrs			83.33%	12				NO
B.1.8.16	O-8	INP Standalone/TN (%)	>= 85% w in 24 hrs								
B.1.8.17	O-14	LNP (Standalone)/TN (%)	>= 85% w in 24 hrs			98.36%	122				YES
B.1.8.18	O-8	Loops Non-Design/TN (%)	>= 85% w in 24 hrs			97.14%	105				YES
B.1.8.19	O-8	Loops Non-Design w/INP/TN (%)	>= 85% w in 24 hrs			100.00%	14				YES
B.1.8.20	O-14	Loops Non-Design w/LNP/TN (%)	>= 85% w in 24 hrs			98.73%	79				YES
	FOC Timeliness - Mechanized										
B.1.9.1	O-9	Switch Ports/TN (%)	>= 95% w in 3 hrs								
B.1.9.2	O-9	Local Interoffice Transport/TN (%)	>= 95% w in 3 hrs			100.00%	42				YES
B.1.9.3	O-9	Loop + Port Combinations/TN (%)	>= 95% w in 3 hrs			98.07%	2,285				YES
B.1.9.4	O-9	Combo Other/TN (%)	>= 95% w in 3 hrs								
B.1.9.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% w in 3 hrs			67.74%	31				NO
B.1.9.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 95% w in 3 hrs			100.00%	1				YES
B.1.9.7	O-9	Line Sharing/TN (%)	>= 95% w in 3 hrs								
B.1.9.8	O-9	2W Analog Loop Design/TN (%)	>= 95% w in 3 hrs			100.00%	21				YES
B.1.9.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 95% w in 3 hrs			38.71%	31				NO
B.1.9.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 95% w in 3 hrs								
B.1.9.14	O-9	Other Design/TN (%)	>= 95% w in 3 hrs			100.00%	43				YES
B.1.9.15	O-9	Other Non-Design/TN (%)	>= 95% w in 3 hrs			98.07%	2,285				YES
B.1.9.16	O-9	INP Standalone/TN (%)	>= 95% w in 3 hrs								
B.1.9.17	O-15	LNP Standalone/TN (%)	>= 95% w in 3 hrs			79.73%	74				NO
	FOC Timeliness - Partially Mechanized										
B.1.10.1	O-9	Switch Ports/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.2	O-9	Local Interoffice Transport/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.3	O-9	Loop + Port Combinations/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.4	O-9	Combo Other/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.6	O-9	ISDN Loop (UDN, UDC)/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.7	O-9	Line Sharing/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.8	O-9	2W Analog Loop Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.9	O-9	2W Analog Loop Non-Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.10	O-9	2W Analog Loop w/INP Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.12	O-15	2W Analog Loop w/LNP Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.14	O-9	Other Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.15	O-9	Other Non-Design/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.16	O-9	INP Standalone/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				
B.1.10.17	O-15	LNP Standalone/TN (%)	>= 85% w in 36 hrs				*This data not applicable after 5-1-2001, see below*				

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	FOC Timeliness - Partially Mechanized - 18 hours											
B.1.11.1	O-9	Switch Ports/TN (%)		>= 85% w in 18 hrs								
B.1.11.2	O-9	Local Interoffice Transport/TN (%)		>= 85% w in 18 hrs			94.29%	35				YES
B.1.11.3	O-9	Loop + Port Combinations/TN (%)		>= 85% w in 18 hrs			96.46%	1,470				YES
B.1.11.4	O-9	Combo Other/TN (%)		>= 85% w in 18 hrs								
B.1.11.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 85% w in 18 hrs			75.00%	8				NO
B.1.11.6	O-9	ISDN Loop (UDN, UDC)/TN (%)		>= 85% w in 18 hrs			100.00%	37				YES
B.1.11.7	O-9	Line Sharing/TN (%)		>= 85% w in 18 hrs								
B.1.11.8	O-9	2W Analog Loop Design/TN (%)		>= 85% w in 18 hrs			99.27%	409				YES
B.1.11.9	O-9	2W Analog Loop Non-Design/TN (%)		>= 85% w in 18 hrs								
B.1.11.10	O-9	2W Analog Loop w/INP Design/TN (%)		>= 85% w in 18 hrs								
B.1.11.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)		>= 85% w in 18 hrs								
B.1.11.12	O-15	2W Analog Loop w/LNP Design/TN (%)		>= 85% w in 18 hrs			98.98%	98				YES
B.1.11.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)		>= 85% w in 18 hrs								
B.1.11.14	O-9	Other Design/TN (%)		>= 85% w in 18 hrs			97.22%	72				YES
B.1.11.15	O-9	Other Non-Design/TN (%)		>= 85% w in 18 hrs			96.46%	1,470				YES
B.1.11.16	O-9	INP Standalone/TN (%)		>= 85% w in 18 hrs								
B.1.11.17	O-15	LNP Standalone/TN (%)		>= 85% w in 18 hrs			95.52%	67				YES
	FOC Timeliness - Non-Mechanized											
B.1.13.1	O-9	Switch Ports/TN (%)		>= 85% w in 36 hrs			100.00%	2				YES
B.1.13.2	O-9	Local Interoffice Transport/TN (%)		>= 85% w in 36 hrs			100.00%	130				YES
B.1.13.3	O-9	Loop + Port Combinations/TN (%)		>= 85% w in 36 hrs			100.00%	19				YES
B.1.13.4	O-9	Combo Other/TN (%)		>= 85% w in 36 hrs								
B.1.13.5	O-9	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 85% w in 36 hrs			98.19%	276				YES
B.1.13.6	O-9	ISDN Loop (UDN, UDC)/TN (%)		>= 85% w in 36 hrs			100.00%	31				YES
B.1.13.7	O-9	Line Sharing/TN (%)		>= 85% w in 36 hrs			100.00%	42				YES
B.1.13.8	O-9	2W Analog Loop Design/TN (%)		>= 85% w in 36 hrs			98.28%	58				YES
B.1.13.9	O-9	2W Analog Loop Non-Design/TN (%)		>= 85% w in 36 hrs			100.00%	286				YES
B.1.13.10	O-9	2W Analog Loop w/INP Design/TN (%)		>= 85% w in 36 hrs			100.00%	3				YES
B.1.13.11	O-9	2W Analog Loop w/INP Non-Design/TN (%)		>= 85% w in 36 hrs								
B.1.13.12	O-15	2W Analog Loop w/LNP Design/TN (%)		>= 85% w in 36 hrs			100.00%	96				YES
B.1.13.13	O-15	2W Analog Loop w/LNP Non-Design/TN (%)		>= 85% w in 36 hrs			100.00%	20				YES
B.1.13.14	O-9	Other Design/TN (%)		>= 85% w in 36 hrs			100.00%	161				YES
B.1.13.15	O-9	Other Non-Design/TN (%)		>= 85% w in 36 hrs			100.00%	21				YES
B.1.13.16	O-9	INP Standalone/TN (%)		>= 85% w in 36 hrs			100.00%	4				YES
B.1.13.17	O-15	LNP Standalone/TN (%)		>= 85% w in 36 hrs			99.67%	303				YES
	FOC & Reject Response Completeness - Mechanized											
B.1.14.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.14.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			93.88%	49				NO
B.1.14.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			95.25%	2,971				YES
B.1.14.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.14.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			81.48%	54				NO
B.1.14.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			82.35%	17				NO
B.1.14.7	O-11	Line Sharing/TN (%)		>= 95%								
B.1.14.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			74.87%	187				NO
B.1.14.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%								
B.1.14.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.14.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%								
B.1.14.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%			100.00%	47				YES
B.1.14.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%								
B.1.14.14	O-11	Other Design/TN (%)		>= 95%			90.91%	66				NO
B.1.14.15	O-11	Other Non-Design/TN (%)		>= 95%			95.25%	2,971				YES
B.1.14.16	O-11	INP Standalone/TN (%)		>= 95%								
B.1.14.17	O-11	LNP Standalone/TN (%)		>= 95%			100.00%	30				YES
	FOC & Reject Response Completeness - Partially Mechanized											
B.1.15.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.15.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			100.00%	34				YES

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B.1.15.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			100.00%	1,774				YES
B.1.15.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.15.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			100.00%	5				YES
B.1.15.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			100.00%	45				YES
B.1.15.7	O-11	Line Sharing/TN (%)		>= 95%								
B.1.15.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			100.00%	547				YES
B.1.15.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%								
B.1.15.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.15.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%								
B.1.15.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%			100.00%	158				YES
B.1.15.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%								
B.1.15.14	O-11	Other Design/TN (%)		>= 95%			100.00%	79				YES
B.1.15.15	O-11	Other Non-Design/TN (%)		>= 95%			100.00%	1,774				YES
B.1.15.16	O-11	INP Standalone/TN (%)		>= 95%								
B.1.15.17	O-11	LNP Standalone/TN (%)		>= 95%			100.00%	163				YES
		FOC & Reject Response Completeness - Non-Mechanized										
B.1.16.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			98.60%	143				YES
B.1.16.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			87.80%	41				NO
B.1.16.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			90.00%	10				NO
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			100.00%	32				YES
B.1.16.7	O-11	Line Sharing/TN (%)		>= 95%			98.15%	54				YES
B.1.16.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			100.00%	64				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%			94.40%	625				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%								
B.1.16.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%			100.00%	214				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%			100.00%	44				YES
B.1.16.14	O-11	Other Design/TN (%)		>= 95%			98.86%	175				YES
B.1.16.15	O-11	Other Non-Design/TN (%)		>= 95%			88.37%	43				NO
B.1.16.16	O-11	INP Standalone/TN (%)		>= 95%								
B.1.16.17	O-11	LNP Standalone/TN (%)		>= 95%			100.00%	560				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
B.1.17.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.17.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			100.00%	46				YES
B.1.17.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			100.00%	2,830				YES
B.1.17.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.17.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			97.73%	44				YES
B.1.17.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			100.00%	14				YES
B.1.17.7	O-11	Line Sharing/TN (%)		>= 95%								
B.1.17.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			100.00%	140				YES
B.1.17.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%								
B.1.17.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.17.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%								
B.1.17.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%			100.00%	47				YES
B.1.17.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%								
B.1.17.14	O-11	Other Design/TN (%)		>= 95%			100.00%	60				YES
B.1.17.15	O-11	Other Non-Design/TN (%)		>= 95%			100.00%	2,830				YES
B.1.17.16	O-11	INP Standalone/TN (%)		>= 95%								
B.1.17.17	O-11	LNP Standalone/TN (%)		>= 95%			100.00%	30				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized										
B.1.18.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.18.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			91.18%	34				NO
B.1.18.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			90.42%	1,774				NO
B.1.18.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.18.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			100.00%	5				YES
B.1.18.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			100.00%	45				YES

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B.1.18.7	O-11	Line Sharing/TN (%)		>= 95%								
B.1.18.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			95.80%	547				YES
B.1.18.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%								
B.1.18.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.18.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%			100.00%	158				YES
B.1.18.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%								
B.1.18.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%			96.20%	79				YES
B.1.18.14	O-11	Other Design/TN (%)		>= 95%			90.42%	1,774				NO
B.1.18.15	O-11	Other Non-Design/TN (%)		>= 95%								
B.1.18.16	O-11	INP Standalone/TN (%)		>= 95%			100.00%	163				YES
B.1.18.17	O-11	LNP Standalone/TN (%)		>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B.1.19.1	O-11	Switch Ports/TN (%)		>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/TN (%)		>= 95%			81.56%	141				NO
B.1.19.3	O-11	Loop + Port Combinations/TN (%)		>= 95%			100.00%	36				YES
B.1.19.4	O-11	Combo Other/TN (%)		>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/TN (%)		>= 95%			66.67%	9				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/TN (%)		>= 95%			93.75%	32				NO
B.1.19.7	O-11	Line Sharing/TN (%)		>= 95%			94.34%	53				NO
B.1.19.8	O-11	2W Analog Loop Design/TN (%)		>= 95%			78.13%	64				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/TN (%)		>= 95%			89.49%	590				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/TN (%)		>= 95%								
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/TN (%)		>= 95%								
B.1.19.12	O-11	2W Analog Loop w/LNP Design/TN (%)		>= 95%			100.00%	214				YES
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/TN (%)		>= 95%			100.00%	44				YES
B.1.19.14	O-11	Other Design/TN (%)		>= 95%			83.82%	173				NO
B.1.19.15	O-11	Other Non-Design/TN (%)		>= 95%			97.37%	38				YES
B.1.19.16	O-11	INP Standalone/TN (%)		>= 95%								
B.1.19.17	O-11	LNP Standalone/TN (%)		>= 95%			100.00%	560				YES
		Unbundled Network Elements - Provisioning										
		Order Completion Interval										
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/TN (days)		R&B (POTS)	5.83	22,205			8.511			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/TN (days)		R&B (POTS)	1.05	261,487			1.969			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/TN (days)		R&B (POTS)	12.56	79			13.941			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)		R&B (POTS)	3.66	41			3.188			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)		DS1/DS3			30.33	3				
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)		DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)		DS1/DS3								
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)		DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)		R&B	5.84	22,457	3.06	67	8.536	1.04442	2.6589	YES
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)		R&B	1.06	262,888	0.98	1,397	1.976	0.05301	1.3473	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (days)		R&B	***June data available with July Run***							
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/TN (days)		R&B	***June data available with July run***							
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)		R&B	11.75	96	1.00	1	12.850	12.91685	0.8322	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)		R&B	3.84	125	0.33	1	7.297	7.32623	0.4797	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (days)		R&B	***June data available with July Run***							
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (days)		R&B	***June data available with July run***							
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/TN (days)		R&B&D - Disp	8.70	24,752			20.195			
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/TN (days)		R&B&D - Disp	***June data available with July run***							
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/TN (days)		R&B&D - Disp	12.55	97			14.987			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/TN (days)		R&B&D - Disp	***June data available with July run***							
B.2.1.5.3.1	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/TN (days)		ADSL to Retail	7.67	268	6.74	91	13.547	1.64362	0.5658	YES
B.2.1.5.3.2	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/TN (days)		ADSL to Retail	3.79	197			2.093			
B.2.1.5.4.1	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/TN (days)		ADSL to Retail	18.00	1			0.000			
B.2.1.5.4.2	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/TN (days)		ADSL to Retail								
B.2.1.5.5.1	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/TN (days)		ADSL to Retail								
B.2.1.5.5.2	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/TN (days)		ADSL to Retail								

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B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/TN (days)	ISDN - BRI	20.13	423	12.82	57	21.737	3.06696	2.3835	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/TN (days)	ISDN - BRI	1.98	460			5.036			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/TN (days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/TN (days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/TN (days)	ADSL to Retail	7.67	268			13.547			
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/TN (days)	ADSL to Retail	3.79	197			2.093			
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/TN (days)	ADSL to Retail	18.00	1			0.000			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/TN (days)	ADSL to Retail								
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/TN (days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.84	22,457	7.08	135	8.536	0.73688	-1.6880	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96	9.00	1	12.850	12.91685	0.2129	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.83	22,205	5.33	3	8.511	4.91416	0.1001	YES
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	12.56	79			13.941			
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.83	22,205			8.511			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	12.56	79			13.941			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or								
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	R&B - Disp	5.84	22,457	7.55	60	8.536	1.10349	-1.5531	YES
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	R&B - Disp	5.84	22,457			8.536			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	R&B - Disp	11.75	96			12.850			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	5.83	22,205	4.67	3	8.511	4.91416	0.2358	YES
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	R&B (POTS) excl SB Or	12.56	79			13.941			
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (days)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/TN (days)	Design	36.75	2,295	21.80	5	53.093	23.76972	0.6290	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/TN (days)	Design	12.18	133			12.818			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/TN (days)	Design	89.00	1			0.000			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Design								
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/TN (days)	R&B	5.84	22,457			8.536			
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	R&B	1.06	262,888	2.89	3	1.976	1.14091	-1.6048	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/TN (days)	R&B	11.75	96			12.850			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	R&B	3.84	125			7.297			
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.83	22,205			8.511			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.05	261,487	2.89	3	1.969	1.13658	-1.6130	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	12.56	79			13.941			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	3.66	41			3.188			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	R&B (POTS)	5.83	22,205	16.08	13	8.511	2.36122	-4.3429	NO
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	1.05	261,487	8.21	91	1.969	0.20640	-34.6735	NO
B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	R&B (POTS)	12.56	79			13.941			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	R&B (POTS)	3.66	41	6.67	3	3.188	1.90674	-1.5801	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Digital Loop < DS1	22.24	134	12.82	57	16.355	2.58632	3.6400	YES
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1	29.00	1			0.000			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop < DS1								
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop < DS1								
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Digital Loop >= DS1	52.37	126	7.03	125	65.060	8.21314	5.5196	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1	21.00	6			15.595			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Digital Loop >= DS1								

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B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Digital Loop >= DS1								
	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)	14 days								
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/TN (days)	7 days			6.74	91				YES
	Held Orders										
B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/TN (days)	DS1/ DS3 - Interoffice								
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/TN (days)	R&B	10.27	181			13.660			
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/TN (days)	R&B								
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/TN (days)	R&B	10.73	11			13.245			
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/TN (days)	R&B								
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/TN (days)	R&B								
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/TN (days)	R&B								
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/TN (days)	R&B&D - Disp	11.82	192			16.657			
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/TN (days)	R&B&D - Disp								
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/TN (days)	R&B&D - Disp	75.16	25			114.926			
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/TN (days)	R&B&D - Disp								
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/TN (days)	R&B&D - Disp								
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/TN (days)	R&B&D - Disp								
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/TN (days)	ADSL to Retail	28.34	32	7.00	1	19.268	19.56695	1.0908	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/TN (days)	ADSL to Retail	32.50	6			21.389			
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/TN (days)	ADSL to Retail								
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/TN (days)	ADSL to Retail								
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/TN (days)	ISDN - BRI	37.36	11			33.963			
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/TN (days)	ISDN - BRI	84.50	4			137.139			
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/TN (days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/TN (days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/TN (days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/TN (days)	ADSL to Retail	28.34	32			19.268			
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/TN (days)	ADSL to Retail	32.50	6			21.389			
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/TN (days)	ADSL to Retail								
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/TN (days)	ADSL to Retail								
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/TN (days)	ADSL to Retail								
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181	11.50	2	13.696	9.73782	-0.1268	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/TN (days)	R&B - Disp								
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	10.28	180			13.696			
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	10.73	11			13.245			
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or								
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								

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B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or								
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181			13.696			
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/TN (days)	R&B - Disp								
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	10.28	180			13.696			
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	10.73	11			13.245			
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or								
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or								
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/TN (days)	R&B - Disp	10.27	181			13.696			
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/TN (days)	R&B - Disp	10.73	11			12.228			
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/TN (days)	R&B - Disp								
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/TN (days)	R&B - Disp								
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/TN (days)	R&B - Disp								
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or	10.28	180			13.696			
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/TN (days)	R&B (POTS) excl SB Or	10.73	11			13.245			
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/TN (days)	R&B (POTS) excl SB Or								
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/TN (days)	R&B (POTS) excl SB Or								
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/TN (days)	R&B (POTS) excl SB Or								
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/TN (days)	Design	37.36	11			33.963			
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/TN (days)	Design								
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/TN (days)	Design	125.79	14			130.857			
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/TN (days)	Design								
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/TN (days)	Design								
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/TN (days)	Design								
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/TN (days)	R&B	10.27	181			13.660			
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/TN (days)	R&B								
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/TN (days)	R&B	10.73	11			13.245			
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/TN (days)	R&B								
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/TN (days)	R&B								
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/TN (days)	R&B								
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/TN (days)	R&B (POTS)	10.28	180			13.696			
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/TN (days)	R&B (POTS)	10.73	11			13.245			
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/TN (days)	R&B (POTS)								
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/TN (days)	R&B (POTS)								
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/TN (days)	R&B (POTS)								
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/TN (days)	Digital Loop < DS1								
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/TN (days)	Digital Loop < DS1								
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/TN (days)	Digital Loop < DS1								
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/TN (days)	Digital Loop < DS1								
B.2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/TN (days)	Digital Loop < DS1								
B.2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/TN (days)	Digital Loop < DS1								
B.2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/TN (days)	Digital Loop >= DS1	38.00	4	10.00	4	64.109	45.33212	0.6177	YES
B.2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/TN (days)	Digital Loop >= DS1								
B.2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/TN (days)	Digital Loop >= DS1	255.57	7			109.105			
B.2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/TN (days)	Digital Loop >= DS1								

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B.2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/TN (days)	Digital Loop >= DS1								
B.2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/TN (days)	Digital Loop >= DS1								
		% Jeopardies - Mechanized									
B.2.5.1	P-2	Switch Ports/TN (%)	R&B (POTS)	0.69%	299,233						
B.2.5.2	P-2	Local Interoffice Transport/TN (%)	DS1/ DS3 - Interoffice								
B.2.5.3	P-2	Loop + Port Combinations/TN (%)	R&B	0.69%	301,031	0.19%	3,700		0.00137	3.6714	YES
B.2.5.4	P-2	Combo Other/TN (%)	R&B&D - Disp	0.93%	304,029						
B.2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	ADSL to Retail	20.74%	3,515	11.63%	43		0.06221	1.4648	YES
B.2.5.6	P-2	UNE ISDN/TN (%)	ISDN - BRI	11.11%	909	10.00%	20		0.07104	0.1564	YES
B.2.5.7	P-2	Line Sharing/TN (%)	ADSL to Retail	20.74%	3,515						
B.2.5.8	P-2	2W Analog Loop Design/TN (%)	R&B - Disp	0.69%	301,031	70.59%	17		0.02012	-34.7400	NO
B.2.5.9	P-2	2W Analog Loop Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.10	P-2	2W Analog Loop w/INP Design/TN (%)	R&B - Disp	0.69%	301,031						
B.2.5.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.12	P-2	2W Analog Loop w/LNP Design/TN (%)	R&B - Disp	0.69%	301,031	0.00%	130		0.00728	0.9522	YES
B.2.5.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	R&B (POTS) excl SB Or	1.12%	184,446						
B.2.5.14	P-2	Other Design/TN (%)	Design	24.75%	2,998						
B.2.5.15	P-2	Other Non-Design/TN (%)	R&B	0.69%	301,031						
B.2.5.16	P-2	INP (Standalone)/TN (%)	R&B (POTS)	0.69%	299,233						
B.2.5.17	P-2	LNP (Standalone)/TN (%)	R&B (POTS)	0.69%	299,233	0.00%	32		0.01461	0.4707	YES
B.2.5.18	P-2	Digital Loop < DS1/TN (%)	Digital Loop < DS1	30.67%	150	10.00%	20		0.10977	1.8828	YES
B.2.5.19	P-2	Digital Loop >= DS1/TN (%)	Digital Loop >= DS1	74.12%	170	34.21%	76		0.06044	6.6032	YES
		% Jeopardies - Non-Mechanized									
B.2.6.1	P-2	Switch Ports/TN (%)	Diagnostic								Diagnostic
B.2.6.2	P-2	Local Interoffice Transport/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.3	P-2	Loop + Port Combinations/TN (%)	Diagnostic			0.00%	41				Diagnostic
B.2.6.4	P-2	Combo Other/TN (%)	Diagnostic								Diagnostic
B.2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)	Diagnostic			8.40%	131				Diagnostic
B.2.6.6	P-2	UNE ISDN/TN (%)	Diagnostic			22.67%	75				Diagnostic
B.2.6.7	P-2	Line Sharing/TN (%)	Diagnostic								Diagnostic
B.2.6.8	P-2	2W Analog Loop Design/TN (%)	Diagnostic								Diagnostic
B.2.6.9	P-2	2W Analog Loop Non-Design/TN (%)	Diagnostic			0.00%	4				Diagnostic
B.2.6.10	P-2	2W Analog Loop w/INP Design/TN (%)	Diagnostic								Diagnostic
B.2.6.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)	Diagnostic			0.00%	6				Diagnostic
B.2.6.12	P-2	2W Analog Loop w/LNP Design/TN (%)	Diagnostic			6.00%	82				Diagnostic
B.2.6.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)	Diagnostic			0.00%	16				Diagnostic
B.2.6.14	P-2	Other Design/TN (%)	Diagnostic			85.71%	7				Diagnostic
B.2.6.15	P-2	Other Non-Design/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.16	P-2	INP (Standalone)/TN (%)	Diagnostic			0.00%	3				Diagnostic
B.2.6.17	P-2	LNP (Standalone)/TN (%)	Diagnostic			0.00%	127				Diagnostic
B.2.6.18	P-2	Digital Loop < DS1/TN (%)	Diagnostic			22.67%	75				Diagnostic
B.2.6.19	P-2	Digital Loop >= DS1/TN (%)	Diagnostic			47.01%	234				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
B.2.8.1	P-2	Switch Ports/TN (hours)	>= 48 hrs								
B.2.8.2	P-2	Local Interoffice Transport/TN (hours)	>= 48 hrs								
B.2.8.3	P-2	Loop + Port Combinations/TN (hours)	>= 48 hrs			308.57	7				YES
B.2.8.4	P-2	Combo Other/TN (hours)	>= 48 hrs								
B.2.8.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)	>= 48 hrs			211.20	5				YES
B.2.8.6	P-2	UNE ISDN/TN (hours)	>= 48 hrs			252.00	2				YES
B.2.8.7	P-2	Line Sharing/TN (hours)	>= 48 hrs								
B.2.8.8	P-2	2W Analog Loop Design/TN (hours)	>= 48 hrs			180.00	12				YES
B.2.8.9	P-2	2W Analog Loop Non-Design/TN (hours)	>= 48 hrs								
B.2.8.10	P-2	2W Analog Loop w/INP Design/TN (hours)	>= 48 hrs								
B.2.8.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.12	P-2	2W Analog Loop w/LNP Design/TN (hours)	>= 48 hrs								
B.2.8.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)	>= 48 hrs								
B.2.8.14	P-2	Other Design/TN (hours)	>= 48 hrs								
B.2.8.15	P-2	Other Non-Design/TN (hours)	>= 48 hrs								

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.8.16	P-2	INP (Standalone)/TN (hours)		>= 48 hrs								
B.2.8.17	P-2	LNP (Standalone)/TN (hours)		>= 48 hrs								
B.2.8.18	P-2	Digital Loop < DS1/TN (hours)		>= 48 hrs			252.00	2				YES
B.2.8.19	P-2	Digital Loop >= DS1/TN (hours)		>= 48 hrs			281.54	26				YES
		Average Jeopardy Notice Interval - Non-Mechanized										
B.2.9.1	P-2	Switch Ports/TN (hours)		Diagnostic								Diagnostic
B.2.9.2	P-2	Local Interoffice Transport/TN (hours)		Diagnostic								Diagnostic
B.2.9.3	P-2	Loop + Port Combinations/TN (hours)		Diagnostic								Diagnostic
B.2.9.4	P-2	Combo Other/TN (hours)		Diagnostic								Diagnostic
B.2.9.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (hours)		Diagnostic			168.00	11				Diagnostic
B.2.9.6	P-2	UNE ISDN/TN (hours)		Diagnostic			286.59	17				Diagnostic
B.2.9.7	P-2	Line Sharing/TN (hours)		Diagnostic								Diagnostic
B.2.9.8	P-2	2W Analog Loop Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.9	P-2	2W Analog Loop Non-Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.10	P-2	2W Analog Loop w/INP Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.11	P-2	2W Analog Loop w/INP Non-Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.12	P-2	2W Analog Loop w/LNP Design/TN (hours)		Diagnostic			40.24	5				Diagnostic
B.2.9.13	P-2	2W Analog Loop w/LNP Non-Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.14	P-2	Other Design/TN (hours)		Diagnostic			436.00	6				Diagnostic
B.2.9.15	P-2	Other Non-Design/TN (hours)		Diagnostic								Diagnostic
B.2.9.16	P-2	INP (Standalone)/TN (hours)		Diagnostic								Diagnostic
B.2.9.17	P-2	LNP (Standalone)/TN (hours)		Diagnostic								Diagnostic
B.2.9.18	P-2	Digital Loop < DS1/TN (hours)		Diagnostic			286.59	17				Diagnostic
B.2.9.19	P-2	Digital Loop >= DS1/TN (hours)		Diagnostic			222.33	110				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized										
B.2.10.1	P-2	Switch Ports/TN (%)		95% >= 48 hrs								
B.2.10.2	P-2	Local Interoffice Transport/TN (%)		95% >= 48 hrs								
B.2.10.3	P-2	Loop + Port Combinations/TN (%)		95% >= 48 hrs			85.71%	7				NO
B.2.10.4	P-2	Combo Other/TN (%)		95% >= 48 hrs								
B.2.10.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)		95% >= 48 hrs			100.00%	4				YES
B.2.10.6	P-2	UNE ISDN/TN (%)		95% >= 48 hrs								
B.2.10.7	P-2	Line Sharing/TN (%)		95% >= 48 hrs								
B.2.10.8	P-2	2W Analog Loop Design/TN (%)		95% >= 48 hrs								
B.2.10.9	P-2	2W Analog Loop Non-Design/TN (%)		95% >= 48 hrs								
B.2.10.10	P-2	2W Analog Loop w/INP Design/TN (%)		95% >= 48 hrs								
B.2.10.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)		95% >= 48 hrs								
B.2.10.12	P-2	2W Analog Loop w/LNP Design/TN (%)		95% >= 48 hrs			66.67%	3				NO
B.2.10.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)		95% >= 48 hrs								
B.2.10.14	P-2	Other Design/TN (%)		95% >= 48 hrs								
B.2.10.15	P-2	Other Non-Design/TN (%)		95% >= 48 hrs								
B.2.10.16	P-2	INP (Standalone)/TN (%)		95% >= 48 hrs								
B.2.10.17	P-2	LNP (Standalone)/TN (%)		95% >= 48 hrs								
B.2.10.18	P-2	Digital Loop < DS1/TN (%)		95% >= 48 hrs			100.00%	2				YES
B.2.10.19	P-2	Digital Loop >= DS1/TN (%)		95% >= 48 hrs			100.00%	21				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized										
B.2.11.1	P-2	Switch Ports/TN (%)		Diagnostic								Diagnostic
B.2.11.2	P-2	Local Interoffice Transport/TN (%)		Diagnostic								Diagnostic
B.2.11.3	P-2	Loop + Port Combinations/TN (%)		Diagnostic								Diagnostic
B.2.11.4	P-2	Combo Other/TN (%)		Diagnostic								Diagnostic
B.2.11.5	P-2	xDSL (ADSL, HDSL and UCL)/TN (%)		Diagnostic			70.00%	10				Diagnostic
B.2.11.6	P-2	UNE ISDN/TN (%)		Diagnostic								Diagnostic
B.2.11.7	P-2	Line Sharing/TN (%)		Diagnostic								Diagnostic
B.2.11.8	P-2	2W Analog Loop Design/TN (%)		Diagnostic								Diagnostic
B.2.11.9	P-2	2W Analog Loop Non-Design/TN (%)		Diagnostic								Diagnostic
B.2.11.10	P-2	2W Analog Loop w/INP Design/TN (%)		Diagnostic								Diagnostic
B.2.11.11	P-2	2W Analog Loop w/INP Non-Design/TN (%)		Diagnostic								Diagnostic
B.2.11.12	P-2	2W Analog Loop w/LNP Design/TN (%)		Diagnostic			60.00%	5				Diagnostic
B.2.11.13	P-2	2W Analog Loop w/LNP Non-Design/TN (%)		Diagnostic								Diagnostic

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.11.14	P-2	Other Design/TN (%)		Diagnostic			85.71%	7				Diagnostic
B.2.11.15	P-2	Other Non-Design/TN (%)		Diagnostic								Diagnostic
B.2.11.16	P-2	INP (Standalone)/TN (%)		Diagnostic								Diagnostic
B.2.11.17	P-2	LNP (Standalone)/TN (%)		Diagnostic								Diagnostic
B.2.11.18	P-2	Digital Loop < DS1/TN (%)		Diagnostic			73.33%	15				Diagnostic
B.2.11.19	P-2	Digital Loop >= DS1/TN (%)		Diagnostic			72.00%	100				Diagnostic
		Coordinated Customers Conversions										
B.2.12.1	P-7	Loops with INP/TN (%)		>= 95% w in 15 min								
B.2.12.2	P-7	Loops with LNP/TN (%)		>= 95% w in 15 min			98.99%	888				YES
		% Hot Cuts > 15 minutes Early										
B.2.13.1	P-7A	Time-Specific SL1/TN (%)		<= 5%			0.00%	1				YES
B.2.13.2	P-7A	Time-Specific SL2/TN (%)		<= 5%			1.27%	157				YES
B.2.13.3	P-7A	Non-Time Specific SL1/TN (%)		<= 5%			0.00%	25				YES
B.2.13.4	P-7A	Non-Time Specific SL2/TN (%)		<= 5%			1.37%	73				YES
		Hot Cut Timeliness										
B.2.14.1	P-7A	Time-Specific SL1/TN (%)		>= 95% w in 15 min			100.00%	1				YES
B.2.14.2	P-7A	Time-Specific SL2/TN (%)		>= 95% w in 15 min			96.18%	157				YES
B.2.14.3	P-7A	Non-Time Specific SL1/TN (%)		>= 95% w in 15 min			100.00%	25				YES
B.2.14.4	P-7A	Non-Time Specific SL2/TN (%)		>= 95% w in 15 min			98.63%	73				YES
		% Hot Cuts > 15 minutes Late										
B.2.15.1	P-7A	Time-Specific SL1/TN (%)		<= 5%			0.00%	1				YES
B.2.15.2	P-7A	Time-Specific SL2/TN (%)		<= 5%			2.55%	157				YES
B.2.15.3	P-7A	Non-Time Specific SL1/TN (%)		<= 5%			0.00%	25				YES
B.2.15.4	P-7A	Non-Time Specific SL2/TN (%)		<= 5%			0.00%	73				YES
		Average Recovery Time - CCC										
B.2.16.1	P-7B	Loops with INP/TN (time units)		Diagnostic								Diagnostic
B.2.16.2	P-7B	Loops with LNP/TN (time units)		Diagnostic			163.58	3				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts										
B.2.17.1.1	P-7C	UNE Loop Design/Dispatch/TN (%)		<= 5%			3.86%	673				YES
B.2.17.1.2	P-7C	UNE Loop Design/Non-Dispatch/TN (%)		<= 5%								
B.2.17.2.1	P-7C	UNE Loop Non-Design/Dispatch/TN (%)		<= 5%			0.00%	50				YES
B.2.17.2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/TN (%)		<= 5%			0.00%	93				YES
		% Missed Installation Appointments										
B.2.18.1.1.1	P-3	Switch Ports/<10 circuits/Dispatch/TN (%)		R&B (POTS)	5.79%	24,971						
B.2.18.1.1.2	P-3	Switch Ports/<10 circuits/Non-Dispatch/TN (%)		R&B (POTS)	0.05%	273,363						
B.2.18.1.2.1	P-3	Switch Ports/>=10 circuits/Dispatch/TN (%)		R&B (POTS)	5.05%	99						
B.2.18.1.2.2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)		R&B (POTS)	0.00%	43						
B.2.18.2.1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)		DS1/DS3			0.00%	3				
B.2.18.2.1.2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)		DS1/DS3								
B.2.18.2.2.1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)		DS1/DS3								
B.2.18.2.2.2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)		DS1/DS3								
B.2.18.3.1.1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)		R&B	5.76%	25,234	4.76%	168		0.01803	0.5525	YES
B.2.18.3.1.2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)		R&B	0.05%	274,783	0.06%	3,592		0.00038	-0.0852	YES
B.2.18.3.1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)		R&B	***June data available with July Run***							
B.2.18.3.1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)		R&B	***June data available with July run***							
B.2.18.3.2.1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)		R&B	4.31%	116	25.00%	4		0.10328	-2.0032	NO
B.2.18.3.2.2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)		R&B	0.00%	131	0.00%	1		0.00000		YES
B.2.18.3.2.3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)		R&B	***June data available with July Run***							
B.2.18.3.2.4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)		R&B	***June data available with July run***							
B.2.18.4.1.1	P-3	Combo Other/<10 circuits/Dispatch/TN (%)		R&B&D - Disp	5.66%	27,546						
B.2.18.4.1.4	P-3	Combo Other/<10 circuits/Dispatch In/TN (%)		R&B&D - Disp	***June data available with July run***							
B.2.18.4.2.1	P-3	Combo Other/>=10 circuits/Dispatch/TN (%)		R&B&D - Disp	4.27%	117						
B.2.18.4.2.4	P-3	Combo Other/>=10 circuits/Dispatch In/TN (%)		R&B&D - Disp	***June data available with July run***							
B.2.18.5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)		ADSL to Retail	5.74%	3,156	2.38%	168		0.01841	1.8219	YES
B.2.18.5.1.2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)		ADSL to Retail	0.00%	280						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18.5.2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
B.2.18.5.2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.6.1.1	P-3	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	7.64%	432	6.90%	87		0.03121	0.2378	YES
B.2.18.6.1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	1.07%	466						
B.2.18.6.2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.18.6.2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.18.7.1.1	P-3	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	5.74%	3,156						
B.2.18.7.1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	280						
B.2.18.7.2.1	P-3	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	7						
B.2.18.7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.18.8.1.1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.76%	25,234	0.71%	282		0.01395	3.6189	YES
B.2.18.8.1.2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.8.2.1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116	0.00%	2		0.14484	0.2976	YES
B.2.18.8.2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.9.1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971	0.00%	4		0.11676	0.4956	YES
B.2.18.9.1.4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.9.2.1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.05%	99						
B.2.18.9.2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.10.1.1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.10.1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.10.2.1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.10.2.2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.11.1.1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971						
B.2.18.11.1.4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.11.2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.05%	99						
B.2.18.11.2.4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.12.1.1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.76%	25,234	0.58%	171		0.01787	2.8943	YES
B.2.18.12.1.2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.76%	25,234						
B.2.18.12.2.1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	4.31%	116	0.00%	1		0.20396	0.2113	YES
B.2.18.12.2.2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	4.31%	116						
B.2.18.13.1.1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.79%	24,971	0.00%	7		0.08826	0.6556	YES
B.2.18.13.1.4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.13.2.1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.05%	99						
B.2.18.13.2.4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.18.14.1.1	P-3	Other Design/<10 circuits/Dispatch/TN (%)	Design	4.58%	2,312	0.00%	8		0.07408	0.6189	YES
B.2.18.14.1.2	P-3	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	4.38%	137						
B.2.18.14.2.1	P-3	Other Design/>=10 circuits/Dispatch/TN (%)	Design	0.00%	1						
B.2.18.14.2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.18.15.1.1	P-3	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	5.76%	25,234						
B.2.18.15.1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	0.05%	274,783	0.00%	5		0.01024	0.0512	YES
B.2.18.15.2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	4.31%	116						
B.2.18.15.2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	131						
B.2.18.16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.79%	24,971						
B.2.18.16.1.2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.05%	273,363	0.00%	5		0.01015	0.0508	YES
B.2.18.16.2.1	P-3	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	5.05%	99						
B.2.18.16.2.2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	43						
B.2.18.17.1.1	P-12	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.79%	24,971	0.00%	21		0.05097	1.1352	YES
B.2.18.17.1.2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.05%	273,363	0.15%	681		0.00087	-1.1298	YES
B.2.18.17.2.1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	5.05%	99						
B.2.18.17.2.2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	43	0.00%	8		0.00000		YES
B.2.18.18.1.1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1	8.21%	134	6.90%	87		0.03779	0.3472	YES
B.2.18.18.1.2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1	0.00%	1						
B.2.18.18.2.1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1								
B.2.18.18.2.2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.18.19.1.1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	3.79%	132	5.88%	289		0.02005	-1.0444	YES
B.2.18.19.1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	0.00%	6						
B.2.18.19.2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.18.19.2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1								

% Provisioning Troubles within 30 Days

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.1.1.1	P-9	Switch Ports/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.1.1.2	P-9	Switch Ports/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.1.2.1	P-9	Switch Ports/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.1.2.2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.2.1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/TN (%)	DS1/DS3	4.21%	1,165	16.67%	6		0.08219	-1.5159	YES
B.2.19.2.1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/TN (%)	DS1/DS3								
B.2.19.2.2.2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (%)	DS1/DS3								
B.2.19.3.1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/TN (%)	R&B	5.82%	29,263	7.97%	138		0.01998	-1.0770	YES
B.2.19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (%)	R&B	2.98%	277,453	4.56%	2,524		0.00340	-4.6311	NO
B.2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.19.3.1.4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.19.3.2.1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/TN (%)	R&B	7.89%	114	0.00%	1		0.27084	0.2915	YES
B.2.19.3.2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	87	0.00%	2		0.00000		YES
B.2.19.3.2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (%)	R&B	*June data available with July Run*							
B.2.19.3.2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (%)	R&B	*June data available with July run*							
B.2.19.4.1.1	P-9	Combo Other/<10 circuits/Dispatch/TN (%)	R&B&D - Disp	5.45%	32,401						
B.2.19.4.1.4	P-9	Combo Other/<10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.19.4.2.1	P-9	Combo Other/>=10 circuits/Dispatch/TN (%)	R&B&D - Disp	7.89%	114						
B.2.19.4.2.4	P-9	Combo Other/>=10 circuits/Dispatch In/TN (%)	R&B&D - Disp	*June data available with July run*							
B.2.19.5.1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.27%	3,183	5.06%	316		0.01049	-1.7064	NO
B.2.19.5.1.2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	10.96%	228						
B.2.19.5.2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	9						
B.2.19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.19.6.1.1	P-9	UNE ISDN/<10 circuits/Dispatch/TN (%)	ISDN - BRI	18.23%	417	6.00%	150		0.03676	3.3270	YES
B.2.19.6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/TN (%)	ISDN - BRI	3.32%	843						
B.2.19.6.2.1	P-9	UNE ISDN/>=10 circuits/Dispatch/TN (%)	ISDN - BRI								
B.2.19.6.2.2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/TN (%)	ISDN - BRI								
B.2.19.7.1.1	P-9	Line Sharing/<10 circuits/Dispatch/TN (%)	ADSL to Retail	3.27%	3,183						
B.2.19.7.1.2	P-9	Line Sharing/<10 circuits/Non-Dispatch/TN (%)	ADSL to Retail	10.96%	228						
B.2.19.7.2.1	P-9	Line Sharing/>=10 circuits/Dispatch/TN (%)	ADSL to Retail	0.00%	9						
B.2.19.7.2.2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/TN (%)	ADSL to Retail								
B.2.19.8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.82%	29,263	1.60%	813		0.00832	5.0692	YES
B.2.19.8.1.2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263	0.00%	1		0.23412	0.2486	YES
B.2.19.8.2.1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114	0.00%	3		0.15772	0.5005	YES
B.2.19.8.2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.9.1.1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.86%	28,993	0.00%	31		0.04220	1.3880	YES
B.2.19.9.1.4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.9.2.1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.34%	87	0.00%	3		0.17883	0.5785	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.10.1.1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.10.1.2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.86%	28,993						
B.2.19.11.1.4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.11.2.1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.34%	87						
B.2.19.11.2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.12.1.1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (%)	R&B - Disp	5.82%	29,263	12.15%	247		0.01496	-4.2318	NO
B.2.19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (%)	R&B - Disp	5.82%	29,263						
B.2.19.12.2.1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (%)	R&B - Disp	7.89%	114	0.00%	2		0.19234	0.4105	YES
B.2.19.12.2.2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (%)	R&B - Disp	7.89%	114						
B.2.19.13.1.1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	5.86%	28,993	0.00%	21		0.05126	1.1426	YES
B.2.19.13.1.4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.13.2.1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (%)	R&B (POTS) excl SB Or	10.34%	87	0.00%	1		0.30629	0.3377	YES
B.2.19.13.2.4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (%)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.19.14.1.1	P-9	Other Design/<10 circuits/Dispatch/TN (%)	Design	2.04%	3,138	0.00%	133		0.01251	1.6299	YES
B.2.19.14.1.2	P-9	Other Design/<10 circuits/Non-Dispatch/TN (%)	Design	0.40%	248						
B.2.19.14.2.1	P-9	Other Design/>=10 circuits/Dispatch/TN (%)	Design								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.19.14.2.2	P-9	Other Design/>=10 circuits/Non-Dispatch/TN (%)	Design								
B.2.19.15.1.1	P-9	Other Non-Design/<10 circuits/Dispatch/TN (%)	R&B	5.82%	29,263	0.00%	7		0.08850	0.6576	YES
B.2.19.15.1.2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/TN (%)	R&B	2.98%	277,453	0.00%	9		0.05669	0.5259	YES
B.2.19.15.2.1	P-9	Other Non-Design/>=10 circuits/Dispatch/TN (%)	R&B	7.89%	114						
B.2.19.15.2.2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/TN (%)	R&B	0.00%	87						
B.2.19.16.1.1	P-9	INP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.16.1.2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.16.2.2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.17.1.1	P-9	LNP (Standalone)/<10 circuits/Dispatch/TN (%)	R&B (POTS)	5.86%	28,993						
B.2.19.17.1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	2.99%	275,881						
B.2.19.17.2.1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/TN (%)	R&B (POTS)	10.34%	87						
B.2.19.17.2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (%)	R&B (POTS)	0.00%	21						
B.2.19.18.1.1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/TN (%)	Digital Loop < DS1			1.32%	76				
B.2.19.18.1.2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.19.18.2.1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop < DS1								
B.2.19.18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop < DS1								
B.2.19.19.1.1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/TN (%)	Digital Loop >= DS1	17.48%	103	9.87%	375		0.04225	1.8012	YES
B.2.19.19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1	1.61%	62						
B.2.19.19.2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (%)	Digital Loop >= DS1								
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (%)	Digital Loop >= DS1								
		Average Completion Notice Interval - Mechanized									
B.2.21.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677			96.872			
B.2.21.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773			5.829			
B.2.21.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	DS1/ DS3 - Interoffice								
B.2.21.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	R&B	3.21	14,858	15.05	218	96.307	6.57038	-1.8024	NO
B.2.21.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.29	208,685	2.42	2,920	5.832	0.10868	-10.3905	NO
B.2.21.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	R&B	***June data available with July Run***							
B.2.21.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	R&B	***June data available with July run***							
B.2.21.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	R&B	1.33	73	0.43	2	4.044	2.89859	0.3125	YES
B.2.21.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.26	96			1.935			
B.2.21.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	R&B	***June data available with July Run***							
B.2.21.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	R&B	***June data available with July run***							
B.2.21.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	R&B&D - Disp	29.11	16,456			278.249			
B.2.21.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	***June data available with July run***							
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	R&B&D - Disp	3.68	74			20.506			
B.2.21.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	R&B&D - Disp	***June data available with July run***							
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	1.70	2,561			8.631			
B.2.21.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.41	242			8.763			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	2.81	6			6.767			
B.2.21.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	ISDN - BRI	21.28	313	67.81	2	35.506	25.18669	-1.8471	NO
B.2.21.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI	3.79	345			15.060			
B.2.21.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	ISDN - BRI								
B.2.21.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	ISDN - BRI								
B.2.21.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	ADSL to Retail	1.70	2,561			8.631			
B.2.21.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail	1.41	242			8.763			
B.2.21.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	ADSL to Retail	2.81	6			6.767			
B.2.21.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	ADSL to Retail								
B.2.21.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	3.20	14,677			96.872			

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
B.2.21.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	3.20	14,677			96.872			
B.2.21.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
B.2.21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	R&B - Disp	3.21	14,858	22.10	77	96.307	11.00356	-1.7167	NO
B.2.21.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	3.21	14,858			96.307			
B.2.21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B - Disp	1.33	73			4.044			
B.2.21.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	3.20	14,677			96.872			
B.2.21.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B (POTS) excl SB Or	1.47	66			4.230			
B.2.21.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	R&B (POTS) excl SB Or	*June data available with July run*							
B.2.21.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Design	269.97	1,598			804.297			
B.2.21.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Design	23.28	71			53.599			
B.2.21.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Design	175.20	1			0.000			
B.2.21.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Design								
B.2.21.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	R&B	3.21	14,858			96.307			
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	R&B	1.29	208,685			5.832			
B.2.21.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	R&B	1.33	73			4.044			
B.2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	R&B	1.26	96			1.935			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677			96.872			
B.2.21.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773			5.829			
B.2.21.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	R&B (POTS)	3.20	14,677	1.84	4	96.872	48.44245	0.0281	YES
B.2.21.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.29	207,773	68.73	176	5.829	0.43956	-153.4286	NO
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	R&B (POTS)	1.47	66			4.230			
B.2.21.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	R&B (POTS)	1.98	23			1.091			
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop < DS1	77.14	100	67.81	2	212.051	151.43492	0.0617	YES
B.2.21.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop < DS1								
B.2.21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1	1025.44	76	24.63	25	1744.289	402.16311	2.4886	YES
B.2.21.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1	10.73	4			8.838			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Digital Loop >= DS1								
B.2.21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Digital Loop >= DS1								
		Average Completion Notice Interval - Non-Mechanized									
B.2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.1.2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/TN (hours)	Diagnostic			38.40	1				Diagnostic
B.2.22.2.1.2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.2.2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.3.1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/TN (hours)	Diagnostic			32.33	5				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			17.74	21				Diagnostic
B.2.22.3.1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/TN (hours)	Diagnostic	*June data available with July Run*							
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/TN (hours)	Diagnostic	*June data available with July run*							
B.2.22.3.2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/TN (hours)	Diagnostic			18.73	2				Diagnostic
B.2.22.3.2.2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			14.00	1				Diagnostic
B.2.22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/TN (hours)	Diagnostic	*June data available with July Run*							

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B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.4.1.1	P-5	Combo Other/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.1.4	P-5	Combo Other/<10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.4.2.4	P-5	Combo Other/>=10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (hours)	Diagnostic			33.09	110				Diagnostic
B.2.22.5.1.2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.5.2.2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.1.1	P-5	UNE ISDN/<10 circuits/Dispatch/TN (hours)	Diagnostic			51.44	58				Diagnostic
B.2.22.6.1.2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.1	P-5	UNE ISDN/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.6.2.2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.1	P-5	Line Sharing/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.1.2	P-5	Line Sharing/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.2.1	P-5	Line Sharing/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.7.2.2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.1.2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.8.2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.30	4				Diagnostic
B.2.22.9.1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.9.2.1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.10.1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.10.2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.11.2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.12.1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			42.62	47				Diagnostic
B.2.22.12.1.2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.12.2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			17.15	9				Diagnostic
B.2.22.13.1.4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.13.2.4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/TN (hours)	Diagnostic				*June data available with July run*				
B.2.22.14.1.1	P-5	Other Design/<10 circuits/Dispatch/TN (hours)	Diagnostic			22.08	5				Diagnostic
B.2.22.14.1.2	P-5	Other Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.1	P-5	Other Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.14.2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.1	P-5	Other Non-Design/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			21.76	5				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			21.76	5				Diagnostic
B.2.22.16.2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.1.1	P-5	LNP (Standalone)/<10 circuits/Dispatch/TN (hours)	Diagnostic			14.99	6				Diagnostic
B.2.22.17.1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic			15.88	297				Diagnostic
B.2.22.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.17.2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic			11.95	1				Diagnostic
B.2.22.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			51.44	58				Diagnostic
B.2.22.18.1.2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic

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B.2.22.18.2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.18.2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/TN (hours)	Diagnostic			36.07	177				Diagnostic
B.2.22.19.1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (hours)	Diagnostic								Diagnostic
B.2.22.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B.2.24.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.81	12				Diagnostic
B.2.24.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.71	878				Diagnostic
B.2.24.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.00	5				Diagnostic
B.2.24.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.24.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.10	29				Diagnostic
B.2.24.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.50	2				Diagnostic
B.2.24.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.24.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Partially Mechanized									
B.2.25.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.53	38				Diagnostic
B.2.25.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.60	424				Diagnostic
B.2.25.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic			4.00	1				Diagnostic
B.2.25.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.25.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			11.22	50				Diagnostic
B.2.25.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic			9.00	1				Diagnostic
B.2.25.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.25.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.02	43				Diagnostic
B.2.25.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic			11.40	5				Diagnostic
B.2.25.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			9.47	118				Diagnostic
B.2.25.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.00	1				Diagnostic
B.2.25.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.25.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	1				Diagnostic
B.2.25.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.25.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B.2.26.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic			50.00	1				Diagnostic
B.2.26.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			7.75	4				Diagnostic
B.2.26.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.30	19				Diagnostic
B.2.26.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.00	1				Diagnostic
B.2.26.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.26.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			11.01	73				Diagnostic
B.2.26.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			15.35	51				Diagnostic
B.2.26.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			12.45	31				Diagnostic
B.2.26.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	3				Diagnostic
B.2.26.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.33	3				Diagnostic
B.2.26.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.44	45				Diagnostic
B.2.26.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			7.00	3				Diagnostic
B.2.26.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.00	14				Diagnostic
B.2.26.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic			23.00	3				Diagnostic
B.2.26.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				Diagnostic
B.2.26.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				Diagnostic
B.2.26.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic			34.36	11				Diagnostic
B.2.26.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.95	349				Diagnostic
B.2.26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.33	3				Diagnostic
B.2.26.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			15.35	51				Diagnostic
B.2.26.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.18	101				Diagnostic
B.2.26.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.26.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.26.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B.2.28.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			2.92	8				Diagnostic
B.2.28.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			0.96	343				Diagnostic
B.2.28.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.00	5				Diagnostic
B.2.28.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.28.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.10	29				Diagnostic
B.2.28.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			8.50	2				Diagnostic
B.2.28.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B.2.29.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			3.28	33				Diagnostic
B.2.29.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			2.46	362				Diagnostic
B.2.29.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.29.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			11.22	50				Diagnostic
B.2.29.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic			9.00	1				Diagnostic
B.2.29.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic

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B.2.29.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.05	40				Diagnostic
B.2.29.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.29	63				Diagnostic
B.2.29.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			4.00	1				Diagnostic
B.2.29.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			11.00	1				Diagnostic
B.2.29.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	1				Diagnostic
B.2.29.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.29.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic

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

B.2.30.1.1.1	P-10	Switch Ports/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.1.2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/TN (days)	Diagnostic			50.00	1				Diagnostic
B.2.30.2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/TN (days)	Diagnostic			7.75	4				Diagnostic
B.2.30.3.1.2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			3.39	17				Diagnostic
B.2.30.3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.3.2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.00	1				Diagnostic
B.2.30.4.1.1	P-10	Combo Other/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.1.2	P-10	Combo Other/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.1	P-10	Combo Other/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.4.2.2	P-10	Combo Other/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/TN (days)	Diagnostic			11.13	70				Diagnostic
B.2.30.5.1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.1.1	P-10	UNE ISDN/<10 circuits/Dispatch/TN (days)	Diagnostic			15.29	49				Diagnostic

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B.2.30.6.1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.1	P-10	Line Sharing/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.1.2	P-10	Line Sharing/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.1	P-10	Line Sharing/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.7.2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/TN (days)	Diagnostic			12.33	30				Diagnostic
B.2.30.8.1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.8.2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.1.1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			10.00	3				Diagnostic
B.2.30.9.1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.9.2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.10.2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			8.33	3				Diagnostic
B.2.30.11.2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/TN (days)	Diagnostic			8.45	44				Diagnostic
B.2.30.12.1.2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.12.2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.1.1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic			7.00	3				Diagnostic
B.2.30.13.1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.00	14				Diagnostic
B.2.30.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.13.2.2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.1.1	P-10	Other Design/<10 circuits/Dispatch/TN (days)	Diagnostic			23.00	3				Diagnostic
B.2.30.14.1.2	P-10	Other Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.1	P-10	Other Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.1	P-10	Other Non-Design/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				Diagnostic
B.2.30.15.2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			6.67	3				Diagnostic
B.2.30.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.1.1	P-14	LNP (Standalone)/<10 circuits/Dispatch/TN (days)	Diagnostic			8.50	2				Diagnostic
B.2.30.17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/TN (days)	Diagnostic			7.35	271				Diagnostic
B.2.30.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.17.2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic			5.33	3				Diagnostic
B.2.30.18.1.1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			15.29	49				Diagnostic
B.2.30.18.1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/TN (days)	Diagnostic			10.23	98				Diagnostic
B.2.30.19.1.2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/TN (days)	Diagnostic								Diagnostic
B.2.30.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/TN (days)	Diagnostic								Diagnostic
		Disconnect Timeliness									
B.2.31.1	P-13	LNP/TN (%)	>= 95% w in 15 min			0.34%	2,679				NO

% Cooperative Test Attempts for xDSL

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/TN (%)	>= 95% of requests			96.00%	150				YES
B.2.33.2	P-8	xDSL Other/TN (%)	>= 95% of requests								
		Service Order Accuracy									
B.2.34.1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/TN (%)	>= 95%			94.44%	36				NO
B.2.34.1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	20				YES
B.2.34.1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/TN (%)	>= 95%								
B.2.34.1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	2				YES
B.2.34.2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/TN (%)	>= 95%			92.86%	28				NO
B.2.34.2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/TN (%)	>= 95%			91.94%	124				NO
B.2.34.2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/TN (%)	>= 95%			0.00%	1				NO
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			75.00%	8				NO
		Unbundled Network Elements - Maintenance and Repair									
		Missed Repair Appointments									
B.3.1.1.1	M&R-1	Switch Ports/Dispatch/TN (%)	R&B (POTS)	5.63%	48,807						
B.3.1.1.2	M&R-1	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.28%	26,057						
B.3.1.2.1	M&R-1	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	0.26%	385						
B.3.1.2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.49%	203						
B.3.1.3.1	M&R-1	Loop + Port Combinations/Dispatch/TN (%)	R&B	5.65%	49,298	2.47%	405		0.01152	2.7582	YES
B.3.1.3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.29%	26,346	2.23%	269		0.00693	-1.3516	YES
B.3.1.4.1	M&R-1	Combo Other/Dispatch/TN (%)	R&B&D - Disp	5.63%	50,857						
B.3.1.4.2	M&R-1	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	5.63%	50,857						
B.3.1.5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	12.01%	308	3.70%	27		0.06525	1.2734	YES
B.3.1.5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	81	0.00%	18		0.00000		YES
B.3.1.6.1	M&R-1	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	0.00%	5	23.08%	13		0.00000		NO
B.3.1.6.2	M&R-1	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	33.33%	3	0.00%	1		0.54433	0.6124	YES
B.3.1.7.1	M&R-1	Line Sharing/Dispatch/TN (%)	ADSL to Retail	12.01%	308	0.00%	1		0.32564	0.3689	YES
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	0.00%	81	0.00%	2		0.00000		YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	5.65%	49,298	3.94%	330		0.01275	1.3382	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	5.65%	49,298	0.00%	118		0.02127	2.6539	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	5.56%	48,653						
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	1.13%	22,841						
B.3.1.10.1	M&R-1	Other Design/Dispatch/TN (%)	Design	5.00%	1,559	4.35%	92		0.02339	0.2802	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/TN (%)	Design	1.12%	1,603	0.00%	35		0.01800	0.6237	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/TN (%)	R&B	5.65%	49,298	22.22%	9		0.07694	-2.1546	NO
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/TN (%)	R&B	1.29%	26,346	0.00%	12		0.03264	0.3966	YES
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/TN (%)	R&B (POTS)	5.63%	48,807						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/TN (%)	R&B (POTS)	1.28%	26,057						
		Customer Trouble Report Rate									
B.3.2.1.1	M&R-2	Switch Ports/Dispatch/TN (%)	R&B (POTS)	1.98%	2,465,015						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/TN (%)	R&B (POTS)	1.06%	2,465,015						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/TN (%)	DS1/DS3	1.81%	21,272	0.00%	142		0.01133	1.5978	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/TN (%)	DS1/DS3	0.95%	21,272	0.00%	142		0.00823	1.1602	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/TN (%)	R&B	1.89%	2,606,813	1.34%	30,113		0.00080	6.8528	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/TN (%)	R&B	1.01%	2,606,813	0.89%	30,113		0.00058	2.0141	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/TN (%)	R&B&D - Disp	1.69%	3,005,272						
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/TN (%)	R&B&D - Disp	1.69%	3,005,272						
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	ADSL to Retail	1.19%	25,903	1.08%	2,493		0.00229	0.4676	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	ADSL to Retail	0.31%	25,903	0.72%	2,493		0.00117	-3.5290	NO
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/TN (%)	ISDN - BRI	0.02%	24,051	0.88%	1,473		0.00039	-22.2671	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/TN (%)	ISDN - BRI	0.01%	24,051	0.07%	1,473		0.00030	-1.8485	NO
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/TN (%)	ADSL to Retail	1.19%	25,903	0.41%	244		0.00702	1.1119	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/TN (%)	ADSL to Retail	0.31%	25,903	0.82%	244		0.00358	-1.4232	YES
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/TN (%)	R&B - Disp	1.89%	2,606,813	0.78%	42,203		0.00067	16.4373	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/TN (%)	R&B - Disp	1.89%	2,606,813	0.28%	42,203		0.00067	23.8814	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/TN (%)	R&B (POTS) excl SB FT	1.97%	2,465,015	0.00%	273		0.00850	2.3211	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	R&B (POTS) excl SB FT	0.93%	2,465,015						

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.2.10.1	M&R-2	Other Design/Dispatch/TN (%)		Design	0.39%	398,459	2.33%	3,944		0.00100	-19.3961	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/TN (%)		Design	0.40%	398,459	0.89%	3,944		0.00101	-4.7798	NO
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/TN (%)		R&B	1.89%	2,606,813	0.50%	1,806		0.00324	4.3026	YES
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/TN (%)		R&B	1.01%	2,606,813	0.66%	1,806		0.00237	1.4630	YES
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/TN (%)		R&B (POTS)	1.98%	2,465,015						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/TN (%)		R&B (POTS)	1.06%	2,465,015						
	Maintenance Average Duration											
B.3.3.1.1	M&R-3	Switch Ports/Dispatch/TN (hours)		R&B (POTS)	21.02	48,807			18.853			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/TN (hours)		R&B (POTS)	9.19	26,057			12.545			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/TN (hours)		DS1/DS3	3.65	385			3.202			
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/TN (hours)		DS1/DS3	2.22	203			3.356			
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/TN (hours)		R&B	20.92	49,298	11.67	405	18.823	0.93914	9.8498	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/TN (hours)		R&B	9.14	26,346	4.05	269	12.520	0.76726	6.6348	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/TN (hours)		R&B&D - Disp	20.50	50,857			18.960			
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/TN (hours)		R&B&D - Disp	20.50	50,857			18.960			
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (hours)		ADSL to Retail	56.65	308	6.45	27	37.338	7.49408	6.6984	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (hours)		ADSL to Retail	4.95	81	2.44	18	14.813	3.86000	0.6514	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/TN (hours)		ISDN - BRI	33.09	5	18.39	13	37.261	19.60793	0.7497	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/TN (hours)		ISDN - BRI	50.40	3	4.58	1	79.153	91.39813	0.5013	YES
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/TN (hours)		ADSL to Retail	56.65	308	23.23	1	37.338	37.39876	0.8934	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/TN (hours)		ADSL to Retail	4.95	81	1.63	2	14.813	10.60304	0.3127	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/TN (hours)		R&B - Disp	20.92	49,298	8.98	330	18.960	1.04717	11.4062	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/TN (hours)		R&B - Disp	20.92	49,298	3.66	118	18.960	1.74745	9.8757	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/TN (hours)		R&B (POTS) excl SB FT	21.00	48,653			18.857			
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/TN (hours)		R&B (POTS) excl SB FT	9.18	22,841			12.490			
B.3.3.10.1	M&R-3	Other Design/Dispatch/TN (hours)		Design	7.39	1,559	6.66	92	19.807	2.12508	0.3472	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/TN (hours)		Design	3.02	1,603	3.82	35	17.447	2.98115	-0.2671	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/TN (hours)		R&B	20.92	49,298	12.11	9	18.823	6.27481	1.4031	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/TN (hours)		R&B	9.14	26,346	2.94	12	12.520	3.61512	1.7132	YES
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/TN (hours)		R&B (POTS)	21.02	48,807			18.853			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/TN (hours)		R&B (POTS)	9.19	26,057			12.545			
	% Repeat Troubles within 30 Days											
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/TN (%)		R&B (POTS)	20.84%	48,807						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/TN (%)		R&B (POTS)	17.72%	26,057						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/TN (%)		DS1/DS3	32.99%	385						
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/TN (%)		DS1/DS3	23.65%	203						
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/TN (%)		R&B	20.76%	49,298	18.52%	405		0.02024	1.1084	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/TN (%)		R&B	17.64%	26,346	17.10%	269		0.02336	0.2319	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/TN (%)		R&B&D - Disp	21.36%	50,857						
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/TN (%)		R&B&D - Disp	21.36%	50,857						
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)		ADSL to Retail	19.48%	308	29.63%	27		0.07949	-1.2768	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)		ADSL to Retail	67.90%	81	16.67%	18		0.12165	4.2115	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/TN (%)		ISDN - BRI	20.00%	5	15.38%	13		0.21049	0.2193	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/TN (%)		ISDN - BRI	0.00%	3	0.00%	1		0.00000		YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/TN (%)		ADSL to Retail	19.48%	308	0.00%	1		0.39669	0.4911	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/TN (%)		ADSL to Retail	67.90%	81	100.00%	2		0.33417	-0.9606	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/TN (%)		R&B - Disp	20.76%	49,298	10.30%	330		0.02240	4.6685	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/TN (%)		R&B - Disp	20.76%	49,298	13.56%	118		0.03738	1.9266	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/TN (%)		R&B (POTS) excl SB FT	20.78%	48,653						
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/TN (%)		R&B (POTS) excl SB FT	17.69%	22,841						
B.3.4.10.1	M&R-4	Other Design/Dispatch/TN (%)		Design	40.35%	1,559	44.57%	92		0.05264	-0.8015	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/TN (%)		Design	36.00%	1,603	14.29%	35		0.08201	2.6470	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/TN (%)		R&B	20.76%	49,298	0.00%	9		0.13521	1.5355	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/TN (%)		R&B	17.64%	26,346	8.33%	12		0.11006	0.8458	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/TN (%)		R&B (POTS)	20.84%	48,807						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/TN (%)		R&B (POTS)	17.72%	26,057						
	Out of Service > 24 hours											
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/TN (%)		R&B (POTS)	27.85%	32,269						

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/TN (%)		R&B (POTS)	11.50%	8,895						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/TN (%)		DS1/DS3	0.26%	385						
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/TN (%)		DS1/DS3	0.49%	203						
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/TN (%)		R&B	27.67%	32,558	9.80%	255		0.02813	6.3535	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/TN (%)		R&B	11.37%	9,008	8.26%	109		0.03059	1.0170	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/TN (%)		R&B&D - Disp	26.64%	34,116						
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/TN (%)		R&B&D - Disp	26.64%	34,116						
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)		ADSL to Retail			3.70%	27				
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)		ADSL to Retail			0.00%	18				
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/TN (%)		ISDN - BRI	25.00%	4	23.08%	13		0.24758	0.0777	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/TN (%)		ISDN - BRI	33.33%	3	0.00%	1		0.54433	0.6124	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/TN (%)		ADSL to Retail								
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/TN (%)		ADSL to Retail								
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/TN (%)		R&B - Disp	27.67%	32,558	3.94%	330		0.02475	9.5887	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/TN (%)		R&B - Disp	27.67%	32,558	0.00%	118		0.04126	6.7072	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/TN (%)		R&B (POTS) excl SB FT	27.85%	32,262						
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/TN (%)		R&B (POTS) excl SB FT	11.55%	8,856						
B.3.5.10.1	M&R-5	Other Design/Dispatch/TN (%)		Design	5.01%	1,558	4.35%	92		0.02340	0.2815	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/TN (%)		Design	1.12%	1,601	0.00%	35		0.01802	0.6241	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/TN (%)		R&B	27.67%	32,558	16.67%	6		0.18266	0.6026	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/TN (%)		R&B	11.37%	9,008	0.00%	5		0.14199	0.8006	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/TN (%)		R&B (POTS)	27.85%	32,269						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/TN (%)		R&B (POTS)	11.50%	8,895						
	Unbundled Network Elements - Billing											
	Invoice Accuracy											
B.4.1	B-1	TN (%)		BST - State	99.07%	$202,200,293	99.93%	$838,802		0.00011	-82.5357	YES
	Mean Time to Deliver Invoices - CRIS											
B.4.2	B-2	Region (business days)		BST - Region	3.66	1	3.43	1,204				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C.1.1	O-7	Local Interconnection Trunks/TN (%)	Diagnostic			57.50%	40				Diagnostic
	Reject Interval										
C.1.2	O-8	Local Interconnection Trunks/TN (%)	>= 85% w in 4 days			100.00%	23				YES
	FOC Timeliness										
C.1.3	O-9	Local Interconnection Trunks/TN (%)	>= 95% w in 10 days			96.70%	30				YES
	FOC & Reject Response Completeness										
C.1.4	O-11	Local Interconnection Trunks/TN (%)	>= 95%			100.00%	30				YES
	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	17.89	63	22.75	12	18.907	5.95499	-0.8163	YES
	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	0.00%	63	0.00%	12		0.00000		YES
	% Provisioning Troubles within 30 Days										
C.2.6	P-9	Local Interconnection Trunks/TN (%)	Parity w Retail	0.00%	1,704	0.00%	918		0.00000		YES
	Average Completion Notice Interval										
C.2.7	P-5	Local Interconnection Trunks/TN (hours)	Parity w Retail	***Under development***							
	Total Service Order Cycle Time										
C.2.8	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	***Under development***							
	Total Service Order Cycle Time (offered)										
C.2.9	P-10	Local Interconnection Trunks/TN (days)	Diagnostic	***Under development***							
	Service Order Accuracy										
C.2.11.1.1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/TN (%)	>= 95%			100.00%	16				YES
C.2.11.1.2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/TN (%)	>= 95%			100.00%	4				YES
C.2.11.2.1	P-11	Local Interconnection Trunks/>=10 circuits/Dispatch/TN (%)	>= 95%			94.12%	17				NO
C.2.11.2.2	P-11	Local Interconnection Trunks/>=10 circuits/Non-Dispatch/TN (%)	>= 95%			90.00%	10				NO
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C.3.1.1	M&R-1	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.1.2	M&R-1	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.00%	57						
	Customer Trouble Report Rate										
C.3.2.1	M&R-2	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail	0.00%	154,592	0.00%	44,174		0.00000		YES
C.3.2.2	M&R-2	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	0.04%	154,592						
	Maintenance Average Duration										

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
C.3.3.1	M&R-3	Local Interconnection Trunks/Dispatch/TN (hours)	Parity w Retail								
C.3.3.2	M&R-3	Local Interconnection Trunks/Non-Dispatch/TN (hours)	Parity w Retail	2.96	57			2.996			
		% Repeat Troubles within 30 Days									
C.3.4.1	M&R-4	Local Interconnection Trunks/Dispatch/TN (%)	Parity w Retail								
C.3.4.2	M&R-4	Local Interconnection Trunks/Non-Dispatch/TN (%)	Parity w Retail	1.75%	57						
		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 (%)	Parity w Retail	0.00%	57						
		Local Interconnection Trunks - Billing									
		Invoice Accuracy									
C.4.1	B-1	TN (%)	BST - State	99.07%	$202,200,293	99.48%	$4,858,522		0.00004	-93.4660	YES
		Mean Time to Deliver Invoices - CABS									
C.4.2	B-2	Region (calendar days)	BST - Region	4.74	1	4.48	3,093				YES
		LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING									
		Trunk Group Performance - Aggregate									
C.5.1	TGP-1	TN	>0.5% dif 2 consec. Hrs			0					YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Parity
Operations Support Systems - Pre-Ordering											
% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region (%)	>= 99.5%			99.92%					YES
D.1.1.2	OSS-2	HAL/Region (%)	>= 99.5%			99.76%					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%			99.99%					YES
D.1.2.2	OSS-2	BOCRIS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.3	OSS-2	DSAP/Region (%)	>= 99.5%			99.99%					YES
D.1.2.4	OSS-2	RSAG/Region (%)	>= 99.5%			99.99%					YES
D.1.2.5	OSS-2	SOCS/Region (%)	>= 99.5%			99.98%					YES
D.1.2.6	OSS-2	SONGS/Region (%)	>= 99.5%			99.99%					YES
D.1.2.7	OSS-2	DOE/Region (%)	>= 99.5%			100.00%					YES
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	2.77	1,482,246	1.33	404,417				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.33	404,417				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.30	195,460				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.30	195,460				YES
D.1.3.3.1	OSS-1	ATLAS/Region (seconds)	RNS - ATLAS + 2 Sec	3.47	396,477	1.05	69,473				YES
D.1.3.3.2	OSS-1	ATLAS/Region (seconds)	ROS - ATLAS + 2 Sec	2.68	298,954	1.05	69,473				YES
D.1.3.4.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	0.49	3,832				YES
D.1.3.4.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	0.49	3,832				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	12.61	807,325				NO
D.1.3.5.2	OSS-1	HAL/CRIS/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	12.61	807,325				NO
D.1.3.6.1	OSS-1	COFFI/USOC/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.74	47,612				YES
D.1.3.6.2	OSS-1	COFFI/USOC/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.74	47,612				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 Sec	2.96	968,490	0.16	118,977				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 Sec	4.39	641,718	0.16	118,977				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	2.77	1,482,246	1.29	94,881				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 Sec	3.23	8,212	1.29	94,881				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 Sec	2.91	3,996,503	1.07	543,664				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 Sec	5.98	635,777	1.07	543,664				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region (seconds)	Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region (seconds)	Diagnostic			1.06	19				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 Sec	3.47	396,477	1.23	5,323				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 Sec	2.68	298,954	1.23	5,323				YES
D.1.4.6.1	OSS-1	DSAP/Region (seconds)	RNS - DSAP + 2 Sec	2.83	680,899	1.85	475,493				YES
D.1.4.6.2	OSS-1	DSAP/Region (seconds)	ROS - DSAP + 2 Sec	2.69	316,632	1.85	475,493				YES
D.1.4.7.1	OSS-1	CRSECSR/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	0.70	70,003				YES
D.1.4.7.2	OSS-1	CRSECSR/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	0.70	70,003				YES
D.1.4.8.1	OSS-1	CRSEINT/Region (seconds)	RNS - CRSACCTS + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.9.1*							
D.1.4.8.2	OSS-1	CRSEINT/Region (seconds)	ROS - CRSOCSR + 2 sec	*This data not applicable after 5-1-2001, see D.1.4.9.2*							
D.1.4.9.1	OSS-1	CRSECSRL/Region (seconds)	RNS - CRSACCTS + 2 Sec	3.68	2,308,194	1.17	3,728				YES
D.1.4.9.2	OSS-1	CRSECSRL/Region (seconds)	ROS - CRSOCSR + 2 Sec	3.17	497,166	1.17	3,728				YES
Operations Support Systems - Maintenance and Repair											

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				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Parity
	% 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%			100.00%					YES
	% Interface Availability - BST & CLEC											
D.2.3.1	OSS-3	CRIS/Region (%)		>= 99.5%			99.99%					YES
D.2.3.2	OSS-3	LMOS HOST/Region (%)		>= 99.5%			100.00%					YES
D.2.3.3	OSS-3	LNP/Region (%)		>= 99.5%			100.00%					YES
D.2.3.4	OSS-3	MARCH/Region (%)		>= 99.5%			100.00%					YES
D.2.3.5	OSS-3	OSPCM/Region (%)		>= 99.5%			100.00%					YES
D.2.3.6	OSS-3	Predictor/Region (%)		>= 99.5%			100.00%					YES
D.2.3.7	OSS-3	SOCS/Region (%)		>= 99.5%			99.98%					YES
	Average Response Interval											
D.2.4.1.1	OSS-4	CRIS/Region (%)	<= 4 Seconds	Parity w Retail	95.65%	1,715,874	94.25%	75,869		0.00076	18.4858	NO
D.2.4.1.2	OSS-4	CRIS/Region (%)	<= 10 Seconds	Parity w Retail	98.73%	1,715,874	98.94%	75,869		0.00042	-5.1472	YES
D.2.4.1.3	OSS-4	CRIS/Region (%)	> 10 Seconds	Parity w Retail	1.27%	1,715,874	1.06%	75,869		0.00042	5.1472	YES
D.2.4.2.1	OSS-4	DLETH/Region (%)	<= 4 Seconds	Parity w Retail	9.58%	37,945	12.32%	779		0.01066	-2.5702	YES
D.2.4.2.2	OSS-4	DLETH/Region (%)	<= 10 Seconds	Parity w Retail	79.55%	37,945	89.73%	779		0.01460	-6.9754	YES
D.2.4.2.3	OSS-4	DLETH/Region (%)	> 10 Seconds	Parity w Retail	20.45%	37,945	10.27%	779		0.01460	6.9754	YES
D.2.4.3.1	OSS-4	DLR/Region (%)	<= 4 Seconds	Parity w Retail	6.56%	36,135	22.41%	22,605		0.00210	-75.5110	YES
D.2.4.3.2	OSS-4	DLR/Region (%)	<= 10 Seconds	Parity w Retail	87.55%	36,135	97.87%	22,605		0.00280	-36.8477	YES
D.2.4.3.3	OSS-4	DLR/Region (%)	> 10 Seconds	Parity w Retail	12.45%	36,135	2.13%	22,605		0.00280	36.8477	YES
D.2.4.4.1	OSS-4	LMOS/Region (%)	<= 4 Seconds	Parity w Retail	99.87%	1,715,778	99.94%	75,870		0.00013	-5.3202	YES
D.2.4.4.2	OSS-4	LMOS/Region (%)	<= 10 Seconds	Parity w Retail	99.97%	1,715,778	99.99%	75,870		0.00006	-3.2704	YES
D.2.4.4.3	OSS-4	LMOS/Region (%)	> 10 Seconds	Parity w Retail	0.03%	1,715,778	0.01%	75,870		0.00006	3.2704	YES
D.2.4.5.1	OSS-4	LMOSupd/Region (%)	<= 4 Seconds	Parity w Retail	98.00%	1,266,069	97.75%	45,633		0.00067	3.6746	NO
D.2.4.5.2	OSS-4	LMOSupd/Region (%)	<= 10 Seconds	Parity w Retail	99.65%	1,266,069	99.58%	45,633		0.00028	2.6829	NO
D.2.4.5.3	OSS-4	LMOSupd/Region (%)	> 10 Seconds	Parity w Retail	0.35%	1,266,069	0.42%	45,633		0.00028	-2.6829	NO
D.2.4.6.1	OSS-4	LNP/Region (%)	<= 4 Seconds	Parity w Retail	99.62%	119,042	99.28%	4,423		0.00095	3.5861	NO
D.2.4.6.2	OSS-4	LNP/Region (%)	<= 10 Seconds	Parity w Retail	99.84%	119,042	99.84%	4,423		0.00060	0.0474	YES
D.2.4.6.3	OSS-4	LNP/Region (%)	> 10 Seconds	Parity w Retail	0.16%	119,042	0.16%	4,423		0.00060	-0.0474	YES
D.2.4.7.1	OSS-4	MARCH/Region (%)	<= 4 Seconds	Parity w Retail	29.50%	8,487	28.38%	296		0.02697	0.4174	YES
D.2.4.7.2	OSS-4	MARCH/Region (%)	<= 10 Seconds	Parity w Retail	29.50%	8,487	28.38%	296		0.02697	0.4174	YES
D.2.4.7.3	OSS-4	MARCH/Region (%)	> 10 Seconds	Parity w Retail	70.50%	8,487	71.62%	296		0.02697	-0.4174	YES
D.2.4.8.1	OSS-4	OSPCM/Region (%)	<= 4 Seconds	Parity w Retail	39.24%	7,494	43.96%	91		0.05150	-0.9149	YES
D.2.4.8.2	OSS-4	OSPCM/Region (%)	<= 10 Seconds	Parity w Retail	96.93%	7,494	95.60%	91		0.01819	0.7292	YES
D.2.4.8.3	OSS-4	OSPCM/Region (%)	> 10 Seconds	Parity w Retail	3.07%	7,494	4.40%	91		0.01819	-0.7292	YES
D.2.4.9.1	OSS-4	Predictor/Region (%)	<= 4 Seconds	Parity w Retail	19.09%	82,561	28.79%	3,435		0.00684	-14.1803	YES
D.2.4.9.2	OSS-4	Predictor/Region (%)	<= 10 Seconds	Parity w Retail	19.09%	82,561	28.79%	3,435		0.00684	-14.1803	YES
D.2.4.9.3	OSS-4	Predictor/Region (%)	> 10 Seconds	Parity w Retail	80.91%	82,561	71.21%	3,435		0.00684	14.1803	YES
D.2.4.10.1	OSS-4	SOCS/Region (%)	<= 4 Seconds	Parity w Retail	99.84%	249,831	99.85%	13,021		0.00036	-0.1152	YES
D.2.4.10.2	OSS-4	SOCS/Region (%)	<= 10 Seconds	Parity w Retail	99.99%	249,831	99.99%	13,021		0.00010	-0.4056	YES
D.2.4.10.3	OSS-4	SOCS/Region (%)	> 10 Seconds	Parity w Retail	0.01%	249,831	0.01%	13,021		0.00010	0.4056	YES
D.2.4.11.1	OSS-4	NIW/Region (%)	<= 4 Seconds	Parity w Retail	82.65%	72,414	83.65%	3,272		0.00677	-1.4726	YES
D.2.4.11.2	OSS-4	NIW/Region (%)	<= 10 Seconds	Parity w Retail	99.49%	72,414	99.36%	3,272		0.00127	1.0637	YES
D.2.4.11.3	OSS-4	NIW/Region (%)	> 10 Seconds	Parity w Retail	0.51%	72,414	0.64%	3,272		0.00127	-1.0637	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	COLLOCATION - Collocation										
	Average Response Time										
E.1.1.1	C-1	Virtual/TN (calendar days)	<= 20 days								
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	7				YES
E.1.1.4	C-1	Physical-Cageless/TN (business days)	<= 23 days			18	1				YES
	Average Arrangement Time										
E.1.2.1	C-2	Virtual-Ordinary/TN (calendar days)	<= 50 days								
E.1.2.2	C-2	Virtual-Extraordinary/TN (calendar days)	<= 75 days								
E.1.2.3	C-2	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			28	34				YES
E.1.2.5	C-2	Physical Caged-Extraordinary/TN (business days)	<= 91 days			5	2				YES
E.1.2.6	C-2	Physical Cageless-Ordinary/TN (business days)	<= 76 days			19	54				YES
E.1.2.7	C-2	Physical Cageless-Extraordinary/TN (business days)	<= 91 days			69	5				YES
	% Due Dates Missed										
E.1.3.1	C-3	Virtual/TN (%)	< 5% missed								
E.1.3.2	C-3	Physical/TN (%)	< 5% missed			0.00%	95				YES
E.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			86.82%	273,073				Diagnostic
F.1.1.2	O-3	Aggregate/Region (%)		Diagnostic			86.82%	273,073				Diagnostic
F.1.1.3	O-3	Residence/Region (%)		>= 95%			90.16%	220,614				NO
F.1.1.4	O-3	Business/Region (%)		>= 90%			60.15%	7,518				NO
F.1.1.5	O-3	UNE/Region (%)		>= 85%			74.87%	44,941				NO
	% Flow Through Service Requests - Achieved											
F.1.2.1	O-3	Summary/Region (%)		Diagnostic			78.44%	302,268				Diagnostic
F.1.2.2	O-3	Aggregate/Region (%)		Diagnostic			78.44%	302,268				Diagnostic
F.1.2.3	O-3	Residence/Region (%)		Diagnostic			83.65%	237,784				Diagnostic
F.1.2.4	O-3	Business/Region (%)		Diagnostic			42.21%	10,713				Diagnostic
F.1.2.5	O-3	UNE/Region (%)		Diagnostic			62.58%	53,771				Diagnostic
	% Flow Through Service Requests - LNP											
F.1.3.1	O-3	Summary/Region (%)		>= 85%			90.65%	11,802				YES
F.1.3.2	O-3	Aggregate/Region (%)		>= 85%			90.65%	11,802				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%	8				YES
	Loop Makeup Inquiry (Electronic)											
F.2.2.1	PO-2	Loops/TN (%)		>= 95% w in 5 min			100.00%	160				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%	147				YES
F.3.1.2	O-10	Local Interoffice Transport/TN (%)		>= 95% w in 5 bus days			100.00%	1				YES
	General - Ordering											
	Average Speed of Answer											
F.4.1	O-12	Region (seconds)		Parity w Retail	121.54	7,152,910	49.77	43,526				YES
	General - Maintenance Center											
	Average Answer Time											
F.5.1	M&R-6	Region (seconds)		Parity w Retail	65.92	1,653,272	25.70	92,640				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F.6.1	OS-1	TN (seconds)		PBD			5.29					PBD
	% Answered in 10 seconds											
F.6.2	OS-2	TN (%)		PBD			79.60%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F.7.1	DA-1	TN (seconds)		PBD			5.64					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			80.00%					PBD
	General - E911										
	Mean Interval										
F.8.1	E-3	TN (hours)	PBD			2.00	2,093				PBD
	% Accuracy										
F.8.2	E-2	TN (%)	PBD			96.55%	223,968				PBD
	% Timeliness										
F.8.3	E-1	TN (%)	PBD			100.00%	2,093				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F.9.1	B-3	Region (%)	Parity w Retail	100.00%	6,698	99.99%	14,237		0.00000		NO
	Usage Data Delivery Timeliness										
F.9.2	B-5	Region (%)	Parity w Retail	97.40%	38,202	98.04%	187,964,470		0.00081	-7.9164	YES
	Usage Data Delivery Completeness										
F.9.3	B-4	Region (%)	Parity w Retail	99.04%	38,202	99.54%	187,964,470		0.00050	-9.9487	YES
	Mean Time to Deliver Usage										
F.9.4	B-6	Region (days)	Parity w Retail	3.73	38,202	3.76	187,964,470				NO
	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	75.00%	4						NO
	Average Software Release Notice Delay Days										
F.10.2	CM-2	TN (average)	>= 22 bus days prior to release	26	1						YES
	% Change Management Documentation Sent On Time										
F.10.3	CM-3A	TN (%)	>= 95% w in 30 days	100.00%	5						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			100.00%	32				YES
	General - Ordering										
	Acknowledgement Message Timeliness										
F.12.1.1	O-1	EDI/Region (%)	>= 90% w in 30 min			89.62%	96,463				NO
F.12.1.2	O-1	TAG/Region (%)	>= 95% w in 30 min			99.99%	183,966				YES

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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%			99.25%	96,463				NO
F.12.2.2	O-2	TAG/Region (%)		100%			99.99%	183,966				NO
			General - Database Updates									
			Average Database Update Interval									
F.13.1.1	D-1	LIDB/TN (hours)		PBD	0.88	26	0.88	26				PBD
F.13.1.2	D-1	Directory Listings/TN (hours)		PBD	0.07	27	0.07	27				PBD
F.13.1.3	D-1	Directory Assistance/TN (hours)		PBD	4.55	26	4.55	26				PBD
			% Update Accuracy									
F.13.2.1	D-2	LIDB/TN (%)		>= 95%			100.00%	84				YES
F.13.2.2	D-2	Directory Listings/TN (%)		>= 95%			100.00%	76				YES
F.13.2.3	D-2	Directory Assistance/TN (%)		>= 95%			100.00%	76				YES
			% NXXs / LRNs Loaded by LERG Effective Date									
F.13.3	D-3	TN (%)		100%			64.00%	33				NO
			General - Network Outage Notification									
			Mean Time to Notify CLEC of Major Network Outages									
F.14.1	M&R-7	TN (minutes)		Parity w Retail								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Completions w/o Notice or < 24 hours (Resale)									
A.2.24.1.1	P-6	Residence/Dispatch/TN (%)	Diagnostic			100.00%	416				Diagnostic
A.2.24.1.2	P-6	Residence/Non-Dispatch/TN (%)	Diagnostic			100.00%	11329				Diagnostic
A.2.24.2.1	P-6	Business/Dispatch/TN (%)	Diagnostic			100.00%	91				Diagnostic
A.2.24.2.2	P-6	Business/Non-Dispatch/TN (%)	Diagnostic			100.00%	304				Diagnostic
A.2.24.3.1	P-6	Design (Specials)/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.3.2	P-6	Design (Specials)/Non-Dispatch/TN (%)	Diagnostic			100.00%	16				Diagnostic
A.2.24.4.1	P-6	PBX/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.4.2	P-6	PBX/Non-Dispatch/TN (%)	Diagnostic			100.00%	7				Diagnostic
A.2.24.5.1	P-6	Centrex/Dispatch/TN (%)	Diagnostic								Diagnostic
A.2.24.5.2	P-6	Centrex/Non-Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.6.1	P-6	ISDN/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.6.2	P-6	ISDN/Non-Dispatch/TN (%)	Diagnostic			100.00%	15				Diagnostic
		% Completions w/o Notice or < 24 hours (UNE)									
B.2.32.1.1	P-6	Switch Ports/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.1.2	P-6	Switch Ports/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.2.1	P-6	Local Interoffice Transport/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.2.2	P-6	Local Interoffice Transport/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.3.1	P-6	Loop + Port Combinations/Dispatch/TN (%)	Diagnostic			100.00%	68				Diagnostic
B.2.32.3.2	P-6	Loop + Port Combinations/Non-Dispatch/TN (%)	Diagnostic			100.00%	1398				Diagnostic
B.2.32.4.1	P-6	Combo Other/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.4.2	P-6	Combo Other/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/TN (%)	Diagnostic			100.00%	91				Diagnostic
B.2.32.5.2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.6.1	P-6	UNE ISDN/Dispatch/TN (%)	Diagnostic			100.00%	57				Diagnostic
B.2.32.6.2	P-6	UNE ISDN/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.1	P-6	Line Sharing/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.7.2	P-6	Line Sharing/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.8.1	P-6	2W Analog Loop Design/Dispatch/TN (%)	Diagnostic			100.00%	69				Diagnostic
B.2.32.8.2	P-6	2W Analog Loop Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.9.1	P-6	2W Analog Loop Non-Design/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.1	P-6	2W Analog Loop w/INP Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.11.2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.12.1	P-6	2W Analog Loop w/LNP Design/Dispatch/TN (%)	Diagnostic			100.00%	60				Diagnostic
B.2.32.12.2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.13.2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	11				Diagnostic
B.2.32.14.1	P-6	Other Design/Dispatch/TN (%)	Diagnostic			100.00%	5				Diagnostic
B.2.32.14.2	P-6	Other Design/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.15.1	P-6	Other Non-Design/Dispatch/TN (%)	Diagnostic			100.00%	68				Diagnostic
B.2.32.15.2	P-6	Other Non-Design/Non-Dispatch/TN (%)	Diagnostic			100.00%	1401				Diagnostic
B.2.32.16.1	P-6	INP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.16.2	P-6	INP (Standalone)/Non-Dispatch/TN (%)	Diagnostic			100.00%	3				Diagnostic
B.2.32.17.1	P-6	LNP (Standalone)/Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.17.2	P-6	LNP (Standalone)/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.18.1	P-6	Digital Loop < DS1/Dispatch/TN (%)	Diagnostic			100.00%	57				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	% Completions w/o Notice or < 24 hours (Resale)										
B.2.32.18.1	P-6	Digital Loop < DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
B.2.32.19.1	P-6	Digital Loop >= DS1/Dispatch/TN (%)	Diagnostic			100.00%	125				Diagnostic
B.2.32.19.2	P-6	Digital Loop >= DS1/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% Completions w/o Notice or < 24 hours (LIT)										
C.2.10.1	P-6	Local Interconnection Trunks/Dispatch/TN (%)	Diagnostic			100.00%	12				Diagnostic
C.2.10.2	P-6	Local Interconnection Trunks/Non-Dispatch/TN (%)	Diagnostic								Diagnostic
	% New Business Requests Processed within 30 Business Days										
F.11.1	BFR-1	Region (%)	>= 90% w in 30 bus days			100.00%	13				YES
	% Quotes Provided within X Business Days										
F.11.2.1	BFR-2A	Region (%)	>= 90% w in 10 bus days								
F.11.2.2	BFR-2B	Region (%)	>= 90% w in 30 bus days			100.00%	12				YES
F.11.2.3	BFR-2C	Region (%)	>= 90% w in 60 bus days			100.00%	1				YES

ATTACHMENT - 2

		ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE			
REGION ALL SERVICES		78.44%	86.82%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		93.20%	
- RETAIL BUSINESS**		TBD	

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

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	6	0	6	0	2	0	4	3	1	2	1	50.00%	25.00%	50.00%
#2		0	164	0	164	10	31	0	123	19	12	7	104	82.54%	84.55%	89.66%
#3		0	179	0	179	15	20	0	144	21	15	6	123	80.39%	85.42%	89.13%
#4		0	204	0	204	10	21	0	173	46	28	18	127	76.97%	73.41%	81.94%
#5		0	235	0	235	34	48	0	153	37	16	21	116	69.88%	75.82%	87.88%
#6		0	1971	0	1971	74	470	0	1427	887	90	797	540	76.70%	37.84%	85.71%
#7		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#8		18	0	0	18	0	6	0	12	8	2	6	4	66.67%	33.33%	66.67%
#9		25	0	0	25	1	5	0	19	8	4	4	11	68.75%	57.89%	73.33%
#10		46	0	0	46	2	9	2	33	8	2	6	25	86.21%	75.76%	92.59%
#11		102	0	0	102	4	26	4	68	28	20	8	40	62.50%	58.82%	66.67%
#12		1325	0	0	1325	35	202	20	1068	310	191	119	758	77.03%	70.97%	79.87%
#13		29	0	0	29	8	8	0	13	7	7	0	6	28.57%	46.15%	46.15%
#14		389	0	0	389	69	67	2	251	130	109	21	121	40.47%	48.21%	52.61%
#15		721	0	0	721	62	77	13	569	128	117	11	441	71.13%	77.50%	79.03%
#16		815	0	0	815	23	46	1	745	51	43	8	694	91.32%	93.15%	94.17%
#17		47	0	0	47	5	15	0	27	10	8	2	17	56.67%	62.96%	68.00%
#18		0	0	3	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%
#19		524	0	0	524	43	136	10	335	140	113	27	195	55.56%	58.21%	63.31%
#20		656	0	0	656	26	36	1	593	37	28	9	556	91.15%	93.76%	95.21%
#21		18	0	0	18	4	3	1	10	5	4	1	5	38.46%	50.00%	55.56%
#22		783	0	0	783	67	17	1	698	45	43	2	653	85.58%	93.55%	93.82%
#23		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#24		2230	0	0	2230	91	230	2	1907	111	54	57	1796	92.53%	94.18%	97.08%
#25		27	0	0	27	5	5	1	16	8	5	3	8	44.44%	50.00%	61.54%
#26		58	0	0	58	7	5	2	44	22	16	6	22	48.89%	50.00%	57.89%
#27		399	0	0	399	15	14	0	370	10	9	1	360	93.75%	97.30%	97.56%
#28		62	0	0	62	36	3	2	21	13	13	0	8	14.04%	38.10%	38.10%
#29		205	0	0	205	25	15	0	165	26	24	2	139	73.94%	84.24%	85.28%
#30		10	0	0	10	0	3	0	7	1	1	0	6	85.71%	85.71%	85.71%
#31		0	253	0	253	6	20	10	217	81	62	19	136	66.67%	62.67%	68.69%
#32		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#33		2157	0	0	2157	97	169	6	1885	205	182	23	1680	85.76%	89.12%	90.23%
#34		8	0	0	8	1	4	0	3	3	1	2	0	0.00%	0.00%	0.00%
#35		10	0	0	10	0	4	0	6	2	2	0	4	66.67%	66.67%	66.67%
#36		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#37		127	0	0	127	25	7	3	92	27	25	2	65	56.52%	70.65%	72.22%
#38		40	0	0	40	1	12	0	27	3	3	0	24	85.71%	88.89%	88.89%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#39		0	0	15102	15102	1917	3129	82	9974	4590	3715	875	5384	48.87%	53.98%	59.17%
#40		0	0	349	349	127	70	7	145	69	40	29	76	31.28%	52.41%	65.52%
#41		781	0	0	781	156	117	15	493	174	124	50	319	53.26%	64.71%	72.01%
#42		8038	0	0	8038	576	489	30	6943	712	542	170	6231	84.79%	89.75%	92.00%
#43		183	0	0	183	24	10	2	147	11	11	0	136	79.53%	92.52%	92.52%
#44		191	0	0	191	30	9	0	152	13	8	5	139	78.53%	91.45%	94.56%
#45		388	0	0	388	18	23	0	347	16	16	0	331	90.68%	95.39%	95.39%
#46		290	0	0	290	24	4	0	262	9	8	1	253	88.77%	96.56%	96.93%
#47		179	0	0	179	24	22	0	133	22	17	5	111	73.03%	83.46%	86.72%
#48		0	0	392	392	2	15	0	375	16	14	2	359	95.73%	95.73%	96.25%
#49		4	0	0	4	0	0	1	3	1	1	0	2	66.67%	66.67%	66.67%
#50		29	0	0	29	0	0	1	28	1	1	0	27	96.43%	96.43%	96.43%
#51		321	0	0	321	36	18	4	263	34	23	11	229	79.51%	87.07%	90.87%
#52		0	0	1449	1449	6	71	0	1372	38	31	7	1334	97.30%	97.23%	97.73%
#53		162	0	0	162	11	22	0	129	19	18	1	110	79.14%	85.27%	85.94%
#54		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#55		0	386	0	386	264	53	1	68	33	22	11	35	10.90%	51.47%	61.40%
#56		9	0	0	9	1	2	0	6	3	3	0	3	42.86%	50.00%	50.00%
#57		720	0	0	720	107	106	5	502	176	141	35	326	56.79%	64.94%	69.81%
#58		846	0	0	846	66	49	1	730	61	49	12	669	85.33%	91.64%	93.18%
#59		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#60		441	0	0	441	25	14	6	396	86	76	10	310	75.43%	78.28%	80.31%
#61		23	0	0	23	5	0	0	18	7	6	1	11	50.00%	61.11%	64.71%
#62		0	0	1883	1883	125	135	6	1617	171	134	37	1446	84.81%	89.42%	91.52%
#63		74	0	0	74	15	6	0	53	1	1	0	52	76.47%	98.11%	98.11%
#64		1168	0	0	1168	145	114	3	906	74	52	22	832	80.86%	91.83%	94.12%
#65		0	0	1033	1033	4	38	0	991	70	66	4	921	92.94%	92.94%	93.31%
#66		90	0	0	90	2	18	4	66	20	19	1	46	68.66%	69.70%	70.77%
#67		105	0	0	105	92	1	0	12	5	4	1	7	6.80%	58.33%	63.64%
#68		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#69		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#70		163	0	0	163	29	8	0	126	18	16	2	108	70.59%	85.71%	87.10%
#71		211	0	0	211	4	20	1	186	49	41	8	137	75.27%	73.66%	76.97%
#72		22	0	0	22	2	13	0	7	7	6	1	0	0.00%	0.00%	0.00%
#73		39347	0	0	39347	2241	5819	137	31150	9231	7614	1617	21919	68.98%	70.37%	74.22%
#74		257	0	0	257	25	12	1	219	7	7	0	212	86.89%	96.80%	96.80%
#75		51	0	0	51	0	12	0	39	4	3	1	35	92.11%	89.74%	92.11%
#76		66	0	0	66	1	0	14	51	19	18	1	32	62.75%	62.75%	64.00%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#77		0	0	2	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#78		26	0	0	26	4	1	0	21	1	1	0	20	80.00%	95.24%	95.24%
#79		103	0	0	103	15	11	2	75	37	31	6	38	45.24%	50.67%	55.07%
#80		1477	0	0	1477	168	57	6	1246	188	170	18	1058	75.79%	84.91%	86.16%
#81		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#82		289	0	0	289	25	41	5	218	90	72	18	128	56.89%	58.72%	64.00%
#83		1187	0	0	1187	90	52	1	1044	79	71	8	965	85.70%	92.43%	93.15%
#84		3649	0	0	3649	289	269	12	3079	215	147	68	2864	86.79%	93.02%	95.12%
#85		549	0	0	549	50	35	4	460	74	57	17	386	78.30%	83.91%	87.13%
#86		62	0	0	62	7	9	1	45	28	24	4	17	35.42%	37.78%	41.46%
#87		664	0	0	664	68	47	0	549	33	30	3	516	84.04%	93.99%	94.51%
#88		17	0	0	17	13	0	0	4	1	1	0	3	17.65%	75.00%	75.00%
#89		124	0	0	124	15	10	0	99	13	11	2	86	76.79%	86.87%	88.66%
#90		534	0	0	534	29	35	14	456	80	56	24	376	81.56%	82.46%	87.04%
#91		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#92		0	0	35	35	7	10	2	16	12	3	9	4	28.57%	25.00%	57.14%
#93		0	0	47	47	0	33	2	12	12	1	11	0	0.00%	0.00%	0.00%
#94		14	0	0	14	1	5	1	7	7	1	6	0	0.00%	0.00%	0.00%
#95		379	0	0	379	20	42	0	317	31	25	6	286	86.40%	90.22%	91.96%
#96		180	0	0	180	24	13	2	141	28	22	6	113	71.07%	80.14%	83.70%
#97		157	0	0	157	18	26	2	111	47	26	21	64	59.26%	57.66%	71.11%
#98		46	0	0	46	3	10	0	33	7	7	0	26	72.22%	78.79%	78.79%
#99		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#100		105	0	0	105	1	7	0	97	12	11	1	85	87.63%	87.63%	88.54%
#101		569	0	0	569	57	7	0	505	13	7	6	492	88.49%	97.43%	98.60%
#102		219	0	0	219	29	18	0	172	13	7	6	159	81.54%	92.44%	95.78%
#103		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#104		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#105		1023	0	0	1023	119	122	3	779	76	65	11	703	79.26%	90.24%	91.54%
#106		251	0	0	251	31	10	0	210	9	7	2	201	84.10%	95.71%	96.63%
#107		361	0	0	361	0	37	0	324	13	9	4	311	97.19%	95.99%	97.19%
#108		0	11	0	11	0	0	0	11	11	3	8	0	0.00%	0.00%	0.00%
#109		0	67	0	67	2	3	3	59	18	4	14	41	87.23%	69.49%	91.11%
#110		64	0	0	64	15	3	3	43	42	37	5	1	1.89%	2.33%	2.63%
#111		1176	0	0	1176	111	82	10	973	186	106	80	787	78.39%	80.88%	88.13%
#112		427	0	0	427	35	28	1	363	50	37	13	313	81.30%	86.23%	89.43%
#113		1796	0	0	1796	201	108	4	1483	129	106	23	1354	81.52%	91.30%	92.74%
#114		94	0	0	94	5	5	1	83	40	37	3	43	50.59%	51.81%	53.75%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#115		109	0	0	109	19	10	0	80	3	3	0	77	77.78%	96.25%	96.25%
#116		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#117		831	0	0	831	66	99	3	663	93	86	7	570	78.95%	85.97%	86.89%
#118		0	3046	0	3046	236	235	5	2570	473	361	112	2097	77.84%	81.60%	85.31%
#119		3843	0	0	3843	441	395	51	2956	840	706	134	2116	64.85%	71.58%	74.98%
#120		8	0	0	8	5	0	0	3	1	1	0	2	25.00%	66.67%	66.67%
#121		0	0	25	25	15	3	0	7	4	4	0	3	13.64%	42.86%	42.86%
#122		41	0	0	41	14	5	0	22	14	11	3	8	24.24%	36.36%	42.11%
#123		70	0	0	70	11	2	0	57	14	14	0	43	63.24%	75.44%	75.44%
#124		545	0	0	545	27	36	0	482	41	23	18	441	89.82%	91.49%	95.04%
#125		0	0	9529	9529	71	314	14	9130	346	282	64	8784	96.14%	96.21%	96.89%
#126		2844	0	0	2844	251	167	17	2409	319	254	65	2090	80.54%	86.76%	89.16%
#127		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#128		0	74	0	74	28	16	6	24	9	6	3	15	30.61%	62.50%	71.43%
#129		0	132	0	132	22	24	23	63	32	7	25	31	51.67%	49.21%	81.58%
#130		0	715	0	715	465	106	24	120	22	10	12	98	17.10%	81.67%	90.74%
#131		30	0	0	30	3	8	0	19	8	6	2	11	55.00%	57.89%	64.71%
#132		0	222	0	222	8	48	3	163	73	36	37	90	67.16%	55.21%	71.43%
#133		314	0	0	314	40	67	4	203	86	61	25	117	53.67%	57.64%	65.73%
#134		381	0	0	381	60	43	18	260	105	66	39	155	55.16%	59.62%	70.14%
#135		0	0	4	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
#136		0	159	0	159	43	18	2	96	45	31	14	51	40.80%	53.13%	62.20%
#137		216	0	0	216	23	8	2	183	82	66	16	101	53.16%	55.19%	60.48%
#138		1507	0	0	1507	255	193	22	1037	469	361	108	568	47.97%	54.77%	61.14%
#139		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#140		0	4	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#141		1510	0	0	1510	200	135	20	1155	481	388	93	674	53.41%	58.35%	63.47%
#142		1787	0	0	1787	132	145	8	1502	748	656	92	754	48.90%	50.20%	53.48%
#143		3353	0	0	3353	372	298	14	2669	626	550	76	2043	68.90%	76.55%	78.79%
#144		238	0	0	238	115	28	5	90	63	39	24	27	14.92%	30.00%	40.91%
#145		74	0	0	74	8	2	0	64	5	1	4	59	86.76%	92.19%	98.33%
#146		22	0	0	22	3	0	0	19	3	3	0	16	72.73%	84.21%	84.21%
#147		46	0	0	46	3	6	0	37	6	6	0	31	77.50%	83.78%	83.78%
#148		5	0	0	5	0	0	0	5	4	2	2	1	33.33%	20.00%	33.33%
#149		0	0	42	42	2	20	1	19	14	14	0	5	23.81%	26.32%	26.32%
#150		335	0	0	335	37	181	0	117	48	35	13	69	48.94%	58.97%	66.35%
#151		143	0	0	143	11	15	1	116	44	42	2	72	57.60%	62.07%	63.16%
#152		67	0	0	67	2	6	2	57	6	5	1	51	87.93%	89.47%	91.07%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#153		10	0	0	10	2	0	1	7	6	4	2	1	14.29%	14.29%	20.00%
#154		181	0	0	181	47	34	1	99	29	25	4	70	49.30%	70.71%	73.68%
#155		637	0	0	637	78	41	2	516	54	30	24	462	81.05%	89.53%	93.90%
#156		62	0	0	62	1	4	0	57	2	2	0	55	94.83%	96.49%	96.49%
#157		0	2505	0	2505	165	174	7	2159	207	177	30	1952	85.09%	90.41%	91.69%
#158		0	9611	0	9611	170	2232	78	7131	1329	845	484	5802	85.11%	81.36%	87.29%
#159		0	4277	0	4277	134	438	1	3704	928	481	447	2776	81.86%	74.95%	85.23%
#160		459	0	0	459	9	37	0	413	12	6	6	401	96.39%	97.09%	98.53%
#161		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#162		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#163		82	0	0	82	41	4	4	33	26	21	5	7	10.14%	21.21%	25.00%
#164		305	0	0	305	55	16	3	231	70	57	13	161	58.97%	69.70%	73.85%
#165		128	0	0	128	6	5	1	116	9	7	2	107	89.17%	92.24%	93.86%
#166		0	0	46	46	17	7	0	22	4	4	0	18	46.15%	81.82%	81.82%
#167		0	0	7	7	2	2	0	3	3	2	1	0	0.00%	0.00%	0.00%
#168		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#169		0	0	55	55	14	13	0	28	9	6	3	19	48.72%	67.86%	76.00%
#170		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#171		0	0	6	6	0	3	0	3	2	1	1	1	50.00%	33.33%	50.00%
#172		0	0	13	13	4	3	0	6	3	2	1	3	33.33%	50.00%	60.00%
#173		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#174		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#175		12	0	0	12	6	1	0	5	1	0	1	4	40.00%	80.00%	100.00%
#176		14	0	0	14	2	4	0	8	4	1	3	4	57.14%	50.00%	80.00%
#177		16	0	0	16	1	6	0	9	2	2	0	7	70.00%	77.78%	77.78%
#178		20	0	0	20	1	1	0	18	14	10	4	4	26.67%	22.22%	28.57%
#179		67	0	0	67	6	16	1	44	9	8	1	35	71.43%	79.55%	81.40%
#180		359	0	0	359	41	4	0	314	14	11	3	300	85.23%	95.54%	96.46%
#181		146	0	0	146	33	16	2	95	26	23	3	69	55.20%	72.63%	75.00%
#182		9	0	0	9	0	1	1	7	3	1	2	4	80.00%	57.14%	80.00%
#183		0	0	3671	3671	8	571	19	3073	2473	2008	465	600	22.94%	19.52%	23.01%
#184		0	0	35	35	0	2	1	32	17	17	0	15	46.88%	46.88%	46.88%
#185		0	0	28	28	5	0	4	19	19	18	1	0	0.00%	0.00%	0.00%
#186		0	0	27	27	2	7	0	18	9	5	4	9	56.25%	50.00%	64.29%
#187		0	0	8	8	0	6	0	2	1	1	0	1	50.00%	50.00%	50.00%
#188		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
#189		62	0	0	62	7	6	0	49	16	15	1	33	60.00%	67.35%	68.75%
#190		0	0	36	36	28	4	0	4	4	1	3	0	0.00%	0.00%	0.00%

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#191		0	0	3	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
#192		10	0	0	10	6	3	0	1	0	0	0	1	14.29%	100.00%	100.00%
#193		0	0	24	24	1	5	0	18	10	8	2	8	47.06%	44.44%	50.00%
#194		98	0	0	98	3	8	0	87	2	1	1	85	95.51%	97.70%	98.84%
#195		63	0	0	63	5	18	0	40	21	14	7	19	50.00%	47.50%	57.58%
#196		36	0	0	36	2	10	0	24	12	4	8	12	66.67%	50.00%	75.00%
#197		19	0	0	19	2	2	1	14	8	5	3	6	46.15%	42.86%	54.55%
#198		0	0	6	6	2	2	1	1	1	0	1	0	0.00%	0.00%	0.00%
#199		48	0	0	48	12	3	0	33	11	8	3	22	52.38%	66.67%	73.33%
#200		225	0	0	225	26	31	0	168	20	19	1	148	76.68%	88.10%	88.62%
#201		118	0	0	118	23	26	0	69	22	22	0	47	51.09%	68.12%	68.12%
#202		76	0	0	76	16	5	1	54	6	6	0	48	68.57%	88.89%	88.89%
#203		0	0	3531	3531	142	81	22	3286	244	205	39	3042	89.76%	92.57%	93.69%
#204		7957	0	0	7957	658	458	12	6829	329	285	44	6500	87.33%	95.18%	95.80%
#205		0	0	185	185	14	58	4	109	68	45	23	41	41.00%	37.61%	47.67%
#206		7411	0	0	7411	978	498	69	5866	1176	1011	165	4690	70.22%	79.95%	82.27%
#207		3215	0	0	3215	173	255	6	2781	118	101	17	2663	90.67%	95.76%	96.35%
#208		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#209		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#210		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#211		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#212		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#213		27	0	0	27	3	1	1	22	5	4	1	17	70.83%	77.27%	80.95%
#214		38	0	0	38	0	0	2	36	14	10	4	22	68.75%	61.11%	68.75%
#215		856	0	0	856	93	41	0	722	62	55	7	660	81.68%	91.41%	92.31%
#216		102	0	0	102	24	16	1	61	14	11	3	47	57.32%	77.05%	81.03%
#217		115	0	0	115	7	2	2	104	19	18	1	85	77.27%	81.73%	82.52%
#218		975	0	0	975	95	99	1	780	54	47	7	726	83.64%	93.08%	93.92%
#219		8	0	0	8	1	0	0	7	1	1	0	6	75.00%	85.71%	85.71%
#220		98	0	0	98	1	0	0	97	8	8	0	89	90.82%	91.75%	91.75%
#221		102	0	0	102	9	1	0	92	2	1	1	90	90.00%	97.83%	98.90%
#222		736	0	0	736	61	27	0	648	66	63	3	582	82.44%	89.81%	90.23%
#223		0	0	103	103	1	10	0	92	9	7	2	83	91.21%	90.22%	92.22%
#224		115	0	0	115	3	7	0	105	2	2	0	103	95.37%	98.10%	98.10%
#225		0	0	18	18	4	2	2	10	6	2	4	4	40.00%	40.00%	66.67%
#226		0	0	15	15	12	1	0	2	1	1	0	1	7.14%	50.00%	50.00%
#227		0	0	5	5	4	0	0	1	0	0	0	1	20.00%	100.00%	100.00%
#228		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#229		0	0	65	65	42	10	1	12	6	4	2	6	11.54%	50.00%	60.00%
#230		0	0	16	16	8	1	0	7	4	3	1	3	21.43%	42.86%	50.00%
#231		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#232		14	0	0	14	2	5	0	7	2	2	0	5	55.56%	71.43%	71.43%
#233		26	0	0	26	2	5	0	19	6	3	3	13	72.22%	68.42%	81.25%
#234		31	0	0	31	2	6	0	23	5	4	1	18	75.00%	78.26%	81.82%
#235		62	0	0	62	2	9	0	51	12	10	2	39	76.47%	76.47%	79.59%
#236		86	0	0	86	27	27	0	32	13	8	5	19	35.19%	59.38%	70.37%
#237		318	0	0	318	17	23	0	278	12	9	3	266	91.10%	95.68%	96.73%
#238		3696	0	0	3696	662	244	27	2763	286	231	55	2477	73.50%	89.65%	91.47%
#239		826	0	0	826	97	65	0	664	35	28	7	629	83.42%	94.73%	95.74%
#240		121	0	0	121	15	5	0	101	8	7	1	93	80.87%	92.08%	93.00%
#241		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#242		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#243		435	0	0	435	42	32	3	358	20	18	2	338	84.92%	94.41%	94.94%
#244		74	0	0	74	16	14	0	44	8	3	5	36	65.45%	81.82%	92.31%
#245		0	0	704	704	89	6	45	564	377	356	21	187	29.59%	33.16%	34.44%
#246		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#247		1021	0	0	1021	93	81	6	841	95	71	24	746	81.98%	88.70%	91.31%
#248		0	0	997	997	5	93	0	899	15	13	2	884	98.00%	98.33%	98.55%
#249		100	0	0	100	6	11	1	82	19	14	5	63	75.90%	76.83%	81.82%
#250		1533	0	0	1533	103	44	3	1383	88	79	9	1295	87.68%	93.64%	94.25%
#251		15	0	0	15	0	9	0	6	3	3	0	3	50.00%	50.00%	50.00%
#252		37	0	0	37	0	6	1	30	11	11	0	19	63.33%	63.33%	63.33%
#253		138	0	0	138	15	10	0	113	11	9	2	102	80.95%	90.27%	91.89%
#254		0	6071	0	6071	270	1455	0	4346	255	124	131	4091	91.22%	94.13%	97.06%
#255		108	0	0	108	5	4	0	99	16	16	0	83	79.81%	83.84%	83.84%
#256		435	0	0	435	41	27	3	364	26	22	4	338	84.29%	92.86%	93.89%
#257		407	0	0	407	16	20	2	369	20	18	2	349	91.12%	94.58%	95.10%
#258		1193	0	0	1193	103	67	3	1020	248	234	14	772	69.61%	75.69%	76.74%
#259		689	0	0	689	82	97	0	510	34	27	7	476	81.37%	93.33%	94.63%
#260		780	0	0	780	46	15	1	718	14	13	1	704	92.27%	98.05%	98.19%
#261		7	0	0	7	0	0	2	5	1	1	0	4	80.00%	80.00%	80.00%
#262		1572	0	0	1572	120	76	4	1372	59	46	13	1313	88.78%	95.70%	96.62%
#263		199	0	0	199	8	10	0	181	11	10	1	170	90.43%	93.92%	94.44%
#264		112	0	0	112	29	9	1	73	18	15	3	55	55.56%	75.34%	78.57%
#265		120	0	0	120	35	10	0	75	19	19	0	56	50.91%	74.67%	74.67%
#266		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#267		26	0	0	26	1	0	1	24	11	8	3	13	59.09%	54.17%	61.90%
#268		41	0	0	41	3	0	0	38	15	12	3	23	60.53%	60.53%	65.71%
#269		269	0	0	269	37	36	5	191	44	33	11	147	67.74%	76.96%	81.67%
#270		1762	0	0	1762	177	195	29	1361	359	261	98	1002	69.58%	73.62%	79.33%
#271		1855	0	0	1855	159	193	6	1497	207	161	46	1290	80.12%	86.17%	88.90%
#272		26	0	0	26	13	1	0	12	7	3	4	5	23.81%	41.67%	62.50%
#273		188	0	0	188	45	15	3	125	47	41	6	78	47.56%	62.40%	65.55%
#274		1059	0	0	1059	104	112	2	841	49	36	13	792	84.98%	94.17%	95.65%
#275		358	0	0	358	24	6	0	328	11	10	1	317	90.31%	96.65%	96.94%
#276		124	0	0	124	19	6	4	95	30	21	9	65	61.90%	68.42%	75.58%
#277		0	120	0	120	63	35	3	19	19	1	18	0	0.00%	0.00%	0.00%
#278		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#279		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#280		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#281		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#282		6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%
#283		0	0	3	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#284		3620	0	0	3620	313	220	11	3076	275	231	44	2801	83.74%	91.06%	92.38%
#285		6822	0	0	6822	232	437	5	6148	396	326	70	5752	91.16%	93.56%	94.64%
#286		18	0	0	18	2	3	0	13	4	4	0	9	60.00%	69.23%	69.23%
#287		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#288		1558	0	0	1558	134	82	5	1337	91	81	10	1246	85.28%	93.19%	93.90%
#289		690	0	0	690	43	66	4	577	52	45	7	525	85.64%	90.99%	92.11%
#290		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#291		26	0	0	26	0	1	0	25	1	1	0	24	96.00%	96.00%	96.00%
#292		477	0	0	477	43	23	0	411	25	24	1	386	85.21%	93.92%	94.15%
#293		301	0	0	301	15	28	35	223	126	115	11	97	42.73%	43.50%	45.75%
#294		0	2068	0	2068	946	203	96	823	107	36	71	716	42.17%	87.00%	95.21%
#295		399	0	0	399	74	48	4	273	67	56	11	206	61.31%	75.46%	78.63%
#296		3304	0	0	3304	371	1104	29	1800	730	298	432	1070	61.53%	59.44%	78.22%
#297		264	0	0	264	26	29	4	205	53	46	7	152	67.86%	74.15%	76.77%
#298		20	0	0	20	0	1	0	19	0	0	0	19	100.00%	100.00%	100.00%
#299		56	0	0	56	1	8	6	41	38	21	17	3	12.00%	7.32%	12.50%
#300		212	0	0	212	21	52	5	134	78	58	20	56	41.48%	41.79%	49.12%
#301		88	0	0	88	0	7	0	81	7	6	1	74	92.50%	91.36%	92.50%
#302		0	0	48	48	11	6	0	31	8	5	3	23	58.97%	74.19%	82.14%
#303		0	0	94	94	26	10	2	56	29	21	8	27	36.49%	48.21%	56.25%
#304		20	0	0	20	1	6	0	13	1	1	0	12	85.71%	92.31%	92.31%

AGGREGATE ORDER TYPES																	
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#305		25	0	0	25	7	3	0	15	7	6	1	8	38.10%	53.33%	57.14%
#306		51	0	0	51	7	3	0	41	6	5	1	35	74.47%	85.37%	87.50%
#307		23	0	0	23	1	5	0	17	1	1	0	16	88.89%	94.12%	94.12%
#308		376	0	0	376	51	204	0	121	9	3	6	112	67.47%	92.56%	97.39%
#309		114	0	0	114	13	11	0	90	11	8	3	79	79.00%	87.78%	90.80%
#310		283	0	0	283	12	20	1	250	28	26	2	222	85.38%	88.80%	89.52%
#311		188	0	0	188	18	16	1	153	46	40	6	107	64.85%	69.93%	72.79%
#312		385	0	0	385	31	58	5	291	78	64	14	213	69.16%	73.20%	76.90%
#313		6	0	0	6	2	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#314		124	0	0	124	23	17	5	79	25	21	4	54	55.10%	68.35%	72.00%
#315		0	9434	0	9434	335	2341	3	6755	589	371	218	6166	89.73%	91.28%	94.32%
#316		0	14774	0	14774	543	3539	3	10689	586	285	301	10103	92.43%	94.52%	97.26%
#317		134	0	0	134	9	9	0	116	14	11	3	102	83.61%	87.93%	90.27%
#318		314	0	0	314	17	30	0	267	17	17	0	250	88.03%	93.63%	93.63%
#319		10	0	0	10	2	2	2	4	3	3	0	1	16.67%	25.00%	25.00%
#320		1245	0	0	1245	82	56	1	1106	53	37	16	1053	89.85%	95.21%	96.61%
#321		26	0	0	26	6	3	1	16	2	1	1	14	66.67%	87.50%	93.33%
#322		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
#323		0	0	594	594	25	67	23	479	153	106	47	326	71.33%	68.06%	75.46%
#324		0	0	5520	5520	548	617	70	4285	594	392	202	3691	79.70%	86.14%	90.40%
#325		208	0	0	208	3	28	1	176	24	23	1	152	85.39%	86.36%	86.86%
#326		30150	0	0	30150	1470	1147	14	27519	628	504	124	26891	93.16%	97.72%	98.16%
#327		9	0	0	9	3	1	0	5	4	4	0	1	12.50%	20.00%	20.00%
#328		0	13	0	13	6	0	0	7	6	2	4	1	11.11%	14.29%	33.33%
#329		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#330		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#331		870	0	0	870	24	64	1	781	40	32	8	741	92.97%	94.88%	95.86%
#332		2651	0	0	2651	311	414	6	1920	311	241	70	1609	74.46%	83.80%	86.97%
#333		4	0	0	4	1	1	0	2	2	0	2	0	0.00%	0.00%	0.00%
#334		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%
#335		69	0	0	69	3	10	0	56	12	12	0	44	74.58%	78.57%	78.57%
#336		82	0	0	82	3	7	0	72	0	0	0	72	96.00%	100.00%	100.00%
#337		99	0	0	99	10	12	0	77	7	6	1	70	81.40%	90.91%	92.11%
#338		18	0	0	18	0	0	0	18	2	1	1	16	94.12%	88.89%	94.12%
#339		28345	0	0	28345	2311	2654	64	23316	1884	1670	214	21432	84.33%	91.92%	92.77%
#340		27	0	0	27	1	4	0	22	5	4	1	17	77.27%	77.27%	80.95%
#341		0	314	0	314	137	62	35	80	33	16	17	47	23.50%	58.75%	74.60%
#342		188	0	0	188	57	38	0	93	37	29	8	56	39.44%	60.22%	65.88%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#343		241	0	0	241	5	62	0	174	32	29	3	142	80.68%	81.61%	83.04%
#344		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#345		5	0	0	5	0	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#346		14	0	0	14	1	5	0	8	5	1	4	3	60.00%	37.50%	75.00%
#347		8	0	0	8	0	0	0	8	5	2	3	3	60.00%	37.50%	60.00%
#348		42	0	0	42	3	1	5	33	16	12	4	17	53.13%	51.52%	58.62%
#349		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
#350		8	0	0	8	0	0	1	7	4	2	2	3	60.00%	42.86%	60.00%
#351		25	0	0	25	12	2	0	11	7	5	2	4	19.05%	36.36%	44.44%
#352		55	0	0	55	8	13	0	34	7	7	0	27	64.29%	79.41%	79.41%
#353		0	0	10	10	1	0	0	9	9	5	4	0	0.00%	0.00%	0.00%
#354		0	0	1503	1503	296	189	16	1002	400	343	57	602	48.51%	60.08%	63.70%
#355		0	0	621	621	106	88	4	423	183	155	28	240	47.90%	56.74%	60.76%
#356		0	0	5	5	0	0	0	5	5	2	3	0	0.00%	0.00%	0.00%
#357		0	0	1173	1173	294	186	17	676	354	275	79	322	36.14%	47.63%	53.94%
#358		0	0	450	450	64	91	6	289	106	84	22	183	55.29%	63.32%	68.54%
#359		0	0	223	223	51	35	1	136	62	45	17	74	43.53%	54.41%	62.18%
#360		0	0	3	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#361		780	0	0	780	107	70	2	601	43	29	14	558	80.40%	92.85%	95.06%
#362		1740	0	0	1740	476	178	22	1064	509	398	111	555	38.84%	52.16%	58.24%
#363		14	0	0	14	3	0	0	11	2	2	0	9	64.29%	81.82%	81.82%
#364		22	0	0	22	5	1	1	15	6	6	0	9	45.00%	60.00%	60.00%
#365		1498	0	0	1498	260	165	4	1069	372	297	75	697	55.58%	65.20%	70.12%
#366		0	12	0	12	7	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#367		156	0	0	156	16	19	3	118	15	13	2	103	78.03%	87.29%	88.79%
#368		235	0	0	235	19	9	1	206	27	25	2	179	80.27%	86.89%	87.75%
#369		208	0	0	208	32	7	5	164	28	23	5	136	71.20%	82.93%	85.53%
#370		0	0	89	89	7	31	0	51	12	6	6	39	75.00%	76.47%	86.67%
#371		1301	0	0	1301	55	93	0	1153	44	41	3	1109	92.03%	96.18%	96.43%
#372		125	0	0	125	3	5	2	115	4	4	0	111	94.07%	96.52%	96.52%
#373		0	64	0	64	3	5	0	56	9	6	3	47	83.93%	83.93%	88.68%
#374		157	0	0	157	1	11	1	144	7	4	3	137	96.48%	95.14%	97.16%
#375		0	0	968	968	27	64	0	877	29	18	11	848	94.96%	96.69%	97.92%
#376		365	0	0	365	98	32	3	232	44	38	6	188	58.02%	81.03%	83.19%
#377		1878	0	0	1878	147	86	6	1639	165	131	34	1474	84.13%	89.93%	91.84%
#378		33	0	0	33	6	6	0	21	5	5	0	16	59.26%	76.19%	76.19%
#379		218	0	0	218	10	27	2	179	39	36	3	140	75.27%	78.21%	79.55%
#380		242	0	0	242	6	4	0	232	12	11	1	220	92.83%	94.83%	95.24%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#381		396	0	0	396	35	17	2	342	37	32	5	305	81.99%	89.18%	90.50%
#382		604	0	0	604	54	17	0	533	20	17	3	513	87.84%	96.25%	96.79%
#383		311	0	0	311	25	23	2	261	32	22	10	229	82.97%	87.74%	91.24%
#384		0	12	0	12	3	0	2	7	2	2	0	5	50.00%	71.43%	71.43%
#385		0	15	0	15	6	2	2	5	2	0	2	3	33.33%	60.00%	100.00%
#386		0	25	0	25	15	0	4	6	3	3	0	3	14.29%	50.00%	50.00%
#387		0	41	0	41	17	3	4	17	4	1	3	13	41.94%	76.47%	92.86%
#388		0	139	0	139	95	22	11	11	5	4	1	6	5.71%	54.55%	60.00%
#389		0	155	0	155	91	14	13	37	12	10	2	25	19.84%	67.57%	71.43%
#390		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#391		70	0	0	70	21	5	0	44	17	16	1	27	42.19%	61.36%	62.79%
#392		641	0	0	641	52	44	2	543	18	16	2	525	88.53%	96.69%	97.04%
#393		54	0	0	54	15	6	0	33	4	4	0	29	60.42%	87.88%	87.88%
#394		17	0	0	17	2	3	1	11	2	1	1	9	75.00%	81.82%	90.00%
#395		0	238	0	238	129	39	15	55	24	10	14	31	18.24%	56.36%	75.61%
#396		40	0	0	40	5	6	0	29	12	9	3	17	54.84%	58.62%	65.38%
#397		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#398		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#399		64	0	0	64	11	11	0	42	14	10	4	28	57.14%	66.67%	73.68%
#400		81	0	0	81	1	0	3	77	22	17	5	55	75.34%	71.43%	76.39%
#401		793	0	0	793	99	60	9	625	198	174	24	427	61.00%	68.32%	71.05%
#402		27	0	0	27	2	5	0	20	10	5	5	10	58.82%	50.00%	66.67%
#403		10	0	0	10	1	0	0	9	6	3	3	3	42.86%	33.33%	50.00%
#404		12	0	0	12	0	0	1	11	9	4	5	2	33.33%	18.18%	33.33%
#405		20	0	0	20	3	0	0	17	6	3	3	11	64.71%	64.71%	78.57%
#406		47	0	0	47	4	3	0	40	9	8	1	31	72.09%	77.50%	79.49%
#407		48	0	0	48	10	9	0	29	14	8	6	15	45.45%	51.72%	65.22%
#408		59	0	0	59	2	5	3	49	22	14	8	27	62.79%	55.10%	65.85%
#409		62	0	0	62	4	6	1	51	22	20	2	29	54.72%	56.86%	59.18%
#410		278	0	0	278	128	17	1	132	64	52	12	68	27.42%	51.52%	56.67%
#411		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#412		86	0	0	86	25	10	2	49	16	14	2	33	45.83%	67.35%	70.21%
#413		124	0	0	124	9	15	2	98	20	18	2	78	74.29%	79.59%	81.25%
#414		162	0	0	162	13	6	0	143	48	46	2	95	61.69%	66.43%	67.38%
#415		0	0	386	386	58	34	2	292	111	100	11	181	53.39%	61.99%	64.41%
#416		0	0	66	66	19	5	1	41	15	14	1	26	44.07%	63.41%	65.00%
#417		0	0	85	85	9	8	1	67	30	25	5	37	52.11%	55.22%	59.68%
#418		0	0	203	203	31	19	0	153	49	45	4	104	57.78%	67.97%	69.80%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#419		0	0	146	146	10	24	0	112	34	27	7	78	67.83%	69.64%	74.29%
#420		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#421		199	0	0	199	20	10	1	168	37	31	6	131	71.98%	77.98%	80.86%
#422		292	0	0	292	31	28	8	225	78	64	14	147	60.74%	65.33%	69.67%
#423		541	0	0	541	72	109	11	349	137	117	20	212	52.87%	60.74%	64.44%
#424		829	0	0	829	75	104	13	637	185	145	40	452	67.26%	70.96%	75.71%
#425		1144	0	0	1144	103	95	13	933	206	177	29	727	72.19%	77.92%	80.42%
#426		1163	0	0	1163	123	43	4	993	85	72	13	908	82.32%	91.44%	92.65%
#427		14	0	0	14	2	2	0	10	3	3	0	7	58.33%	70.00%	70.00%
#428		65	0	0	65	8	5	0	52	4	3	1	48	81.36%	92.31%	94.12%
#429		460	0	0	460	7	24	1	428	19	18	1	409	94.24%	95.56%	95.78%
#430		28	0	0	28	4	5	1	18	2	1	1	16	76.19%	88.89%	94.12%
LENS Subtotal		245877	0	0	245877	20576	22624	1103	201574	29933	24225	5708	171641	79.30%	85.15%	87.63%
EDI Subtotal		0	57717	0	57717	4353	11682	354	41328	5936	3080	2856	35392	82.64%	85.64%	91.99%
TAG Subtotal		0	0	51698	51698	4266	6206	359	40867	10816	8684	2132	30051	69.88%	73.53%	77.58%
TOTAL INTERFACES		**245877**	**57717**	**51698**	**355292**	**29195**	**40512**	**1816**	**283769**	**46685**	**35989**	**10696**	**237084**	**78.44%**	**83.55%**	**86.82%**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#2		0	4	0	4	3	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#4		10	0	0	10	4	3	1	2	2	1	1	0	0.00%	0.00%	0.00%
#5		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
#6		566	0	0	566	34	41	6	485	72	70	2	413	79.88%	85.15%	85.51%
#7		815	0	0	815	23	46	1	745	51	43	8	694	91.32%	93.15%	94.17%
#8		0	0	3	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%
#9		656	0	0	656	26	36	1	593	37	28	9	556	91.15%	93.76%	95.21%
#10		18	0	0	18	4	3	1	10	5	4	1	5	38.46%	50.00%	55.56%
#11		768	0	0	768	61	16	1	690	44	42	2	646	86.25%	93.62%	93.90%
#12		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#13		2230	0	0	2230	91	230	2	1907	111	54	57	1796	92.53%	94.18%	97.08%
#14		4	0	0	4	2	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#15		7	0	0	7	0	0	0	7	0	0	0	7	100.00%	100.00%	100.00%
#16		399	0	0	399	15	14	0	370	10	9	1	360	93.75%	97.30%	97.56%
#17		16	0	0	16	4	0	1	11	5	5	0	6	40.00%	54.55%	54.55%
#18		201	0	0	201	24	15	0	162	24	22	2	138	75.00%	85.19%	86.25%
#19		10	0	0	10	0	3	0	7	1	1	0	6	85.71%	85.71%	85.71%
#20		2129	0	0	2129	94	162	6	1867	199	177	22	1668	86.02%	89.34%	90.41%
#21		3	0	0	3	0	0	0	3	3	1	2	0	0.00%	0.00%	0.00%
#22		8	0	0	8	0	3	0	5	1	1	0	4	80.00%	80.00%	80.00%
#23		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#24		66	0	0	66	6	5	1	54	11	10	1	43	72.88%	79.63%	81.13%
#25		40	0	0	40	1	12	0	27	3	3	0	24	85.71%	88.89%	88.89%
#26		0	0	30	30	5	16	3	6	6	3	3	0	0.00%	0.00%	0.00%
#27		0	0	177	177	38	38	4	97	34	23	11	63	50.81%	64.95%	73.26%
#28		128	0	0	128	7	54	0	67	11	9	2	56	77.78%	83.58%	86.15%
#29		369	0	0	369	34	47	5	283	71	45	26	212	72.85%	74.91%	82.49%
#30		183	0	0	183	24	10	2	147	11	11	0	136	79.53%	92.52%	92.52%
#31		155	0	0	155	26	8	0	121	3	1	2	118	81.38%	97.52%	99.16%
#32		388	0	0	388	18	23	0	347	16	16	0	331	90.68%	95.39%	95.39%
#33		290	0	0	290	24	4	0	262	9	8	1	253	88.77%	96.56%	96.93%
#34		179	0	0	179	24	22	0	133	22	17	5	111	73.03%	83.46%	86.72%
#35		0	0	392	392	2	15	0	375	16	14	2	359	95.73%	95.73%	96.25%
#36		3	0	0	3	0	0	1	2	1	1	0	1	50.00%	50.00%	50.00%
#37		28	0	0	28	0	0	1	27	1	1	0	26	96.30%	96.30%	96.30%
#38		321	0	0	321	36	18	4	263	34	23	11	229	79.51%	87.07%	90.87%
#39		0	0	1449	1449	6	71	0	1372	38	31	7	1334	97.30%	97.23%	97.73%

AGGREGATE ORDER TYPES																
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		162	0	0	162	11	22	0	129	19	18	1	110	79.14%	85.27%	85.94%
#41		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#42		840	0	0	840	66	48	1	725	59	48	11	666	85.38%	91.86%	93.28%
#43		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
#44		441	0	0	441	25	14	6	396	86	76	10	310	75.43%	78.28%	80.31%
#45		23	0	0	23	5	0	0	18	7	6	1	11	50.00%	61.11%	64.71%
#46		0	0	1883	1883	125	135	6	1617	171	134	37	1446	84.81%	89.42%	91.52%
#47		74	0	0	74	15	6	0	53	1	1	0	52	76.47%	98.11%	98.11%
#48		1159	0	0	1159	144	114	1	900	73	52	21	827	80.84%	91.89%	94.08%
#49		0	0	1033	1033	4	38	0	991	70	66	4	921	92.94%	92.94%	93.31%
#50		90	0	0	90	2	18	4	66	20	19	1	46	68.66%	69.70%	70.77%
#51		6	0	0	6	0	0	0	6	1	1	0	5	83.33%	83.33%	83.33%
#52		4	0	0	4	1	1	0	2	2	2	0	0	0.00%	0.00%	0.00%
#53		148	0	0	148	2	9	1	136	24	18	6	112	84.85%	82.35%	86.15%
#54		10	0	0	10	0	10	0	0	0	0	0	0	0.00%	0.00%	0.00%
#55		37023	0	0	37023	1909	5448	117	29549	8491	7004	1487	21058	70.26%	71.26%	75.04%
#56		256	0	0	256	25	12	1	218	7	7	0	211	86.83%	96.79%	96.79%
#57		51	0	0	51	0	12	0	39	4	3	1	35	92.11%	89.74%	92.11%
#58		0	0	2	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%
#59		26	0	0	26	4	1	0	21	1	1	0	20	80.00%	95.24%	95.24%
#60		28	0	0	28	3	5	0	20	8	8	0	12	52.17%	60.00%	60.00%
#61		1477	0	0	1477	168	57	6	1246	188	170	18	1058	75.79%	84.91%	86.16%
#62		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#63		28	0	0	28	1	5	1	21	6	6	0	15	68.18%	71.43%	71.43%
#64		1187	0	0	1187	90	52	1	1044	79	71	8	965	85.70%	92.43%	93.15%
#65		3619	0	0	3619	277	268	12	3062	205	142	63	2857	87.21%	93.31%	95.27%
#66		466	0	0	466	41	26	0	399	58	44	14	341	80.05%	85.46%	88.57%
#67		664	0	0	664	68	47	0	549	33	30	3	516	84.04%	93.99%	94.51%
#68		124	0	0	124	15	10	0	99	13	11	2	86	76.79%	86.87%	88.66%
#69		534	0	0	534	29	35	14	456	80	56	24	376	81.56%	82.46%	87.04%
#70		0	0	33	33	5	10	2	16	12	3	9	4	33.33%	25.00%	57.14%
#71		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#72		364	0	0	364	14	40	0	310	30	24	6	280	88.05%	90.32%	92.11%
#73		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#74		178	0	0	178	23	13	2	140	27	21	6	113	71.97%	80.71%	84.33%
#75		113	0	0	113	17	12	0	84	22	14	8	62	66.67%	73.81%	81.58%
#76		40	0	0	40	3	5	0	32	7	7	0	25	71.43%	78.13%	78.13%
#77		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#78		105	0	0	105	1	7	0	97	12	11	1	85	87.63%	87.63%	88.54%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		567	0	0	567	57	7	0	503	13	7	6	490	88.45%	97.42%	98.59%
#80		219	0	0	219	29	18	0	172	13	7	6	159	81.54%	92.44%	95.78%
#81		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#82		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#83		988	0	0	988	107	114	3	764	62	56	6	702	81.16%	91.88%	92.61%
#84		251	0	0	251	31	10	0	210	9	7	2	201	84.10%	95.71%	96.63%
#85		361	0	0	361	0	37	0	324	13	9	4	311	97.19%	95.99%	97.19%
#86		0	67	0	67	2	3	3	59	18	4	14	41	87.23%	69.49%	91.11%
#87		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#88		1162	0	0	1162	110	82	9	961	184	104	80	777	78.41%	80.85%	88.20%
#89		427	0	0	427	35	28	1	363	50	37	13	313	81.30%	86.23%	89.43%
#90		1794	0	0	1794	200	108	4	1482	129	106	23	1353	81.56%	91.30%	92.73%
#91		94	0	0	94	5	5	1	83	40	37	3	43	50.59%	51.81%	53.75%
#92		105	0	0	105	17	9	0	79	3	3	0	76	79.17%	96.20%	96.20%
#93		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#94		823	0	0	823	66	99	3	655	89	82	7	566	79.27%	86.41%	87.35%
#95		0	3046	0	3046	236	235	5	2570	473	361	112	2097	77.84%	81.60%	85.31%
#96		3843	0	0	3843	441	395	51	2956	840	706	134	2116	64.85%	71.58%	74.98%
#97		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#98		0	0	8	8	3	2	0	3	1	1	0	2	33.33%	66.67%	66.67%
#99		16	0	0	16	3	1	0	12	8	6	2	4	30.77%	33.33%	40.00%
#100		70	0	0	70	11	2	0	57	14	14	0	43	63.24%	75.44%	75.44%
#101		545	0	0	545	27	36	0	482	41	23	18	441	89.82%	91.49%	95.04%
#102		0	0	9529	9529	71	314	14	9130	346	282	64	8784	96.14%	96.21%	96.89%
#103		2844	0	0	2844	251	167	17	2409	319	254	65	2090	80.54%	86.76%	89.16%
#104		42	0	0	42	9	7	0	26	9	8	1	17	50.00%	65.38%	68.00%
#105		0	8	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#106		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#107		215	0	0	215	10	16	3	186	26	20	6	160	84.21%	86.02%	88.89%
#108		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#109		351	0	0	351	11	33	5	302	102	82	20	200	68.26%	66.23%	70.92%
#110		44	0	0	44	12	10	1	21	15	3	12	6	28.57%	28.57%	66.67%
#111		74	0	0	74	8	2	0	64	5	1	4	59	86.76%	92.19%	98.33%
#112		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#113		45	0	0	45	3	6	0	36	6	6	0	30	76.92%	83.33%	83.33%
#114		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#115		271	0	0	271	16	159	0	96	34	28	6	62	58.49%	64.58%	68.89%
#116		143	0	0	143	11	15	1	116	44	42	2	72	57.60%	62.07%	63.16%
#117		58	0	0	58	1	5	2	50	3	2	1	47	94.00%	94.00%	95.92%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		637	0	0	637	78	41	2	516	54	30	24	462	81.05%	89.53%	93.90%
#119		62	0	0	62	1	4	0	57	2	2	0	55	94.83%	96.49%	96.49%
#120		0	2505	0	2505	165	174	7	2159	207	177	30	1952	85.09%	90.41%	91.69%
#121		0	9611	0	9611	170	2232	78	7131	1329	845	484	5802	85.11%	81.36%	87.29%
#122		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#123		459	0	0	459	9	37	0	413	12	6	6	401	96.39%	97.09%	98.53%
#124		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#125		9	0	0	9	6	0	0	3	1	1	0	2	22.22%	66.67%	66.67%
#126		128	0	0	128	6	5	1	116	9	7	2	107	89.17%	92.24%	93.86%
#127		359	0	0	359	41	4	0	314	14	11	3	300	85.23%	95.54%	96.46%
#128		74	0	0	74	15	7	1	51	9	8	1	42	64.62%	82.35%	84.00%
#129		0	0	3628	3628	7	557	19	3045	2452	1990	462	593	22.90%	19.47%	22.96%
#130		5	0	0	5	0	0	0	5	0	0	0	5	100.00%	100.00%	100.00%
#131		98	0	0	98	3	8	0	87	2	1	1	85	95.51%	97.70%	98.84%
#132		7	0	0	7	1	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#133		35	0	0	35	2	10	0	23	12	4	8	11	64.71%	47.83%	73.33%
#134		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#135		0	0	2	2	0	1	1	0	0	0	0	0	0.00%	0.00%	0.00%
#136		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#137		201	0	0	201	19	23	0	159	12	11	1	147	83.05%	92.45%	93.04%
#138		97	0	0	97	21	22	0	54	14	14	0	40	53.33%	74.07%	74.07%
#139		76	0	0	76	16	5	1	54	6	6	0	48	68.57%	88.89%	88.89%
#140		0	0	3530	3530	142	81	22	3285	244	205	39	3041	89.76%	92.57%	93.68%
#141		7957	0	0	7957	658	458	12	6829	329	285	44	6500	87.33%	95.18%	95.80%
#142		358	0	0	358	52	46	0	260	53	41	12	207	69.00%	79.62%	83.47%
#143		3209	0	0	3209	171	255	6	2777	118	101	17	2659	90.72%	95.75%	96.34%
#144		38	0	0	38	0	0	2	36	14	10	4	22	68.75%	61.11%	68.75%
#145		856	0	0	856	93	41	0	722	62	55	7	660	81.68%	91.41%	92.31%
#146		53	0	0	53	7	9	0	37	3	3	0	34	77.27%	91.89%	91.89%
#147		114	0	0	114	7	2	2	103	19	18	1	84	77.06%	81.55%	82.35%
#148		975	0	0	975	95	99	1	780	54	47	7	726	83.64%	93.08%	93.92%
#149		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#150		95	0	0	95	1	0	0	94	8	8	0	86	90.53%	91.49%	91.49%
#151		101	0	0	101	9	1	0	91	2	1	1	89	89.90%	97.80%	98.89%
#152		732	0	0	732	59	27	0	646	65	62	3	581	82.76%	89.94%	90.36%
#153		0	0	103	103	1	10	0	92	9	7	2	83	91.21%	90.22%	92.22%
#154		115	0	0	115	3	7	0	105	2	2	0	103	95.37%	98.10%	98.10%
#155		0	0	2	2	0	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#156		6	0	0	6	0	4	0	2	0	0	0	2	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		3696	0	0	3696	662	244	27	2763	286	231	55	2477	73.50%	89.65%	91.47%
#158		826	0	0	826	97	65	0	664	35	28	7	629	83.42%	94.73%	95.74%
#159		121	0	0	121	15	5	0	101	8	7	1	93	80.87%	92.08%	93.00%
#160		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#161		435	0	0	435	42	32	3	358	20	18	2	338	84.92%	94.41%	94.94%
#162		73	0	0	73	15	14	0	44	8	3	5	36	66.67%	81.82%	92.31%
#163		1011	0	0	1011	91	80	6	834	89	68	21	745	82.41%	89.33%	91.64%
#164		0	0	997	997	5	93	0	899	15	13	2	884	98.00%	98.33%	98.55%
#165		100	0	0	100	6	11	1	82	19	14	5	63	75.90%	76.83%	81.82%
#166		1533	0	0	1533	103	44	3	1383	88	79	9	1295	87.68%	93.64%	94.25%
#167		5	0	0	5	0	0	0	5	5	5	0	0	0.00%	0.00%	0.00%
#168		138	0	0	138	15	10	0	113	11	9	2	102	80.95%	90.27%	91.89%
#169		0	6071	0	6071	270	1455	0	4346	255	124	131	4091	91.22%	94.13%	97.06%
#170		108	0	0	108	5	4	0	99	16	16	0	83	79.81%	83.84%	83.84%
#171		435	0	0	435	41	27	3	364	26	22	4	338	84.29%	92.86%	93.89%
#172		407	0	0	407	16	20	2	369	20	18	2	349	91.12%	94.58%	95.10%
#173		1193	0	0	1193	103	67	3	1020	248	234	14	772	69.61%	75.69%	76.74%
#174		670	0	0	670	78	95	0	497	34	27	7	463	81.51%	93.16%	94.49%
#175		780	0	0	780	46	15	1	718	14	13	1	704	92.27%	98.05%	98.19%
#176		7	0	0	7	0	0	2	5	1	1	0	4	80.00%	80.00%	80.00%
#177		1564	0	0	1564	115	76	4	1369	57	44	13	1312	89.19%	95.84%	96.76%
#178		199	0	0	199	8	10	0	181	11	10	1	170	90.43%	93.92%	94.44%
#179		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#180		79	0	0	79	10	8	1	60	9	8	1	51	73.91%	85.00%	86.44%
#181		465	0	0	465	40	55	2	368	43	36	7	325	81.05%	88.32%	90.03%
#182		32	0	0	32	1	9	0	22	12	11	1	10	45.45%	45.45%	47.62%
#183		225	0	0	225	22	23	3	177	30	20	10	147	77.78%	83.05%	88.02%
#184		1047	0	0	1047	104	110	2	831	49	36	13	782	84.82%	94.10%	95.60%
#185		358	0	0	358	24	6	0	328	11	10	1	317	90.31%	96.65%	96.94%
#186		40	0	0	40	3	2	0	35	7	6	1	28	75.68%	80.00%	82.35%
#187		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#188		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#189		3620	0	0	3620	313	220	11	3076	275	231	44	2801	83.74%	91.06%	92.38%
#190		6822	0	0	6822	232	437	5	6148	396	326	70	5752	91.16%	93.56%	94.64%
#191		18	0	0	18	2	3	0	13	4	4	0	9	60.00%	69.23%	69.23%
#192		1552	0	0	1552	133	80	5	1334	90	80	10	1244	85.38%	93.25%	93.96%
#193		690	0	0	690	43	66	4	577	52	45	7	525	85.64%	90.99%	92.11%
#194		23	0	0	23	0	0	0	23	0	0	0	23	100.00%	100.00%	100.00%
#195		477	0	0	477	43	23	0	411	25	24	1	386	85.21%	93.92%	94.15%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		301	0	0	301	15	28	35	223	126	115	11	97	42.73%	43.50%	45.75%
#197		0	79	0	79	5	21	8	45	9	2	7	36	83.72%	80.00%	94.74%
#198		8	0	0	8	0	1	0	7	2	2	0	5	71.43%	71.43%	71.43%
#199		3304	0	0	3304	371	1104	29	1800	730	298	432	1070	61.53%	59.44%	78.22%
#200		257	0	0	257	25	27	4	201	52	45	7	149	68.04%	74.13%	76.80%
#201		20	0	0	20	0	1	0	19	0	0	0	19	100.00%	100.00%	100.00%
#202		7	0	0	7	0	0	1	6	3	3	0	3	50.00%	50.00%	50.00%
#203		88	0	0	88	0	7	0	81	7	6	1	74	92.50%	91.36%	92.50%
#204		0	0	8	8	2	1	0	5	2	2	0	3	42.86%	60.00%	60.00%
#205		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#206		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#207		51	0	0	51	7	3	0	41	6	5	1	35	74.47%	85.37%	87.50%
#208		23	0	0	23	1	5	0	17	1	1	0	16	88.89%	94.12%	94.12%
#209		376	0	0	376	51	204	0	121	9	3	6	112	67.47%	92.56%	97.39%
#210		113	0	0	113	13	11	0	89	10	7	3	79	79.80%	88.76%	91.86%
#211		282	0	0	282	12	20	1	249	28	26	2	221	85.33%	88.76%	89.47%
#212		0	9434	0	9434	335	2341	3	6755	589	371	218	6166	89.73%	91.28%	94.32%
#213		0	14774	0	14774	543	3539	3	10689	586	285	301	10103	92.43%	94.52%	97.26%
#214		134	0	0	134	9	9	0	116	14	11	3	102	83.61%	87.93%	90.27%
#215		314	0	0	314	17	30	0	267	17	17	0	250	88.03%	93.63%	93.63%
#216		10	0	0	10	2	2	2	4	3	3	0	1	16.67%	25.00%	25.00%
#217		1245	0	0	1245	82	56	1	1106	53	37	16	1053	89.85%	95.21%	96.61%
#218		26	0	0	26	6	3	1	16	2	1	1	14	66.67%	87.50%	93.33%
#219		0	0	7	7	3	0	2	2	2	0	2	0	0.00%	0.00%	0.00%
#220		0	0	5344	5344	536	583	60	4165	490	350	140	3675	80.57%	88.24%	91.30%
#221		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#222		30090	0	0	30090	1470	1139	14	27467	626	502	124	26841	93.16%	97.72%	98.16%
#223		869	0	0	869	24	63	1	781	40	32	8	741	92.97%	94.88%	95.86%
#224		2651	0	0	2651	311	414	6	1920	311	241	70	1609	74.46%	83.80%	86.97%
#225		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#226		5	0	0	5	1	2	0	2	0	0	0	2	66.67%	100.00%	100.00%
#227		67	0	0	67	3	10	0	54	12	12	0	42	73.68%	77.78%	77.78%
#228		82	0	0	82	3	7	0	72	0	0	0	72	96.00%	100.00%	100.00%
#229		99	0	0	99	10	12	0	77	7	6	1	70	81.40%	90.91%	92.11%
#230		18	0	0	18	0	0	0	18	2	1	1	16	94.12%	88.89%	94.12%
#231		28345	0	0	28345	2311	2654	64	23316	1884	1670	214	21432	84.33%	91.92%	92.77%
#232		27	0	0	27	1	4	0	22	5	4	1	17	77.27%	77.27%	80.95%
#233		3	0	0	3	0	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
#234		241	0	0	241	5	62	0	174	32	29	3	142	80.68%	81.61%	83.04%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#235		19	0	0	19	2	9	0	8	2	2	0	6	60.00%	75.00%	75.00%
#236		780	0	0	780	107	70	2	601	43	29	14	558	80.40%	92.85%	95.06%
#237		191	0	0	191	6	16	7	162	73	56	17	89	58.94%	54.94%	61.38%
#238		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
#239		22	0	0	22	5	1	1	15	6	6	0	9	45.00%	60.00%	60.00%
#240		84	0	0	84	2	6	0	76	0	0	0	76	97.44%	100.00%	100.00%
#241		235	0	0	235	19	9	1	206	27	25	2	179	80.27%	86.89%	87.75%
#242		126	0	0	126	10	4	4	108	10	8	2	98	84.48%	90.74%	92.45%
#243		0	0	89	89	7	31	0	51	12	6	6	39	75.00%	76.47%	86.67%
#244		1288	0	0	1288	44	93	0	1151	42	39	3	1109	93.04%	96.35%	96.60%
#245		123	0	0	123	3	5	2	113	4	4	0	109	93.97%	96.46%	96.46%
#246		0	64	0	64	3	5	0	56	9	6	3	47	83.93%	83.93%	88.68%
#247		157	0	0	157	1	11	1	144	7	4	3	137	96.48%	95.14%	97.16%
#248		0	0	968	968	27	64	0	877	29	18	11	848	94.96%	96.69%	97.92%
#249		365	0	0	365	98	32	3	232	44	38	6	188	58.02%	81.03%	83.19%
#250		1861	0	0	1861	144	82	6	1629	164	130	34	1465	84.24%	89.93%	91.85%
#251		33	0	0	33	6	6	0	21	5	5	0	16	59.26%	76.19%	76.19%
#252		215	0	0	215	9	27	1	178	38	35	3	140	76.09%	78.65%	80.00%
#253		242	0	0	242	6	4	0	232	12	11	1	220	92.83%	94.83%	95.24%
#254		396	0	0	396	35	17	2	342	37	32	5	305	81.99%	89.18%	90.50%
#255		604	0	0	604	54	17	0	533	20	17	3	513	87.84%	96.25%	96.79%
#256		298	0	0	298	25	22	2	249	24	19	5	225	83.64%	90.36%	92.21%
#257		0	7	0	7	0	4	1	2	0	0	0	2	100.00%	100.00%	100.00%
#258		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#259		641	0	0	641	52	44	2	543	18	16	2	525	88.53%	96.69%	97.04%
#260		54	0	0	54	15	6	0	33	4	4	0	29	60.42%	87.88%	87.88%
#261		17	0	0	17	2	3	1	11	2	1	1	9	75.00%	81.82%	90.00%
#262		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#263		8	0	0	8	1	3	0	4	4	4	0	0	0.00%	0.00%	0.00%
#264		49	0	0	49	9	10	0	30	10	7	3	20	55.56%	66.67%	74.07%
#265		326	0	0	326	37	17	6	266	44	41	3	222	74.00%	83.46%	84.41%
#266		27	0	0	27	2	5	0	20	10	5	5	10	58.82%	50.00%	66.67%
#267		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#268		41	0	0	41	12	4	0	25	8	7	1	17	47.22%	68.00%	70.83%
#269		0	0	131	131	8	17	0	106	33	26	7	73	68.22%	68.87%	73.74%
#270		4	0	0	4	0	2	0	2	2	2	0	0	0.00%	0.00%	0.00%
#271		13	0	0	13	0	8	0	5	5	5	0	0	0.00%	0.00%	0.00%
#272		375	0	0	375	24	79	9	263	81	69	12	182	66.18%	69.20%	72.51%
#273		1163	0	0	1163	123	43	4	993	85	72	13	908	82.32%	91.44%	92.65%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#274		14	0	0	14	2	2	0	10	3	3	0	7	58.33%	70.00%	70.00%
#275		65	0	0	65	8	5	0	52	4	3	1	48	81.36%	92.31%	94.12%
#276		457	0	0	457	7	21	1	428	19	18	1	409	94.24%	95.56%	95.78%
LENS Subtotal		199603	0	0	199603	14441	17999	632	166531	20118	16348	3770	146413	82.62%	87.92%	89.96%
EDI Subtotal		0	45673	0	45673	1732	10010	108	33823	3478	2177	1301	30345	88.59%	89.72%	93.31%
TAG Subtotal		0	0	29354	29354	997	2082	136	26139	3984	3176	808	22155	84.15%	84.76%	87.46%
TOTAL INTERFACES		**199603**	**45673**	**29354**	**274630**	**17170**	**30091**	**876**	**226493**	**27580**	**21701**	**5879**	**198913**	**83.65%**	**87.82%**	**90.16%**

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		20	0	0	20	8	5	0	7	3	3	0	4	26.67%	57.14%	57.14%
#2		6	0	0	6	2	2	0	2	2	1	1	0	0.00%	0.00%	0.00%
#3		119	0	0	119	26	23	6	64	36	30	6	28	33.33%	43.75%	48.28%
#4		47	0	0	47	5	15	0	27	10	8	2	17	56.67%	62.96%	68.00%
#5		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#6		15	0	0	15	6	1	0	8	1	1	0	7	50.00%	87.50%	87.50%
#7		14	0	0	14	3	3	0	8	5	2	3	3	37.50%	37.50%	60.00%
#8		51	0	0	51	7	5	2	37	22	16	6	15	39.47%	40.54%	48.39%
#9		46	0	0	46	32	3	1	10	8	8	0	2	4.76%	20.00%	20.00%
#10		4	0	0	4	1	0	0	3	2	2	0	1	25.00%	33.33%	33.33%
#11		27	0	0	27	3	7	0	17	5	5	0	12	60.00%	70.59%	70.59%
#12		5	0	0	5	1	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#13		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#14		61	0	0	61	19	2	2	38	16	15	1	22	39.29%	57.89%	59.46%
#15		0	0	11	11	7	3	0	1	1	0	1	0	0.00%	0.00%	0.00%
#16		0	0	162	162	87	26	3	46	33	16	17	13	11.21%	28.26%	44.83%
#17		60	0	0	60	6	14	0	40	16	12	4	24	57.14%	60.00%	66.67%
#18		294	0	0	294	64	23	8	199	94	72	22	105	43.57%	52.76%	59.32%
#19		36	0	0	36	4	1	0	31	10	7	3	21	65.63%	67.74%	75.00%
#20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#21		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#22		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#23		7	0	0	7	1	1	0	5	2	2	0	3	50.00%	60.00%	60.00%
#24		3	0	0	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#25		6	0	0	6	0	1	0	5	2	1	1	3	75.00%	60.00%	75.00%
#26		9	0	0	9	1	0	2	6	1	0	1	5	83.33%	83.33%	100.00%
#27		99	0	0	99	92	1	0	6	4	3	1	2	2.06%	33.33%	40.00%
#28		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#29		57	0	0	57	2	8	0	47	22	20	2	25	53.19%	53.19%	55.56%
#30		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#31		2324	0	0	2324	332	371	20	1601	740	610	130	861	47.75%	53.78%	58.53%
#32		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#33		75	0	0	75	12	6	2	55	29	23	6	26	42.62%	47.27%	53.06%
#34		261	0	0	261	24	36	4	197	84	66	18	113	55.67%	57.36%	63.13%
#35		30	0	0	30	12	1	0	17	10	5	5	7	29.17%	41.18%	58.33%
#36		83	0	0	83	9	9	4	61	16	13	3	45	67.16%	73.77%	77.59%
#37		62	0	0	62	7	9	1	45	28	24	4	17	35.42%	37.78%	41.46%
#38		17	0	0	17	13	0	0	4	1	1	0	3	17.65%	75.00%	75.00%
#39		0	0	2	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		15	0	0	15	6	2	0	7	1	1	0	6	46.15%	85.71%	85.71%
#41		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#42		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#43		44	0	0	44	1	14	2	27	25	12	13	2	13.33%	7.41%	14.29%
#44		6	0	0	6	0	5	0	1	0	0	0	1	100.00%	100.00%	100.00%
#45		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#46		35	0	0	35	12	8	0	15	14	9	5	1	4.55%	6.67%	10.00%
#47		12	0	0	12	1	0	0	11	2	2	0	9	75.00%	81.82%	81.82%
#48		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#49		4	0	0	4	2	1	0	1	0	0	0	1	33.33%	100.00%	100.00%
#50		8	0	0	8	1	0	0	7	3	3	0	4	50.00%	57.14%	57.14%
#51		8	0	0	8	0	0	0	8	4	4	0	4	50.00%	50.00%	50.00%
#52		7	0	0	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%
#53		0	0	17	17	12	1	0	4	3	3	0	1	6.25%	25.00%	25.00%
#54		22	0	0	22	10	3	0	9	5	5	0	4	21.05%	44.44%	44.44%
#55		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#56		30	0	0	30	3	8	0	19	8	6	2	11	55.00%	57.89%	64.71%
#57		293	0	0	293	39	28	10	216	78	50	28	138	60.79%	63.89%	73.40%
#58		32	0	0	32	7	7	0	18	6	2	4	12	57.14%	66.67%	85.71%
#59		0	151	0	151	43	17	2	89	43	29	14	46	38.98%	51.69%	61.33%
#60		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#61		1256	0	0	1256	245	164	14	833	425	323	102	408	41.80%	48.98%	55.81%
#62		9	0	0	9	1	3	0	5	4	4	0	1	16.67%	20.00%	20.00%
#63		46	0	0	46	15	7	0	24	16	15	1	8	21.05%	33.33%	34.78%
#64		1107	0	0	1107	180	71	15	841	367	301	66	474	49.63%	56.36%	61.16%
#65		194	0	0	194	103	18	4	69	48	36	12	21	13.13%	30.43%	36.84%
#66		14	0	0	14	3	0	0	11	3	3	0	8	57.14%	72.73%	72.73%
#67		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#68		4	0	0	4	0	0	0	4	4	2	2	0	0.00%	0.00%	0.00%
#69		64	0	0	64	21	22	0	21	14	7	7	7	20.00%	33.33%	50.00%
#70		9	0	0	9	1	1	0	7	3	3	0	4	50.00%	57.14%	57.14%
#71		13	0	0	13	5	2	0	6	2	2	0	4	36.36%	66.67%	66.67%
#72		10	0	0	10	2	0	1	7	6	4	2	1	14.29%	14.29%	20.00%
#73		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#74		51	0	0	51	28	4	0	19	16	13	3	3	6.82%	15.79%	18.75%
#75		0	0	11	11	3	2	0	6	3	2	1	3	37.50%	50.00%	60.00%
#76		12	0	0	12	6	1	0	5	1	0	1	4	40.00%	80.00%	100.00%
#77		72	0	0	72	18	9	1	44	17	15	2	27	45.00%	61.36%	64.29%
#78		9	0	0	9	0	1	1	7	3	1	2	4	80.00%	57.14%	80.00%

AGGREGATE ORDER TYPES																	
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		0	0	43	43	1	14	0	28	21	18	3	7	26.92%	25.00%	28.00%
#80		0	0	8	8	2	1	0	5	1	1	0	4	57.14%	80.00%	80.00%
#81		4	0	0	4	1	1	0	2	1	1	0	1	33.33%	50.00%	50.00%
#82		57	0	0	57	7	6	0	44	16	15	1	28	56.00%	63.64%	65.12%
#83		0	0	36	36	28	4	0	4	4	1	3	0	0.00%	0.00%	0.00%
#84		10	0	0	10	6	3	0	1	0	0	0	1	14.29%	100.00%	100.00%
#85		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#86		18	0	0	18	2	2	1	13	8	5	3	5	41.67%	38.46%	50.00%
#87		0	0	4	4	2	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#88		45	0	0	45	12	1	0	32	10	8	2	22	52.38%	68.75%	73.33%
#89		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#90		21	0	0	21	2	4	0	15	8	8	0	7	41.18%	46.67%	46.67%
#91		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#92		0	0	74	74	2	26	0	46	39	26	13	7	20.00%	15.22%	21.21%
#93		805	0	0	805	231	116	8	450	176	149	27	274	41.90%	60.89%	64.78%
#94		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
#95		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#96		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#97		3	0	0	3	1	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#98		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#99		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#100		27	0	0	27	3	1	1	22	5	4	1	17	70.83%	77.27%	80.95%
#101		49	0	0	49	17	7	1	24	11	8	3	13	34.21%	54.17%	61.90%
#102		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#103		7	0	0	7	1	0	0	6	1	1	0	5	71.43%	83.33%	83.33%
#104		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
#105		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#106		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
#107		0	0	5	5	3	0	0	2	1	1	0	1	20.00%	50.00%	50.00%
#108		0	0	3	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	0	63	63	42	10	0	11	5	3	2	6	11.76%	54.55%	66.67%
#110		0	0	2	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#111		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#112		2	0	0	2	1	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#113		77	0	0	77	26	21	0	30	13	8	5	17	33.33%	56.67%	68.00%
#114		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#115		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#116		10	0	0	10	2	1	0	7	6	3	3	1	16.67%	14.29%	25.00%
#117		11	0	0	11	0	8	0	3	2	2	0	1	33.33%	33.33%	33.33%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		32	0	0	32	0	6	1	25	6	6	0	19	76.00%	76.00%	76.00%
#119		19	0	0	19	4	2	0	13	0	0	0	13	76.47%	100.00%	100.00%
#120		8	0	0	8	5	0	0	3	2	2	0	1	12.50%	33.33%	33.33%
#121		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#122		29	0	0	29	17	1	0	11	7	5	2	4	15.38%	36.36%	44.44%
#123		41	0	0	41	3	0	0	38	15	12	3	23	60.53%	60.53%	65.71%
#124		4	0	0	4	0	0	0	4	2	2	0	2	50.00%	50.00%	50.00%
#125		5	0	0	5	4	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#126		24	0	0	24	13	0	0	11	6	2	4	5	25.00%	45.45%	71.43%
#127		12	0	0	12	0	2	0	10	0	0	0	10	100.00%	100.00%	100.00%
#128		84	0	0	84	16	4	4	60	23	15	8	37	54.41%	61.67%	71.15%
#129		6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%
#130		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#131		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#132		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#133		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
#134		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#135		6	0	0	6	1	2	0	3	1	1	0	2	50.00%	66.67%	66.67%
#136		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#137		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
#138		0	465	0	465	216	83	31	135	27	13	14	108	32.05%	80.00%	89.26%
#139		113	0	0	113	18	11	2	82	29	24	5	53	55.79%	64.63%	68.83%
#140		7	0	0	7	1	2	0	4	1	1	0	3	60.00%	75.00%	75.00%
#141		198	0	0	198	21	52	3	122	71	54	17	51	40.48%	41.80%	48.57%
#142		12	0	0	12	0	7	0	5	3	3	0	2	40.00%	40.00%	40.00%
#143		0	0	86	86	24	9	2	51	27	19	8	24	35.82%	47.06%	55.81%
#144		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#145		23	0	0	23	6	3	0	14	7	6	1	7	36.84%	50.00%	53.85%
#146		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#147		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#148		5	0	0	5	1	0	0	4	1	1	0	3	60.00%	75.00%	75.00%
#149		7	0	0	7	2	0	1	4	1	1	0	3	50.00%	75.00%	75.00%
#150		6	0	0	6	2	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#151		9	0	0	9	4	0	0	5	0	0	0	5	55.56%	100.00%	100.00%
#152		0	0	5	5	2	1	0	2	0	0	0	2	50.00%	100.00%	100.00%
#153		9	0	0	9	3	1	0	5	4	4	0	1	12.50%	20.00%	20.00%
#154		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
#155		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#156		3	0	0	3	1	0	0	2	2	0	2	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																	
Company Info						LSR PROCESSING								FLOWTHROUGH			
						LESOG											
		Mechanized Interface Used				Manual	Rejects	Validated		Errors							
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#158		41	0	0	41	11	24	0	6	6	6	0	0	0.00%	0.00%	0.00%
#159		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#160		14	0	0	14	1	5	0	8	5	1	4	3	60.00%	37.50%	75.00%
#161		25	0	0	25	12	2	0	11	7	5	2	4	19.05%	36.36%	44.44%
#162		36	0	0	36	6	4	0	26	5	5	0	21	65.63%	80.77%	80.77%
#163		0	0	14	14	0	1	0	13	4	4	0	9	69.23%	69.23%	69.23%
#164		0	0	3	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
#165		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#166		1544	0	0	1544	470	159	15	900	434	340	94	466	36.52%	51.78%	57.82%
#167		6	0	0	6	3	0	0	3	2	2	0	1	16.67%	33.33%	33.33%
#168		0	12	0	12	7	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#169		82	0	0	82	22	3	1	56	18	15	3	38	50.67%	67.86%	71.70%
#170		13	0	0	13	11	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#171		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
#172		17	0	0	17	3	4	0	10	1	1	0	9	69.23%	90.00%	90.00%
#173		3	0	0	3	1	0	1	1	1	1	0	0	0.00%	0.00%	0.00%
#174		13	0	0	13	0	1	0	12	8	3	5	4	57.14%	33.33%	57.14%
#175		0	14	0	14	0	7	3	4	2	2	0	2	50.00%	50.00%	50.00%
#176		69	0	0	69	21	5	0	43	17	16	1	26	41.27%	60.47%	61.90%
#177		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#178		40	0	0	40	5	6	0	29	12	9	3	17	54.84%	58.62%	65.38%
#179		15	0	0	15	2	1	0	12	4	3	1	8	61.54%	66.67%	72.73%
#180		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#181		467	0	0	467	62	43	3	359	154	133	21	205	51.25%	57.10%	60.65%
#182		20	0	0	20	3	0	0	17	6	3	3	11	64.71%	64.71%	78.57%
#183		62	0	0	62	4	6	1	51	22	20	2	29	54.72%	56.86%	59.18%
#184		47	0	0	47	4	3	0	40	9	8	1	31	72.09%	77.50%	79.49%
#185		8	0	0	8	0	0	1	7	5	1	4	2	66.67%	28.57%	66.67%
#186		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#187		55	0	0	55	2	5	1	47	21	13	8	26	63.41%	55.32%	66.67%
#188		47	0	0	47	9	9	0	29	14	8	6	15	46.88%	51.72%	65.22%
#189		278	0	0	278	128	17	1	132	64	52	12	68	27.42%	51.52%	56.67%
#190		4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33.33%
#191		7	0	0	7	1	1	0	5	2	2	0	3	50.00%	60.00%	60.00%
#192		42	0	0	42	13	5	1	23	7	6	1	16	45.71%	69.57%	72.73%
#193		0	0	1	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#194		0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#195		0	0	15	15	2	7	0	6	1	1	0	5	62.50%	83.33%	83.33%

AGGREGATE ORDER TYPES																	
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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#196		23	0	0	23	1	8	0	14	9	8	1	5	35.71%	35.71%	38.46%
#197		7	0	0	7	1	2	0	4	2	2	0	2	40.00%	50.00%	50.00%
#198		7	0	0	7	0	2	0	5	3	3	0	2	40.00%	40.00%	40.00%
#199		30	0	0	30	3	5	0	22	6	6	0	16	64.00%	72.73%	72.73%
#200		119	0	0	119	43	8	1	67	37	31	6	30	28.85%	44.78%	49.18%
LENS Subtotal		12268	0	0	12268	2704	1548	148	7868	3588	2852	736	4280	43.51%	54.40%	60.01%
EDI Subtotal		0	643	0	643	267	107	36	233	77	45	32	156	33.33%	66.95%	77.61%
TAG Subtotal		0	0	570	570	224	106	5	235	149	99	50	86	21.03%	36.60%	46.49%
TOTAL INTERFACES		**12268**	**643**	**570**	**13481**	**3195**	**1761**	**189**	**8336**	**3814**	**2996**	**818**	**4522**	**42.21%**	**54.25%**	**60.15%**

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		0	234	0	234	34	48	0	152	37	16	21	115	69.70%	75.66%	87.79%
#2		0	1967	0	1967	71	470	0	1426	886	90	796	540	77.03%	37.87%	85.71%
#3		0	179	0	179	15	20	0	144	21	15	6	123	80.39%	85.42%	89.13%
#4		0	6	0	6	0	2	0	4	3	1	2	1	50.00%	25.00%	50.00%
#5		0	203	0	203	10	21	0	172	46	28	18	126	76.83%	73.26%	81.82%
#6		0	164	0	164	10	31	0	123	19	12	7	104	82.54%	84.55%	89.66%
#7		102	0	0	102	4	26	4	68	28	20	8	40	62.50%	58.82%	66.67%
#8		1315	0	0	1315	31	199	19	1066	308	190	118	758	77.43%	71.11%	79.96%
#9		18	0	0	18	0	6	0	12	8	2	6	4	66.67%	33.33%	66.67%
#10		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
#11		25	0	0	25	1	5	0	19	8	4	4	11	68.75%	57.89%	73.33%
#12		46	0	0	46	2	9	2	33	8	2	6	25	86.21%	75.76%	92.59%
#13		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#14		383	0	0	383	67	65	2	249	128	108	20	121	40.88%	48.59%	52.84%
#15		36	0	0	36	2	13	1	20	20	17	3	0	0.00%	0.00%	0.00%
#16		523	0	0	523	43	135	10	335	140	113	27	195	55.56%	58.21%	63.31%
#17		9	0	0	9	0	1	1	7	2	2	0	5	71.43%	71.43%	71.43%
#18		0	253	0	253	6	20	10	217	81	62	19	136	66.67%	62.67%	68.69%
#19		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#20		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#21		0	0	15061	15061	1905	3110	79	9967	4583	3712	871	5384	48.94%	54.02%	59.19%
#22		0	0	10	10	2	6	0	2	2	1	1	0	0.00%	0.00%	0.00%
#23		7850	0	0	7850	563	421	30	6836	685	521	164	6151	85.02%	89.98%	92.19%
#24		118	0	0	118	58	47	2	11	9	7	2	2	2.99%	18.18%	22.22%
#25		0	385	0	385	263	53	1	68	33	22	11	35	10.94%	51.47%	61.40%
#26		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#27		717	0	0	717	106	105	5	501	175	140	35	326	56.99%	65.07%	69.96%
#28		153	0	0	153	28	4	0	121	13	11	2	108	73.47%	89.26%	90.76%
#29		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#30		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
#31		6	0	0	6	0	3	0	3	3	3	0	0	0.00%	0.00%	0.00%
#32		6	0	0	6	2	0	0	4	4	3	1	0	0.00%	0.00%	0.00%
#33		66	0	0	66	1	0	14	51	19	18	1	32	62.75%	62.75%	64.00%
#34		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#35		0	0	45	45	0	31	2	12	12	1	11	0	0.00%	0.00%	0.00%
#36		9	0	0	9	0	2	1	6	6	0	6	0	0.00%	0.00%	0.00%
#37		0	11	0	11	0	0	0	11	11	3	8	0	0.00%	0.00%	0.00%
#38		60	0	0	60	15	0	3	42	41	36	5	1	1.92%	2.38%	2.70%
#39		2	0	0	2	0	0	1	1	0	0	0	1	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#40		3	0	0	3	1	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#41		0	74	0	74	28	16	6	24	9	6	3	15	30.61%	62.50%	71.43%
#42		0	715	0	715	465	106	24	120	22	10	12	98	17.10%	81.67%	90.74%
#43		0	132	0	132	22	24	23	63	32	7	25	31	51.67%	49.21%	81.58%
#44		0	222	0	222	8	48	3	163	73	36	37	90	67.16%	55.21%	71.43%
#45		46	0	0	46	12	8	8	18	18	8	10	0	0.00%	0.00%	0.00%
#46		282	0	0	282	33	60	4	185	80	59	21	105	53.30%	56.76%	64.02%
#47		36	0	0	36	0	13	5	18	18	18	0	0	0.00%	0.00%	0.00%
#48		216	0	0	216	23	8	2	183	82	66	16	101	53.16%	55.19%	60.48%
#49		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
#50		0	4	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#51		1778	0	0	1778	131	142	8	1497	744	652	92	753	49.02%	50.30%	53.59%
#52		3304	0	0	3304	356	290	14	2644	610	535	75	2034	69.54%	76.93%	79.17%
#53		52	0	0	52	9	31	0	12	12	5	7	0	0.00%	0.00%	0.00%
#54		0	0	42	42	2	20	1	19	14	14	0	5	23.81%	26.32%	26.32%
#55		168	0	0	168	42	32	1	93	27	23	4	66	50.38%	70.97%	74.16%
#56		0	4276	0	4276	134	438	1	3703	928	481	447	2775	81.86%	74.94%	85.23%
#57		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#58		305	0	0	305	55	16	3	231	70	57	13	161	58.97%	69.70%	73.85%
#59		22	0	0	22	7	0	4	11	9	7	2	2	12.50%	18.18%	22.22%
#60		0	0	46	46	17	7	0	22	4	4	0	18	46.15%	81.82%	81.82%
#61		0	0	7	7	2	2	0	3	3	2	1	0	0.00%	0.00%	0.00%
#62		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
#63		0	0	55	55	14	13	0	28	9	6	3	19	48.72%	67.86%	76.00%
#64		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#65		0	0	6	6	0	3	0	3	2	1	1	1	50.00%	33.33%	50.00%
#66		0	0	2	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#67		16	0	0	16	1	6	0	9	2	2	0	7	70.00%	77.78%	77.78%
#68		14	0	0	14	2	4	0	8	4	1	3	4	57.14%	50.00%	80.00%
#69		4	0	0	4	1	2	0	1	0	0	0	1	50.00%	100.00%	100.00%
#70		67	0	0	67	6	16	1	44	9	8	1	35	71.43%	79.55%	81.40%
#71		20	0	0	20	1	1	0	18	14	10	4	4	26.67%	22.22%	28.57%
#72		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#73		0	0	35	35	0	2	1	32	17	17	0	15	46.88%	46.88%	46.88%
#74		0	0	28	28	5	0	4	19	19	18	1	0	0.00%	0.00%	0.00%
#75		0	0	19	19	0	6	0	13	8	4	4	5	55.56%	38.46%	55.56%
#76		0	0	8	8	0	6	0	2	1	1	0	1	50.00%	50.00%	50.00%
#77		0	0	3	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
#78		0	0	24	24	1	5	0	18	10	8	2	8	47.06%	44.44%	50.00%

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Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#79		56	0	0	56	4	15	0	37	18	11	7	19	55.88%	51.35%	63.33%
#80		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
#81		23	0	0	23	7	8	0	8	8	8	0	0	0.00%	0.00%	0.00%
#82		0	0	111	111	12	32	4	63	29	19	10	34	52.31%	53.97%	64.15%
#83		6248	0	0	6248	695	336	61	5156	947	821	126	4209	73.52%	81.63%	83.68%
#84		0	0	18	18	4	2	2	10	6	2	4	4	40.00%	40.00%	66.67%
#85		0	0	10	10	9	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#86		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
#87		0	0	3	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
#88		0	0	14	14	7	1	0	6	3	3	0	3	23.08%	50.00%	50.00%
#89		316	0	0	316	16	23	0	277	11	8	3	266	91.72%	96.03%	97.08%
#90		62	0	0	62	2	9	0	51	12	10	2	39	76.47%	76.47%	79.59%
#91		14	0	0	14	2	5	0	7	2	2	0	5	55.56%	71.43%	71.43%
#92		26	0	0	26	2	5	0	19	6	3	3	13	72.22%	68.42%	81.25%
#93		3	0	0	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#94		31	0	0	31	2	6	0	23	5	4	1	18	75.00%	78.26%	81.82%
#95		0	0	2	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
#96		0	0	704	704	89	6	45	564	377	356	21	187	29.59%	33.16%	34.44%
#97		4	0	0	4	0	1	0	3	1	1	0	2	66.67%	66.67%	66.67%
#98		114	0	0	114	35	6	0	73	17	17	0	56	51.85%	76.71%	76.71%
#99		4	0	0	4	2	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
#100		26	0	0	26	1	0	1	24	11	8	3	13	59.09%	54.17%	61.90%
#101		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%
#102		1390	0	0	1390	119	138	4	1129	164	125	39	965	79.82%	85.47%	88.53%
#103		1726	0	0	1726	176	186	29	1335	345	248	97	990	70.01%	74.16%	79.97%
#104		44	0	0	44	15	13	2	14	14	13	1	0	0.00%	0.00%	0.00%
#105		183	0	0	183	41	15	3	124	46	40	6	78	49.06%	62.90%	66.10%
#106		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#107		0	120	0	120	63	35	3	19	19	1	18	0	0.00%	0.00%	0.00%
#108		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
#109		0	1524	0	1524	725	99	57	643	71	21	50	572	43.40%	88.96%	96.46%
#110		278	0	0	278	56	36	2	184	36	30	6	148	63.25%	80.43%	83.15%
#111		7	0	0	7	0	0	1	6	4	1	3	2	66.67%	33.33%	66.67%
#112		44	0	0	44	1	1	6	36	35	18	17	1	5.00%	2.78%	5.26%
#113		0	0	48	48	11	6	0	31	8	5	3	23	58.97%	74.19%	82.14%
#114		17	0	0	17	1	3	0	13	1	1	0	12	85.71%	92.31%	92.31%
#115		380	0	0	380	30	58	5	287	77	63	14	210	69.31%	73.17%	76.92%
#116		188	0	0	188	18	16	1	153	46	40	6	107	64.85%	69.93%	72.79%
#117		117	0	0	117	21	17	4	75	24	20	4	51	55.43%	68.00%	71.83%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#118		0	0	587	587	22	67	21	477	151	106	45	326	71.81%	68.34%	75.46%
#119		0	0	171	171	10	33	10	118	104	42	62	14	21.21%	11.86%	25.00%
#120		206	0	0	206	3	27	1	175	23	22	1	152	85.88%	86.86%	87.36%
#121		60	0	0	60	0	8	0	52	2	2	0	50	96.15%	96.15%	96.15%
#122		0	13	0	13	6	0	0	7	6	2	4	1	11.11%	14.29%	33.33%
#123		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
#124		0	314	0	314	137	62	35	80	33	16	17	47	23.50%	58.75%	74.60%
#125		144	0	0	144	46	12	0	86	30	22	8	56	45.16%	65.12%	71.79%
#126		5	0	0	5	0	0	0	5	5	1	4	0	0.00%	0.00%	0.00%
#127		8	0	0	8	0	0	0	8	5	2	3	3	60.00%	37.50%	60.00%
#128		42	0	0	42	3	1	5	33	16	12	4	17	53.13%	51.52%	58.62%
#129		7	0	0	7	0	0	0	7	3	3	0	4	57.14%	57.14%	57.14%
#130		8	0	0	8	0	0	1	7	4	2	2	3	60.00%	42.86%	60.00%
#131		0	0	10	10	1	0	0	9	9	5	4	0	0.00%	0.00%	0.00%
#132		0	0	1489	1489	296	188	16	989	396	339	57	593	48.29%	59.96%	63.63%
#133		0	0	621	621	106	88	4	423	183	155	28	240	47.90%	56.74%	60.76%
#134		0	0	5	5	0	0	0	5	5	2	3	0	0.00%	0.00%	0.00%
#135		0	0	1170	1170	294	186	17	673	352	273	79	321	36.15%	47.70%	54.04%
#136		0	0	449	449	64	91	6	288	105	83	22	183	55.45%	63.54%	68.80%
#137		0	0	223	223	51	35	1	136	62	45	17	74	43.53%	54.41%	62.18%
#138		0	0	3	3	1	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
#139		5	0	0	5	0	3	0	2	2	2	0	0	0.00%	0.00%	0.00%
#140		1498	0	0	1498	260	165	4	1069	372	297	75	697	55.58%	65.20%	70.12%
#141		72	0	0	72	14	13	3	42	15	13	2	27	50.00%	64.29%	67.50%
#142		0	12	0	12	3	0	2	7	2	2	0	5	50.00%	71.43%	71.43%
#143		0	118	0	118	95	11	7	5	3	2	1	2	2.02%	40.00%	50.00%
#144		0	15	0	15	6	2	2	5	2	0	2	3	33.33%	60.00%	100.00%
#145		0	25	0	25	15	0	4	6	3	3	0	3	14.29%	50.00%	50.00%
#146		0	155	0	155	91	14	13	37	12	10	2	25	19.84%	67.57%	71.43%
#147		0	41	0	41	17	3	4	17	4	1	3	13	41.94%	76.47%	92.86%
#148		0	238	0	238	129	39	15	55	24	10	14	31	18.24%	56.36%	75.61%
#149		80	0	0	80	0	0	3	77	22	17	5	55	76.39%	71.43%	76.39%
#150		4	0	0	4	0	0	0	4	4	3	1	0	0.00%	0.00%	0.00%
#151		9	0	0	9	0	0	0	9	6	3	3	3	50.00%	33.33%	50.00%
#152		4	0	0	4	0	0	2	2	1	1	0	1	50.00%	50.00%	50.00%
#153		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%
#154		158	0	0	158	13	5	0	140	46	44	2	94	62.25%	67.14%	68.12%
#155		117	0	0	117	8	14	2	93	18	16	2	75	75.76%	80.65%	82.42%
#156		3	0	0	3	0	1	1	1	1	1	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info						LSR PROCESSING								FLOWTHROUGH		
						LESOG										
		Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	RESH / OCN	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	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#157		0	0	385	385	58	34	2	291	110	99	11	181	53.55%	62.20%	64.64%
#158		0	0	66	66	19	5	1	41	15	14	1	26	44.07%	63.41%	65.00%
#159		0	0	85	85	9	8	1	67	30	25	5	37	52.11%	55.22%	59.68%
#160		0	0	202	202	30	19	0	153	49	45	4	104	58.10%	67.97%	69.80%
#161		4	0	0	4	0	3	0	1	1	1	0	0	0.00%	0.00%	0.00%
#162		802	0	0	802	74	94	13	621	174	135	39	447	68.14%	71.98%	76.80%
#163		192	0	0	192	19	8	1	164	35	29	6	129	72.88%	78.66%	81.65%
#164		285	0	0	285	31	26	8	220	75	61	14	145	61.18%	65.91%	70.39%
#165		1101	0	0	1101	100	82	13	906	195	166	29	711	72.77%	78.48%	81.07%
#166		47	0	0	47	5	22	1	19	19	17	2	0	0.00%	0.00%	0.00%
#167		3	0	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
#168		28	0	0	28	4	5	1	18	2	1	1	16	76.19%	88.89%	94.12%
LENS Subtotal		34006	0	0	34006	3431	3077	323	27175	6227	5025	1202	20948	71.24%	77.09%	80.65%
EDI Subtotal		0	11401	0	11401	2354	1565	210	7272	2381	858	1523	4891	60.36%	67.26%	85.08%
TAG Subtotal		0	0	21774	21774	3045	4018	218	14493	6683	5409	1274	7810	48.02%	53.89%	59.08%
TOTAL INTERFACES		**34006**	**11401**	**21774**	**67181**	**8830**	**8660**	**751**	**48940**	**15291**	**11292**	**3999**	**33649**	**62.58%**	**68.76%**	**74.87%**

	ACHIEVED FLOW-THROUGH %	ADJUSTED FLOW-THROUGH %
CLEC AGGREGATE		
REGION ALL SERVICES	57.99%	90.65%

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING							FLOWTHROUGH		
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Achieved Flowthrough	Base Calculation	CLEC Error Excluded Calculation
#1		667	0	667	271	84	312	51	21	30	261	47.20%	83.65%	92.55%
#2		2280	0	2280	1047	162	1071	346	220	126	725	36.40%	67.69%	76.72%
#3		0	2	2	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
#4		0	26	26	15	1	10	9	0	9	1	6.25%	10.00%	100.00%
#5		0	28	28	16	1	11	10	1	9	1	5.56%	9.09%	50.00%
#6		1	0	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
#7		199	0	199	102	10	87	17	8	9	70	38.89%	80.46%	89.74%
#8		479	0	479	273	17	189	110	81	29	79	18.24%	41.80%	49.38%
#9		43	0	43	10	7	26	3	1	2	23	67.65%	88.46%	95.83%
#10		770	0	770	226	83	461	183	106	77	278	45.57%	60.30%	72.40%
#11		4	0	4	0	0	4	3	3	0	1	25.00%	25.00%	25.00%
#12		0	12	12	7	0	5	2	0	2	3	30.00%	60.00%	100.00%
#13		3070	0	3070	300	24	2746	112	38	74	2634	88.63%	95.92%	98.58%
#14		6324	0	6324	627	157	5540	317	68	249	5223	88.26%	94.28%	98.71%
#15		0	1486	1486	1412	74	0	0	0	0	0	0.00%	0.00%	0.00%
#16		0	53	53	22	9	22	12	8	4	10	25.00%	45.45%	55.56%
#17		0	111	111	48	20	43	16	4	12	27	34.18%	62.79%	87.10%
#18		0	256	256	152	25	79	13	4	9	66	29.73%	83.54%	94.29%
#19		39	0	39	20	0	19	8	5	3	11	30.56%	57.89%	68.75%
#20		0	1859	1859	650	115	1094	374	252	122	720	44.39%	65.81%	74.07%
#21		108	0	108	86	3	19	12	1	11	7	7.45%	36.84%	87.50%
#22		7	0	7	2	0	5	5	5	0	0	0.00%	0.00%	0.00%
#23		6	0	6	0	1	5	0	0	0	5	100.00%	100.00%	100.00%
#24		1265	0	1265	721	49	495	217	90	127	278	25.53%	56.16%	75.54%
#25		105	0	105	96	2	7	3	1	2	4	3.96%	57.14%	80.00%
#26		466	0	466	279	2	185	106	84	22	79	17.87%	42.70%	48.47%
#27		619	0	619	264	23	332	140	102	38	192	34.41%	57.83%	65.31%
EDI Subtotal		16452	0	16452	4325	624	11503	1633	834	799	9870	65.67%	85.80%	92.21%
TAG Subtotal		0	3833	3833	2323	245	1265	436	269	167	829	24.23%	65.53%	75.50%
TOTAL INTERFACES		**16452**	**3833**	**20285**	**6648**	**869**	**12768**	**2069**	**1103**	**966**	**10699**	**57.99%**	**83.80%**	**90.65%**

ATTACHMENT - 3

Trunk Group Performance - Aggregate

Tennessee		Average blocking percentage by hour																						
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Jun-00	BellSouth	0.0103	0.0080	0.0001	0.0000	0.0006	0.0086	0.1973	0.4838	0.2337	0.1663	0.0439	0.1385	0.1512	0.3371	0.1445	0.0167	0.1334	0.0451	0.0205	0.0019	0.0030	0.0457	0.0378	0.1031
	CLEC	0.0036	0.0006	0.0003	0.0007	0.0000	0.0011	0.0318	0.1030	0.0976	0.0217	0.0409	0.0568	0.0377	0.0193	0.0629	0.0392	0.0678	0.0414	0.0099	0.0030	0.0182	0.0710	0.0091	0.0069
	Difference	0.0066	0.0073	-0.0002	-0.0007	0.0006	0.0075	0.1654	0.3808	0.1362	0.1446	0.0030	0.0817	0.1135	0.3178	0.0816	-0.0225	0.0656	0.0038	0.0106	-0.0011	-0.0153	-0.0253	0.0287	0.0962
Jul-00	BellSouth	0.0166	0.0071	0.0011	0.0017	0.0000	0.0008	2.0138	0.1060	0.0354	0.2558	0.0235	0.1039	0.2420	0.8236	0.1510	0.0421	0.0654	0.0387	0.0352	0.0089	0.0138	0.0790	0.4188	0.0707
	CLEC	0.0802	0.1196	0.1097	0.0603	0.0024	0.0036	0.0258	0.0821	0.0392	0.0219	0.0093	0.0344	0.0499	0.0129	0.0520	0.0210	0.0407	0.0252	0.0114	0.0095	0.1095	0.1170	0.0479	0.0561
	Difference	-0.0636	-0.1125	-0.1086	-0.0586	-0.0024	-0.0028	1.9880	0.0238	-0.0037	0.2338	0.0142	0.0694	0.1922	0.8106	0.0990	0.0210	0.0246	0.0135	0.0238	-0.0006	-0.0957	-0.0379	0.3708	0.0146
Aug-00	BellSouth	0.0084	0.0030	0.0006	0.0000	0.0006	0.0068	0.4921	0.0417	0.3249	0.1087	0.0699	0.0595	0.0587	0.1708	0.0415	0.0353	0.0112	0.0723	0.0544	0.0006	0.0096	0.0317	0.0862	0.0576
	CLEC	0.0000	0.0003	0.0894	0.0000	0.0000	0.0004	0.0356	0.0697	0.0445	0.0143	0.0122	0.0148	0.0171	0.0088	0.0273	0.0238	0.0409	0.0301	0.0031	0.0020	0.1757	0.2898	0.0140	0.0018
	Difference	0.0084	0.0027	-0.0888	0.0000	0.0006	0.0064	0.4565	-0.0281	0.2804	0.0944	0.0577	0.0447	0.0416	0.1620	0.0143	0.0115	-0.0297	0.0422	0.0514	-0.0014	-0.1661	-0.2581	0.0722	0.0558
Sep-00	BellSouth	0.0186	0.0186	0.0123	0.0017	0.0032	0.0118	0.0607	0.1724	0.4406	0.2229	0.3368	0.0576	0.0942	0.2058	0.1120	0.0441	0.0738	0.0469	0.0043	0.0075	0.0389	0.0296	0.0384	0.1458
	CLEC	0.0011	0.0002	0.0281	0.0002	0.0000	0.0033	0.0474	0.1776	0.1129	0.0261	0.0285	0.0299	0.0323	0.0437	0.0391	0.0908	0.0438	0.0134	0.0379	0.0129	0.4230	0.7147	0.0191	0.0022
	Difference	0.0176	0.0184	-0.0159	0.0015	0.0032	0.0084	0.0133	-0.0053	0.3278	0.1967	0.3083	0.0276	0.0619	0.1621	0.0729	-0.0466	0.0300	0.0335	-0.0337	-0.0054	-0.3842	-0.6851	0.0194	0.1436
Oct-00	BellSouth	0.0134	0.0148	0.0008	0.0025	0.0003	0.0016	0.8764	2.4455	1.5437	1.0945	0.3557	0.7137	0.1433	1.5530	0.3835	1.7737	0.5931	0.5560	0.2281	0.1479	0.0852	0.1097	0.0667	0.0491
	CLEC	0.0212	0.0254	0.0031	0.0527	0.0147	0.1085	0.8483	2.0681	1.0243	0.4535	0.2820	0.3332	0.2075	0.3746	0.3025	0.4783	0.5379	0.5164	0.3329	0.2819	0.4918	0.5768	0.2063	0.0564
	Difference	-0.0078	-0.0106	-0.0023	-0.0503	-0.0145	-0.1068	0.0281	0.3775	0.5194	0.6410	0.0737	0.3805	-0.0642	1.1784	0.0810	1.2954	0.0552	0.0396	-0.1048	-0.1341	-0.4067	-0.4671	-0.1395	-0.0073
Nov-00	BellSouth	0.1582	0.0204	0.0074	0.0062	0.0082	0.7076	2.2964	0.6359	0.4719	0.0758	0.3709	0.2270	0.4039	1.1950	0.1824	0.2839	0.3667	1.2912	0.8064	0.0369	0.0069	0.0371	2.9530	0.2204
	CLEC	0.0311	0.0072	0.0026	0.0055	0.0051	0.0029	0.0313	0.1908	0.0886	0.0651	0.0449	0.0417	0.0358	0.0598	0.0327	0.0320	0.0444	0.0804	0.1018	0.0835	0.2103	0.1457	0.0162	0.0161
	Difference	0.1271	0.0132	0.0049	0.0007	0.0031	0.7047	2.2652	0.4452	0.3833	0.0107	0.3260	0.1852	0.3681	1.1352	0.1497	0.2519	0.3223	1.2108	0.7046	-0.0466	-0.2034	-0.1086	2.9367	0.2043
Dec-00	BellSouth	0.0425	0.0037	0.0007	0.0013	0.0019	0.1049	0.2083	0.2367	0.3048	0.1945	0.0706	0.0315	0.2827	0.3590	0.0738	0.0602	0.0546	0.0247	0.0063	0.0025	0.0022	0.0016	0.0412	0.1123
	CLEC	0.0050	0.0003	0.0049	0.0006	0.0016	0.0120	0.0266	0.1436	0.1194	0.0481	0.1130	0.1094	0.0511	0.0266	0.0332	0.0291	0.0731	0.0852	0.0502	0.0663	0.2062	0.1114	0.0112	0.0025
	Difference	0.0375	0.0033	-0.0043	0.0007	0.0003	0.0930	0.1817	0.0930	0.1854	0.1464	-0.0423	-0.0779	0.2316	0.3323	0.0406	0.0311	-0.0185	-0.0605	-0.0439	-0.0638	-0.2040	-0.1097	0.0300	0.1098
Jan-01	BellSouth	0.0123	0.0027	0.0031	0.0127	0.0014	0.0056	0.1885	0.0716	0.1263	0.0725	0.0659	0.0282	0.1653	0.5347	0.0177	0.0567	0.0425	0.0862	0.0556	0.0013	0.0082	0.0044	0.1681	0.0294
	CLEC	0.0018	0.0010	0.0000	0.0117	0.0000	0.0066	0.0086	0.1013	0.0931	0.0246	0.0186	0.0293	0.0341	0.0285	0.0321	0.1070	0.0762	0.0447	0.0647	0.3451	1.0797	0.5873	0.0615	0.0009
	Difference	0.0105	0.0017	0.0031	0.0010	0.0014	-0.0011	0.1798	-0.0298	0.0332	0.0478	0.0473	-0.0011	0.1312	0.5062	-0.0144	-0.0503	-0.0336	0.0415	-0.0091	-0.3439	-1.0716	-0.5829	0.1066	0.0285
Feb-01	BellSouth	0.0050	0.0014	0.0064	0.0071	0.0025	0.3169	0.1855	0.1093	0.0767	0.1043	0.0160	0.1113	0.1504	0.3565	0.0098	0.0682	0.0273	0.4908	0.4667	0.0205	0.0044	0.0026	2.0178	0.0948
	CLEC	0.0453	0.0502	0.0432	0.0391	0.0699	0.0664	0.0732	0.2176	0.0880	0.0356	0.0321	0.0418	0.0355	0.0417	0.0436	0.1123	0.1126	0.0982	0.1168	0.1527	0.4791	0.3546	0.0447	0.0412
	Difference	-0.0403	-0.0488	-0.0368	-0.0320	-0.0674	0.2504	0.1124	-0.1084	-0.0112	0.0687	-0.0162	0.0696	0.1149	0.3148	-0.0338	-0.0441	-0.0853	0.3927	0.3498	-0.1322	-0.4747	-0.3520	1.9731	0.0536
Mar-01	BellSouth	0.0160	0.0021	0.0034	0.0009	0.0006	0.0066	0.4853	0.1111	0.2342	0.1037	0.0480	0.0978	0.2507	0.1806	0.1420	0.0239	0.0938	0.2198	0.1666	0.0037	0.0067	0.0429	0.5616	0.0275
	CLEC	0.0020	0.0004	0.0005	0.0003	0.0001	0.0005	0.0285	0.1249	0.0963	0.0234	0.0254	0.0336	0.0321	0.0293	0.0459	0.0575	0.0662	0.0815	0.1765	0.3189	0.6817	0.3264	0.0174	0.0013
	Difference	0.0140	0.0017	0.0029	0.0006	0.0005	0.0061	0.4568	-0.0138	0.1379	0.0803	0.0226	0.0642	0.2187	0.1514	0.0961	-0.0336	0.0277	0.1382	-0.0099	-0.3152	-0.6750	-0.2835	0.5442	0.0263
Apr-01	BellSouth	0.0064	0.0043	0.0009	0.0000	0.0001	0.0133	0.6500	0.1758	0.0643	0.0168	0.2672	0.1795	0.2800	0.7795	0.2278	0.5256	0.2185	0.0843	0.0310	0.0025	0.0029	0.0060	0.2799	0.0437
	CLEC	0.0009	0.0012	0.0006	0.0002	0.0002	0.0006	0.0669	0.3935	0.1700	0.0355	0.0285	0.0450	0.0446	0.0559	0.0598	0.0541	0.1106	0.0736	0.0498	0.0781	0.2818	0.2769	0.0720	0.0142
	Difference	0.0054	0.0031	0.0003	-0.0002	-0.0001	0.0127	0.5831	-0.2177	-0.1057	-0.0188	0.2387	0.1344	0.2354	0.7236	0.1680	0.4715	0.1080	0.0107	-0.0188	-0.0755	-0.2790	-0.2709	0.2080	0.0295
May-01	BellSouth	0.0051	0.0004	0.0000	0.0000	0.0012	6.3169	7.4932	0.5002	0.1317	0.0498	0.1681	0.4471	0.3662	0.8102	0.1450	0.3898	0.2437	0.3603	0.1585	0.0060	0.0108	0.0448	2.8002	0.0804
	CLEC	0.0061	0.0053	0.0005	0.0054	0.0001	0.0007	0.0553	0.5385	0.2637	0.0559	0.0583	0.0818	0.0908	0.1086	0.0679	0.0963	0.1181	0.0833	0.0212	0.0267	0.0690	0.0992	0.0495	0.0178
	Difference	-0.0010	-0.0049	-0.0005	-0.0054	0.0011	6.3162	7.4379	-0.0383	-0.1320	-0.0061	0.1098	0.3653	0.2754	0.7016	0.0771	0.2936	0.1255	0.2770	0.1373	-0.0207	-0.0582	-0.0545	2.7507	0.0626

ATTACHMENT - 4

Checklist Item	SQM Item	Attachment 1 Items
#1 – Interconnection	Collocation	E.1.1.1 – E.1.3.3
	Trunking	
	Ordering	
	Rejected Service Requests	C.1.1
	Reject Interval	C.1.2
	FOC Timeliness	C.1.3
	FOC & Reject Comp	C.1.4
	FOC & Reject Comp (Multi-Resp)	C.1.5
	Provisioning	
	Order Completion Interval	C.2.1
	Missed Installation Appoints	C.2.5
	Provision Troubles w/I 30 days	C.2.6
	Avg Completion Notice Inter.	C.2.7
	Total Svc Ord Cycle Time	C.2.8
	Total Svc Ord Cycle Time (offer)	C.2.9
	% Completions w/o notice or <24hr	C.2.10.1 – C.2.10.2
	Service Order Accuracy	C.2.11.1.1 – C.2.11.2.2
	Mtce & Repair	
	Missed Repair Appointments	C.3.1.1 – C.3.1.2
	Customer Trouble Report Rate	C.3.2.1 – C.3.2.2
	Mtce Average Duration	C.3.3.1 – C.3.3.2
	Repeat Tbls w/I 30 days	C.3.4.1 – C.3.4.2
	Out of Service > 24 hours	C.3.5.1 – C.3.5.2
	Billing	C.4.1 – C.4.2
	Trunk Blockage	C.5.1
#2 – Unbundled Network Elements	Ordering	
	Rejected Service Requests	B.1.1.1 – B.1.3.20
	Reject Interval	B.1.4.1 – B.1.4.17 B.1.6.1 – B.1.6.17 B.1.8.1 – B.1.8.20
	FOC Timeliness	B.1.9.1 – B.1.9.17 B.1.11.1 – B.1.11.17 B.1.13.1 – B.1.13.17
	FOC & Reject Comp	B.1.14.1 – B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.1 – B.1.19.17
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.19.2. 3
	% Jeopardies	B.2.5.1 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.1 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4

Checklist Item	SQM Item	Attachment 1 Items
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.19.2.2
	% Provision Troubles w/I 30 days	B.2.19.1.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.30.19.2.2
	Disconnect Timeliness	B.2.31.1 – B.2.31.2
	% Completions w/o notice or <24hr	B.2.32.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt xDSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.1.1.1 – B.2.34.2.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.12.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.12.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.12.2
	Repeat Tbls w/I 30 days	B.3.4.1.1 – B.3.4.12.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.12.2
	Billing	B.4.1 – B.4.2
	Flow Through	F.1.1.1 – F.1.3.4
	OSS	
	Pre-ordering	
	Interface Avail – CLEC	D.1.1.1 – D.1.1.8
	Interface Avail – BST & CLEC	D.1.2.1 – D.1.2.6
	Avg Response Int – Lens	D.1.3.1.1 – D.1.3.7.2
	Avg Response Int – Tag	D.1.4.1.1 – D.1.4.8.2
	Loop Makeup Inquiry - Manual	F.2.1.1
	Loop Makeup Inquiry – Electronic	F.2.2.1
	Svc Inquiry w Firm Order	F.3.1.1 – F.3.1.2
	Maintenance	
	Interface Avail – BST	D.2.1.1
	Interface Avail – CLEC	D.2.2.1 – D.2.2.2
	Interface Avail – BST & CLEC	D.2.3.1 – D.2.3.7
	Avg Response Interval	D.2.4.1.1 – D.2.4.11.3
	Ordering Center – Speed of Ans	F.4.1
	Mtce. Center – Speed of Ans	F.5.1
	General – Billing	
	Usage Data Delivery Accuracy	F.9.1
	Usage Data Delivery Timeliness	F.9.2
	Usage Data Delivery Complete	F.9.3
	Mean Time to Deliver Usage	F.9.4
	Recurring Charge Complete	F.9.5.1 – F.9.5.3
	Non Recurring Charge Complete	F.9.6.1 – F.9.6.3
	General – Change Management	
	Percent Notices Sent On Time	F.10.1
	Avg. Delay Days of Notices	F.10.2

Checklist Item	SQM Item	Attachment 1 Items
	Percent Documents Sent on Time	F.10.3 – F.10.4
	Avg. Delay Days of Documents	F.10.5
	Notify of CLEC Interface Outages	F.10.6
	General – New Business Requests	F.11.1 – F.11.2.3
	General – Ordering	
	Acknowledgement Message Time	F.12.1.1 – F.12.1.2
	Acknowledgement Message Com	F.12.2.1 – F.12.2.2
	Mean Time to Notify of Net. Out.	F.14.1
#3 – Poles, Ducts, Conduits and Rights-of-Way	No Performance Measurements Relevant for this Checklist Item	
#4 – Unbundled Local Loops	<u>Ordering</u>	
	Rejected Service Requests	B.1.1.5 – B.1.1.13
		B.1.2.5 – B.1.2.13
		B.1.3.5 – B.1.3.13
		B.1.3.18 – B.1.3.20
	Reject Interval	B.1.4.5 – B.1.4.13
		B.1.6.5 – B.1.6.13
		B.1.8.5 – B.1.8.13
		B.1.8.18 – B.1.8.20
	FOC Timeliness	B.1.9.5 – B.1.9.13
		B.1.11.5 – B.1.11.13
		B.1.13.5 – B.1.13.13
	FOC & Reject Comp	B.1.14.5 – B.1.14.13
		B.1.15.5 – B.1.15.13
		B.1.16.5 – B.1.16.13
	FOC & Reject Comp (Multi-Resp)	B.1.17.5 – B.1.17.13
		B.1.18.5 – B.1.18.13
		B.1.19.5 – B.1.19.13
	<u>Provisioning</u>	
	Order Completion Interval	B.2.1.5.3.1 – B.2.1.13.2.2
		B.2.1.18.1.1 – B.2.1.19.2.2
		B.2.2.1 – B.2.2.2
	Held Orders	B.2.3.5.1.1 – B.2.3.13.2.3
		B.2.3.18.1.1 – B.2.3.19.2.3
	% Jeopardies	B.2.5.5 – B.2.5.13
		B.2.5.18 – B.2.5.19
		B.2.6.5 – B.2.6.13
		B.2.6.18 – B.2.6.19
	Avg Jeopardy Notice Interval	B.2.8.5 – B.2.5.13
		B.2.8.18 – B.2.8.19
		B.2.9.5 – B.2.9.13
		B.2.9.18 – B.2.9.19
		B.2.10.5 – B.2.10.13
		B.2.10.18 – B.2.10.19
		B.2.11.5 – B.2.11.13
		B.2.11.18 – B.2.11.19
	Coord. Customer Conversions	B.2.12.1 – B.2.12.2
	Hot Cuts > 15 min Early	B.2.13.1 – B.2.13.4
	Hot Cuts on Time	B.2.14.1 – B.2.14.4
	Hot Cuts > 15 min Late	B.2.15.1 – B.2.15.4
	Hot Cuts Avg. Recovery Time	B.2.16.1 – B.2.16.2
	Hot Cuts Troubles w/i 7 Days	B.2.17.1.1 – B.2.17.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Missed Installation Appoints	B.2.18.5.1.1 – B.2.18.13.2.2 B.2.18.18.1.1 – B.2.18.19.2.2
	%Provision Troubles w/I 30 days	B.2.19.5.1.1 – B.2.19.13.2.2 B.2.19.18.1.1 – B.2.19.19.2.2
	Avg Completion Notice Inter.	B.2.21.5.1.1 – B.2.21.13.2.2 B.2.21.18.1.1 – B.2.21.19.2.2 B.2.22.5.1.1 – B.2.22.13.2.2 B.2.22.18.1.1 – B.2.22.19.2.2
	Total Svc Ord Cycle Time	B.2.24.5.1.1 – B.2.24.13.2.2 B.2.24.18.1.1 – B.2.24.19.2.2 B.2.25.5.1.1 – B.2.25.13.2.2 B.2.25.18.1.1 – B.2.25.19.2.2 B.2.26.5.1.1 – B.2.26.13.2.2 B.2.26.18.1.1 – B.2.26.19.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.5.1.1 – B.2.28.13.2.2 B.2.28.18.1.1 – B.2.28.19.2.2 B.2.29.5.1.1 – B.2.29.13.2.2 B.2.29.18.1.1 – B.2.29.19.2.2 B.2.30.5.1.1 – B.2.30.13.2.2 B.2.30.18.1.1 – B.2.30.19.2.2
	% Completions w/o notice or <24hr	B.2.32.5.1.1 – B.2.32.13.2.2 B.2.32.18.1.1 – B.2.32.19.2.2
	% Cooperative Test Attempt DSL	B.2.33.1 – B.2.33.2
	Service Order Accuracy	B.2.34.2.1.1 – B.2.34.2.2.2
	<u>Mtce & Repair</u>	
	Missed Repair Appointments	B.3.1.5.1 – B.3.1.9.2
	Customer Trouble Report Rate	B.3.2.5.1 – B.3.2.9.2
	Mtce Average Duration	B.3.3.5.1 – B.3.3.9.2
	Repeat Tbls w/I 30 days	B.3.4.5.1 – B.3.4.9.2
	Out of Service > 24 hours	B.3.5.5.1 – B.3.5.9.2
#5 – Unbundled Local Transport	<u>Ordering</u>	<u>Ordering</u>
	Rejected Service Requests	B.1.1.2 B.1.2.2 B.1.3.2
	Reject Interval	B.1.4.2 B.1.6.2 B.1.8.2
	FOC Timeliness	B.1.9.2 B.1.11.2 B.1.13.2
	FOC & Reject Comp	B.1.14.2 B.1.15.2 B.1.16.2
	FOC & Reject Comp (Multi-Resp)	B.1.17.2 B.1.18.2 B.1.19.2
	<u>Provisioning</u>	
	Order Completion Interval	B.2.1.2.1.1 – B.2.1.2.2.2
	Held Orders	B.2.3.2.1.1 – B.2.3.2.2.3
	% Jeopardies	B.2.5.2 B.2.6.2
	Avg Jeopardy Notice Interval	B.2.8.2 B.2.9.2 B.2.10.2

Checklist Item	SQM Item	Attachment 1 Items
		B.2.11.2
	% Missed Installation Appoints	B.2.18.2.1.1 – B.2.18.2.2.2
	% Provision Troubles w/I 30 days	B.2.19.2.1.1 – B.2.19.2.2.2
	Avg Completion Notice Inter.	B.2.21.2.1.1 – B.2.21.2.2.2
		B.2.22.2.1.1 – B.2.22.2.2.2
	Total Svc Ord Cycle Time	B.2.24.2.1.1 – B.2.24.2.2.2
		B.2.25.2.1.1 – B.2.25.2.2.2
		B.2.26.2.1.1 – B.2.26.2.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.2.1.1 – B.2.28.2.2.2
		B.2.29.2.1.1 – B.2.29.2.2.2
		B.2.30.2.1.1 – B.2.30.2.2.2
	% Completions w/o notice or <24hr	B.2.32.2.1.1 – B.2.32.2.2.2
	Mtce & Repair	B.3.1.2.1 – B.3.1.2.2
	Missed Repair Appointments	B.3.2.2.1 – B.3.2.2.2
	Customer Trouble Report Rate	B.3.3.2.1 – B.3.3.2.2
	Mtce Average Duration	B.3.4.2.1 – B.3.4.2.2
	Repeat Tbls w/I 30 days	B.3.5.2.1 – B.3.5.2.2
	Out of Service > 24 hours	
#6 – Unbundled Local Switching	Ordering	Ordering
	Rejected Service Requests	B.1.1.1
		B.1.2.1
		B.1.3.1
	Reject Interval	B.1.4.1
		B.1.6.1.
		B.1.8.1
	FOC Timeliness	B.1.9.1
		B.1.11.1
		B.1.13.1
	FOC & Reject Comp	B.1.14.1
		B.1.15.1
		B.1.16.1
	FOC & Reject Comp (Multi-Resp)	B.1.17.1
		B.1.18.1
		B.1.19.1
	Provisioning	
	Order Completion Interval	B.2.1.1.1.1 – B.2.1.1.2.2
	Held Orders	B.2.3.1.1.1 – B.2.3.1.2.3
	% Jeopardies	B.2.5.1
		B.2.6.1
	Avg Jeopardy Notice Interval	B.2.8.1
		B.2.9.1
		B.2.10.1
		B.2.11.1
	% Missed Installation Appoints	B.2.18.1.1.1 – B.2.18.1.2.2
	% Provision Troubles w/I 30 days	B.2.19.1.1.1 – B.2.19.1.2.2
	Avg Completion Notice Inter.	B.2.21.1.1.1 – B.2.21.1.2.2
		B.2.22.1.1.1 – B.2.22.1.2.2
	Total Svc Ord Cycle Time	B.2.24.1.1.1 – B.2.24.1.2.2
		B.2.25.1.1.1 – B.2.25.1.2.2
		B.2.26.1.1.1 – B.2.26.1.2.2
	Total Svc Ord Cycle Time (offer)	B.2.28.1.1.1 – B.2.28.1.2.2
		B.2.29.1.1.1 – B.2.29.1.2.2
		B.2.30.1.1.1 – B.2.30.1.2.2

Checklist Item	SQM Item	Attachment 1 Items
	% Completions w/o notice or <24hr	B.2.32.1.1.1 – B.2.32.1.2.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.1.1 – B.3.1.1.2
	Customer Trouble Report Rate	B.3.2.1.1 – B.3.2.1.2
	Mtce Average Duration	B.3.3.1.1 – B.3.3.1.2
	Repeat Tbls w/I 30 days	B.3.4.1.1 – B.3.4.1.2
	Out of Service > 24 hours	B.3.5.1.1 – B.3.5.1.2
#7 – Access to 911, E911, Operator Service & Directory Assistance	Operator Services (Toll)	F.6.1 – F.6.2
	Directory Assistance	F.7.1 – F.7.2
	E911	F.8.1 – F.8.3
#8 – White Pages Directory Listings	No Performance Measurements Relevant for this Checklist Item	
#9 – Access to Telephone Numbers	No Performance Measurements Relevant for this Checklist Item	
#10 – Access to Databases and associated signaling	Database Updates	
	1. Average Database Update Interval	F.13.1.1 – F.13.1.3
	2. Percent Database Update Accuracy	F.13.2.1 – F.13.2.3
	3. NXX / LRNs loaded by LERG effective date	F.13.3
#11 – Number Portability	% Rejected Service Requests	B.1.1.16, B.1.1.17, B.1.2.16, B.1.2.17, B.1.3.16, B.1.3.17
	Reject Interval	B.1.4.16, B.1.4.17, B.1.6.16, B.1.6.17, B.1.8.16, B.1.8.17
	FOC Timeliness	B.1.9.16, B.1.9.17, B.1.11.16, B.1.11.17, B.1.13.16, B.1.13.17
	FOC & Reject Comp	B.1.14.16, B.1.14.17, B.1.15.16, B.1.15.17, B.1.16.16, B.1.16.17
	FOC & Reject Comp (Multi-Resp)	B.1.17.16, B.1.17.17, B.1.18.16, B.1.18.17, B.1.19.16, B.1.19.17
	Provisioning	
	OCI	B.2.1.16.1.1 - B.2.1.17.2.2
	Held Orders	B.2.3.16.1.1 – B.2.3.17.2.3
	% Jeopardy	B.2.5.16, B.2.5.17 B.2.6.16, B.2.6.17
	Avg Jeopardy Notice Interval	B.2.8.16, B.2.8.17, B.2.9.16 B.2.9.17, B.2.10.16, B.2.10.17 B.2.11.16, B.2.11.17
	% Missed Installation Appoint LNP	B.2.18.16.1.1 – B.2.18.17.2
	% Provision Troubles w/I 30 days	B.2.19.16.1.1 – B.2.19.17.2.2
	Avg Completion Notice Inter.	B.2.21.16.1.1 – B.2.21.17.2.2 B.2.22.16.1.1 – B.2.22.17.2.2
	Total Svc Ord Cycle Time LNP	B.2.24.16.1.1 – B.2.24.17.2.2 B.2.25.16.1.1 – B.2.25.17.2.2 B.2.26.16.1.1 – B.2.26.17.2.2
	Total S O Cycle Time(offer) LNP	B.2.28.16.1.1 – B.2.28.17.2.2 B.2.29.16.1.1 – B.2.29.17.2.2 B.2.30.16.1.1 – B.2.30.17.2.2
	Disconnect Timeliness LNP	B.2.31.1 – B.2.31.2
	Mtce & Repair	
	Missed Repair Appointments	B.3.1.12.1, B.3.1.12.2

Checklist Item	SQM Item	Attachment 1 Items
	Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/I 30 days Out of Service > 24 hours	B.3.2.12.1, B.3.2.12.2 B.3.3.12.1, B.3.3.12.2 B.3.4.12.1, B.3.4.12.2 B.3.5.12.1, B.3.5.12.2
#12 – Local Dialing Parity	No Performance Measurements Relevant for this Checklist Item	
#13 – Reciprocal Compensation	No Performance Measurements Relevant for this Checklist Item	
#14 – Resale	<u>Ordering</u> Rejected Service Requests Reject Interval FOC Timeliness FOC & Reject Comp FOC & Reject Comp (Multi-Resp) <u>Provisioning</u> Order Completion Interval Held Orders % Jeopardies Avg Jeopardy Notice Interval % Missed Installation Appoints % Provision Troubles w/I 30 days Avg Completion Notice Inter. Total Svc Ord Cycle Time Total Svc Ord Cycle Time (offer) % Completions w/o notice or <24hr Service Order Accuracy <u>Mtce & Repair</u> Missed Repair Appointments Customer Trouble Report Rate Mtce Average Duration Repeat Tbls w/I 30 days Out of Service > 24 hours Billing	 A.1.1.1 – A.1.3.6 A.1.4.1 – A.1.4.6 A.1.6.1 – A.1.6.6 A.1.8.1 – A.1.8.6 A.1.9.1 – A.1.9.6 A.1.11.1 – A.1.11.6 A.1.13.1 – A.1.13.6 A.1.14.1 – A.1.16.6 A.1.17.1 – A.1.19.6 A.2.1.1.1.1 – A.2.1.6.2.2 A.2.2.1.1.1 – A.2.2.6.2.3 A.2.4.1 – A.2.5.6 A.2.7.1 – A.2.8.6 A.2.9.1 – A.2.10.6 A.2.11.1.1.1 – A.2.11.6.2.2 A.2.12.1.1.1 – A.2.12.6.2.2 A.2.14.1.1.1 – A.2.15.6.2.2 A.2.17.1.1.1 – A.2.19.6.2.2 A.2.21.1.1.1 – A.2.23.6.2.2 A.2.24.1.1 – A.2.24.6.2.2 A.2.25.1.1.1 - A.2.25.3.2.2 A.3.1.1.1 – A.3.1.6.2 A.3.2.1.1 – A.3.2.6.2 A.3.3.1.1 – A.3.3.6.2 A.3.4.1.1 – A.3.4.6.2 A.3.5.1.1 – A.3.5.6.2 A.4.1 – A.4.2

ATTACHMENT - 5

Purpose

The purpose of this document is to present an Action Plan to assist in reducing the number of clarifications and increase electronic order flow through. This recommendation comes after a 9-month review of detailed clarification analysis.

Action Plan

After reviewing order clarifications, I believe that concentration efforts in the following area would decrease clarifications and increase your electronic flow through. By increasing electronic flow through a significant cost reduction in LSR processing can be achieved. After careful consideration, if the following areas could be addressed, I think it would make a vast difference in provisioning orders and affect other areas where considerable time is spent.

Targeted Areas :

- **BellSouth Business Rules**
- **CSOTS**
- **USOC Manual**
- **Tariffs**
- **Service Interval Guide**
- **CCP (Change Control Process)**
- **Training**

BellSouth Business Rules

The BellSouth Business Rules play a major factor in provisioning service orders. With the speed in which the FCC issues mandates the business rules are constantly changing. I, as well as your provisioning people have a hard time keeping up with the changes. BellSouth is in the process of reviewing this documentation to try and determine an easier way to get through this document.

My recommendation is to have a hard copy on file and have it indexed and marked for the items that need to be looked up the most. If a person in each area could become your Business Rule expert and share their knowledge with the others as the business rules change.

*** An area for significant improvement is clarifications due to RPONS**
****See attached document for WEB Site address**

CSOTS

CSOTS provides detailed order information on your orders. It provides the BellSouth order number, status and due date. This information should be on all orders as long as you have an FOC. By reviewing this report you can save valuable time when determining when action is necessary on an order.

For Example :
Have an order that was due yesterday. CSOTS shows that order in CP status, however your customer states service not working. IF the order is CP do not call the LCSC. Call either repair or the UNE MTNCE center depending on the order type. This will save time and effort. If the order is CP it is out of the LCSC center control.

The same in MA cases as well. IF the order is in MA status send in a SUPP to make a new Due Date.

These are just a couple of examples that can save time and allow your provisioning staff to handle more important issues.
***See attached document for WEB Site address**
**** A user ID and Password is required. This can be obtained from your Account Team.**

USOC Manual

A large volume of clarifications and order being provisioned incorrectly is for the wrong USOC. Certain USOCS are used for different classes of service. FIDS also play a major role.

My recommendation is to pull a hard copy of this document or purchase a hard copy of this document. I would then have someone be the USOC SME. A handbook or cheat sheet needs to be given to each person. The handbook needs to associate what USOC goes with the different class of service. This accounts for a large number of clarifications.

Examples :

List Class of Services USOCS (Residence, Business, Complex and UNE) Associate Call Waiting, Caller Id Call Forwarding USOCS that go with each Class of Service.

Associate as many USOCS, FIDS and Class Of Service as possible and then you will have the combinations together.
***See attached document for WEB Site address**

Tariff

The Tariff plays a major factor in providing information.

It is important that as many people as possible know how to search both the General and FCC tariffs.

BellSouth has added a new search engine to use in locating information in the tariffs found on the WEB site. The General and FCC tariff for all 9 BellSouth states can be found on the WEB.
***See attached document for WEB Site address**

Service Interval Guide

The service interval guide provides due date intervals for services offered. These guides can assist in the provisioning of orders. This will provide a guide for the dates to be assigned on the order.
***See attached document for WEB Site address**

Training

I would recommend that the CLEC Training Web Site be viewed and review what is available to assist in provisioning of orders. This can be either attended individually or in some cases the training can be suit cased to your location.
***See attached document for WEB Site address**

Change Control Process - CCP

The Change Control Process can be a valued asset to Network Telephone. I encourage you to participate in this process. This process allows the CLECS the opportunity to have input in the changes we make in our processes, documentation change and features to our electronic systems. You can send in request, view pending request and attend meetings to have your voice heard.
**WEB SITE ADDRESS
http://www.interconnection.bellsouth.com
Select Local Exchange Carriers
Select Change Control Process

BellSouth Initiatives

BellSouth continues to improve our internal processes to further partner with Network Telephone for success. BellSouth is continuing it's efforts in the following areas:

- New Center in Jacksonville Florida to add more employees
- Training new employees
- Continuation training for existing employees
- Constant monitoring of LCSC Centers and processes to improve performance
- Development of employees to improve performance
- Continue enhancements to electronic systems to increase order Flow-Through

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Summary

This Action Plan is simply a recommendation to further the goal of both BellSouth and Network Telephone being successful. The recommendations made are based upon the analysis done on clarifications and incorrect orders. Based on the analysis done some of the same items have been communicated to the LCSC centers at BellSouth. The overall success of this Action Plan is that it be communicated to the provisioning group. This document is not a contract simply a re-affirmation of Network Telephone and BellSouth efforts to partner together for success. I would like to ask that both parties sign-off on this summary to simply confirm that both parties have reviewed. Together we can improve the process.

Sales Director, BellSouth	Executive Vice President, Operations,
Account Manager, BellSouth	Vice President OM & Provisioning,
Industrial Specialist, BellSouth	Vice President Regulatory & Govt. Affairs