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March 26, 2002

Mrs. Blanca S. Bayó
Director, Division of the Commission Clerk
  and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

> **Re:** **960786-B-TL (Section 271)**

Dear Ms. Bayó:

Enclosed please find the original and six copies of BellSouth Telecommunications, Inc.'s Notice of Filing with attached Affidavit of Alphonso J. Varner which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties by Federal Express as shown on the attached Certificate of Service.

Sincerely,

Lisa S Foshee

Lisa S. Foshee   (*KA*)

Enclosures

cc: All Parties of Record
    Marshall M. Criser III
    Fred J. McCallum

DOCUMENT NUMBER-DATE

03457 MAR 26 ᵇ

FPSC-COMMISSION CLERK

CERTIFICATE OF SERVICE
DOCKET NO. 960786-B-TL

I HEREBY CERTIFY that a true and correct copy of the foregoing was served by

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Lisa S. Foshee   (LA)

(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth)	
Telecommunications, Inc.'s entry into)	Docket No. 960786-B-TL
interLATA services pursuant to Section)	
271 of the Federal Telecommunications)	
Act of 1996.)	
_____)	Filed: March 26, 2002
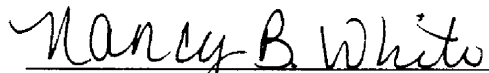
BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of

Alphonso J. Varner that attaches BellSouth's performance data reflecting performance

for the month of January, 2002. The Affidavit and the accompanying attachments

describe the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 26th day of March 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

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Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED MARCH 26, 2002

I, Alphonso J. Varner, being of lawful age and duly sworn upon my oath, depose and state:

1.   My name is Alphonso J. Varner. I am employed by BellSouth as Senior Director in Interconnection Services. My business address is 675 West Peachtree Street, Atlanta, Georgia 30375.

PROFESSIONAL AND EDUCATIONAL BACKGROUND

2.   I graduated from Florida State University in 1972 with a Bachelor of Engineering Science degree in systems design engineering. I immediately joined Southern Bell in the division of revenues organization with the responsibility for preparation of all Florida investment separations studies for division of revenues and for reviewing interstate settlements.

3.   Subsequently, I accepted an assignment in the rates and tariffs organization with responsibilities for administering selected rates and tariffs including preparation of tariff filings. In January 1994, I was appointed Senior Director of Pricing for the nine-state region. I was named Senior Director for Regulatory Policy and Planning in August 1994.

In April 1997, I was named Senior Director of Regulatory for the nine-state BellSouth region, and I accepted my current position in March 2001.

II.   PURPOSE OF AFFIDAVIT

4.   The purpose of my Affidavit is to provide data specific to BellSouth's operations in Florida. This filing reflects performance for the month of January 2002. Exhibit January 2002 PM Data and Attachments 1H though 3H that accompany this filing describe the data and explain the conclusions that can be drawn from it.

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DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

1   # DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

2

3   ## I. ANALYSIS OF PERFORMANCE MEASUREMENTS

4

5   **A. Introduction**

6

7   BellSouth is currently producing state level results based on the January 12,

8   2001, Georgia Order from Docket 7892-U. While there are some differences

9   from the interim Service Quality Measurement (SQM) Version 3.0 approved

10   by this Commission on July 3, 2001, they are minor and should not cause any

11   difficulty in determining BellSouth's overall performance level.

12

13   Attachment 1H is the Monthly State Summary (MSS) for Florida for January

14   2002. The MSS contains 2,331 sub-metrics based on the Georgia Public

15   Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1H,

16   there were 860 sub-metrics for which there was CLEC activity in Janaury

17   2002 and that were compared to either benchmarks or retail analogues.

18   BellSouth met or exceeded the criteria for 747 of these 860 sub-metrics, or

19   87%.

20

21   As explained in previous updates to this Exhibit, three of the measures were

22   identified by BellSouth as having deficiencies in their calculations and were

1   investigated and evaluated for appropriate program code corrections. These

2   three measures were Average Jeopardy Notice Interval, FOC & Reject

3   Completeness (including the "Multiple Responses" sub-metrics), and LNP

4   Disconnect Timeliness. Program coding modifications have been completed

5   for the FOC and Reject Completeness measure. A variation on the FOC &

6   Reject Response Completeness (O-11) measurement, FOC/Reject

7   Completeness (Multiple Responses), indicates the proportion of times that

8   multiple FOCs/Rejects for an LSR are returned. The Georgia PSC did not

9   order this measure to be implemented. Also, this measurement can be

10   misleading because sometimes multiple responses are required for efficient

11   operation of the business, such as when a second FOC is returned to notify a

12   CLEC when a jeopardy is cleared. Consequently, while BellSouth reports

13   data on this measure in the Monthly State Summary, BellSouth has not

14   included it in the calculation of performance measurements that had CLEC

15   activity and has not addressed those sub-metrics in this Exhibit. The Average

16   Jeopardy Notice Interval measures are still undergoing program coding

17   changes. As these corrections are completed, the additional sub-metrics

18   affected by the changes will be included in the Exhibit updates. The LNP

19   Disconnect Timeliness measure is still under review by the Georgia PSC.

20   These measures are included in the MSS and in the total number of

21   measurements calculation (2,331), but are excluded from the "Met/Total"

22   (747/860) percentage calculations.

1

2   During the three-month period, November 2001 through January 2002, again

3   adjusting for the measures mentioned above where appropriate, there were a

4   total of 780 sub-metrics that had CLEC activity for all three months and that

5   were compared with either benchmarks or retail analogues. Of these 780

6   sub-metrics, 678 sub-metrics (87%) satisfied the comparison criteria in at

7   least two of the three months.

8

9   Two general issues can impact the degree to which BellSouth's performance

10   data is meaningful. First, the extreme disaggregation of the data in the

11   reports often dilutes the universe size of individual measurements, which in

12   turn reduces the confidence level of each of the individual Z-test results. As a

13   result, there are many performance measurements for which the results are

14   statistically inconclusive due to the small number of observations. Second, in

15   situations in which there are a large number of observations and the

16   difference between the means is very small, the results can be misleading

17   and not indicative of the absolute level of performance that BellSouth

18   provides to CLECs.

19

20   With respect to the first issue, in many cases, the extensive levels of

21   disaggregation leads to numerous sub-metrics with fewer than 30

22   observations, which is generally accepted as the smallest number of

1   observations for application of the Z-test. Despite this fact, BellSouth has

2   reported results for all of the measures, even those with statistically

3   inconclusive universe sizes.

4

5   The second issue arises in situations where BellSouth provides very high

6   quality service to both BellSouth's retail units and the CLECs, where there are

7   very large universe sizes, and the difference between the means is very

8   small.   This scenario can cause an apparent missed condition from a

9   quantitative viewpoint.   For example, in January 2002, the % Missed

10   Installation Appointments (%MIA), for Resale Residence / Non-Dispatch / <

11   10 Circuits (A.2.11.1.1.2) showed that BellSouth retail had 0.04% missed

12   appointments for the 710,476 scheduled orders. The CLEC %MIA for the

13   same period is 0.23% missed appointments for 61,307 scheduled orders.

14   While there is very little difference in the results, less than two tenths of a

15   percentage point, the universe is so large that the Z-test becomes overly

16   sensitive to any difference. As a result, the statistical test shows that the sub-

17   metric missed the standard criteria, but BellSouth's actual performance is at a

18   very high level for both the CLECs and BellSouth retail, in this case, almost

19   99.9%. From a practical point of view, the CLECs' ability to compete has not

20   been hindered, even though the statistical result does not technically meet the

21   retail analogue.

22

1   In reviewing the data, the Florida Public Service Commission (Commission)

2   should use the data as a tool in analyzing whether BellSouth has met its

3   commitments.   It is not a substitute for the qualitative evaluation of

4   BellSouth's performance.   The commission will still need to conduct a

5   qualitative assessment of the data that considers, among other things,

6   universe size, distributional properties of the data, as well as overall

7   performance.

8

9   Each sub-metric designated as having not satisfied the benchmark or

10   BellSouth retail analogue requirement for November, December 2001 and/or

11   January 2002 is included in this Exhibit.   Each sub-metric discussed is

12   labeled   as   being   missed   in   any   one   or   more   of   the   months

13   (November/December/January) included in this filing.

14

15   The following paragraphs will address specific performance measurements

16   associated with each checklist item.

17

18   **B. CHECKLIST ITEM 1 – INTERCONNECTION**

19

20   **1. Collocation**

21   BellSouth provides three separate collocation reports: 1) Average Response

22   Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.

1   Section E in Attachment 1H, Items E.1.1.1 through E.1.3.2, provides these

2   results. BellSouth met the approved benchmarks for all 10 of the 10 sub-

3   metrics that had CLEC activity in November and December 2001 and January

4   2002.

5

6   For the three-month period, November 2001 through January 2002, there

7   were 9 sub-metrics for which there was CLEC activity in all three months and

8   were compared to retail analogues or benchmarks. All 9 of these sub-metrics

9   met the retail analogue/benchmark comparisons in all three months.

10

11   **2. Local Interconnection Trunking**

12   Trunking Reports

13   Attachment 1H, Section C, Items C.1.1 to C.4.2 of the MSS contains data for

14   ordering, provisioning, maintenance and repair, and billing associated with

15   Local Interconnection Trunks.

16

17   In November 2001, BellSouth met 21 of 25 sub-metrics or 84% and in

18   December 2001, met 18 of the 25 sub-metrics or 72% of the applicable

19   benchmarks/analogues for all local interconnection trunking measures having

20   CLEC activity. In January 2002, BellSouth met 20 of the 25 sub-metrics or

21   80% of the benchmarks/retail analogues having CLEC activity. The sub-

1   metrics that did not meet the benchmarks/retail analogues for November,

2   December 2001 and/or January 2002 are as follows:

3

4   FOC Timeliness / Local Interconnection Trunks (C.1.3)

5   (November/December/January)

6   BellSouth met the 10-day benchmark interval for 142 of the 153 FOCs

7   (91.03%) returned for this sub-metric in November, for 109 of the 116 FOCs

8   (93.97%) returned in December 2001 and for 147 of the 159 FOCs (92.45%)

9   returned in January 2002. The 95% benchmark required that 146 of the 153

10   FOCs for November, 111 of the 116 FOCs for December and 152 of the 159

11   FOCs for January meet the standard interval, based on the number of orders

12   in the period.

13

14   FOC & Reject Response Completeness / Local Interconnection Trunks

15   (C.1.4) (November)

16   BellSouth met the standard criteria for 113 of the 120 responses returned in

17   November 2001.   The 95% benchmark required that 114 of the 120

18   November responses meet the criteria. BellSouth met the benchmark for this

19   sub-metric in December 2001 and January 2002.

20

21   Service Order Accuracy / Local Interconnection Trunks / < 10 Circuits / Non-

22   Dispatch (C.2.11.1.2) (November)

1   BellSouth met the standard for 24 of the 26 orders (92.31%) reviewed for

2   November 2001. This was only one order short of the 25 orders required by

3   the 95% benchmark. BellSouth met the benchmark for this sub-metric in

4   December 2001 and January 2002.

5

6   Customer Trouble Report Rate / Local Interconnection Trunks / Dispatch

7   (C.3.2.1) (December/January)

8   There were only 4 troubles reported for this sub-metric in December 2001 for

9   the 143,615 lines in service, a trouble report rate of only 0.002%. In actuality,

10   three of the troubles were due to routing troubles and should not have been

11   reported in this measure. This reporting related error was corrected in

12   January 2002 and should be reflected in the February 2002 data. In January

13   2002, there were only 3 troubles reported for the 142,560 lines in service for

14   the sub-metric, a trouble report rate of only 0.002%. BellSouth met over

15   99.9% of the scheduled appointments for both retail and CLEC orders in this

16   sub-metric for both months. When BellSouth provisions high quality service

17   coupled with very large universe sizes, it can cause an apparent out of equity

18   condition from a quantitative viewpoint. In these cases, there is very little

19   variation and the universe size is so large that the Z-test becomes overly

20   sensitive to any difference. In other words, the statistical test shows that the

21   measurement does not meet the fixed critical value when compared with the

22   retail analogue, but BellSouth's actual performance for both CLECs and its

1   own retail operations is at a very high level – in this case over 99%. From a

2   practical point of view, the CLECs' ability to compete has not been hindered

3   even though the statistical results may technically show that BellSouth failed

4   to meet the benchmark/analogue. BellSouth met the retail analogue for this

5   sub-metric in November 2001.

6

7   <u>Customer Trouble Report Rate / Local Interconnection Trunks / Non-Dispatch</u>

8   <u>(C.3.2.2) (January)</u>

9   In January 2002, there were 53 troubles reported for the 142,560 lines in

10   service for the sub-metric, a trouble report rate of only 0.04%. BellSouth met

11   over 99.9% of the scheduled appointments for both retail and CLEC orders in

12   this sub-metric for both months. When BellSouth provisions high quality

13   service coupled with very large universe sizes, it can cause an apparent out

14   of equity condition from a quantitative viewpoint.   In these cases, there is

15   very little variation and the universe size is so large that the Z-test becomes

16   overly sensitive to any difference. In other words, the statistical test shows

17   that the measurement does not meet the fixed critical value when compared

18   with the retail analogue, but BellSouth's actual performance for both CLECs

19   and its own retail operations is at a very high level – in this case over 99%.

20   From a practical point of view, the CLECs' ability to compete has not been

21   hindered even though the statistical results may technically show that

1   BellSouth failed to meet the benchmark/analogue. BellSouth met the retail

2   analogue for this sub-metric in November and December 2001.

3

4   Maintenance Average Duration / Local Interconnection Trunks / Dispatch

5   (C.3.3.1) (December)

6   There were only four trouble reports for this sub-metric in December 2001. In

7   actuality, three of the troubles were due to routing troubles and should not

8   have been reported in this measure.   This reporting related error was

9   corrected in January 2002 and should be reflected in the February 2002 data.

10   BellSouth met the retail analogue comparison for this sub-metric in November

11   2001 and January 2002.

12

13   Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch

14   (C.3.3.2) (December/January)

15   There were sixteen trouble reports for this sub-metric in December 2001. In

16   actuality, twelve of the troubles were due to routing troubles and should not

17   have been reported in this measure. This reporting related error has been

18   corrected in January 2002 and should be reflected in the February 2002 data.

19   In January 2002, appropriate adjustment of the duration interval data to

20   exclude the "non-circuit specific" troubles would have produced a CLEC result

21   better than for the retail analogue. BellSouth met the retail analogue

22   comparison for this sub-metric in November 2001.

23

1

2   % Repeat Troubles within 30 Days / Local Interconnection Trunks (C.3.4.1)

3   (December)

4   There were only four orders for this sub-metric in December 2001. In

5   actuality, three of the troubles were due to routing troubles and should not

6   have been reported in this measure. This reporting related error was

7   corrected in January 2002 and should be reflected in the February 2002 data.

8   BellSouth met the retail analogue comparison for this sub-metric in November

9   2001 and January 2002.

10

11   % Repeat Troubles within 30 Days / Local Interconnection Trunks (C.3.4.2)

12   (December/January)

13   In December 2001 there were 6 repeat troubles for this sub-metric for the 16

14   repair orders completed in the month. In actuality, twelve of the sixteen

15   December troubles were due to routing troubles and should not have been

16   reported in this measure. Similarly, in January 2002, there were four trouble

17   reports for the sub-metric, and all four should not have been included in the

18   measurement reporting. This reporting related error was corrected in January

19   2002 and should be reflected in the February 2002 data. BellSouth met the

20   retail analogue comparison for this sub-metric in November 2001.

21

22   Invoice Accuracy – Interconnection (C.4.1) (November)

23   The CLECs experienced Local Interconnection invoice accuracy rates in

24   November 2001 that were less than for the invoices BellSouth sends to its

1 customers (98.32% accuracy for BellSouth versus 97.71% for the CLEC

2 invoices). The difference in November performance was the result of three

3 different problems. The first problem involved the discovery by BellSouth that

4 mileage quantities on numerous CLEC dedicated transport accounts were

5 incorrectly understated. Service orders were issued to correct the billing.

6 The second problem involved problems that BellSouth had in turning up

7 SMARTRing® service for one CLEC customer. Consequently, the due dates

8 on the DS1 and DS0 orders were missed. Adjustments were given to waive

9 the non-recurring charges associated with SMARTRing®. The third problem

10 involved adjustments for non-recurring charges that were billed in error to a

11 CLEC customer who has a bill-and-keep arrangement for trunks and facilities.

12 BellSouth met the retail analogue comparison for this sub-metric in December

13 2001 and January 2002.

14
15 <u>Mean Time to Deliver Invoices – CABS / Local Interconnection Trunks (C.4.2)</u>

16 <u>(December)</u>

17 The CLECs experienced Interconnection invoice delivery rates that were

18 slightly higher than the rates for BellSouth's retail customers during

19 December 2001 (4.85 days for BellSouth versus 4.97 days for CLECs). The

20 small difference in performance was the result of recent shifts in workloads

21 within the BellSouth Bill Distribution department. BellSouth met the retail

22 analogue comparison for this sub-metric in November 2001 and January

23 2002.

24

13

1   Trunk Blockage

2   BellSouth has developed a trunk blocking report that compares BellSouth

3   retail's trunk blockage rates to those of CLECs. The report, Trunk Group

4   Performance Report (TGP), Attachment 3G, displays trunk blocking in a

5   manner that accurately represents the customer experience. The TGP report

6   tabulates actual call blocking as a percentage of call attempts for all

7   comparable trunk groups administered by BellSouth that handle CLEC and

8   BellSouth traffic, and provides a direct comparison of hour-by-hour blocking

9   between CLEC and BellSouth trunk groups. The analogue/benchmark for the

10   Trunk Group Performance measure is any consecutive two-hour period in 24

11   hours where CLEC blockage exceeds BellSouth blockage by more than

12   0.5%. BellSouth met or exceeded the benchmark for this sub-metric in

13   November and December 2001 and January 2002.

14

15   **C. <u>CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)</u>**

16

17   This section addresses the measures associated with UNEs under checklist

18   item 2. Attachment 1H, Sections B1 – B3, provides data that is divided into

19   Ordering, Provisioning and Maintenance & Repair operations. In general, the

20   Ordering function is disaggregated into 17 sub-metrics, the Provisioning

21   function has 19 sub-metrics, and there are 12 sub-metrics for the

22   Maintenance & Repair function. All Ordering measures will be included in this

1   checklist item because of the overall relationship of the mechanized, partially

2   mechanized and manual processing of Local Service Requests (LSRs). The

3   Provisioning and Maintenance & Repair measures for the following products

4   are included in the checklist item as shown below:

#	Product	Checklist Item:
5	<u>Product</u>	<u>Checklist Item</u>:
6	Combo (Loop & Port)	#2 – Unbundled Network Elements
7	Combo (Other)	#2 – Unbundled Network Elements
8	Other Design	#2 – Unbundled Network Elements
9	Other Non-Design	#2 – Unbundled Network Elements
10	xDSL Loop	#4 – Unbundled Local Loops
11	UNE ISDN Loop	#4 – Unbundled Local Loops
12	Line Sharing	#4 – Unbundled Local Loops
13	2w Analog Loop Design	#4 – Unbundled Local Loops
14	2w Analog Loop Non Design	#4 – Unbundled Local Loops
15	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
16	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
17	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
18	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
19	Digital Loop < DS1	#4 – Unbundled Local Loops
20	Digital Loop => DS1	#4 – Unbundled Local Loops
21	Local Interoffice Transport	#5 – Unbundled Local Transport
22	Switch Ports	#6 – Unbundled Local Switching

15

1   INP Standalone   #11 – Local Number Portability

2   LNP Standalone   #11 – Local Number Portability

3

4   An overall review of the UNE sub-metrics for Ordering, Provisioning,

5   Maintenance & Repair and Billing indicates that BellSouth met the

6   benchmark/analogue for 78%, 86% and 88% of the sub-metrics during the

7   months of November and December 2001 and January 2002, respectively.

8

9   For the three-month period, November 2001 through January 2002, there

10   were 436 sub-metrics in the UNE measurements for which there was CLEC

11   activity in all three months and that were compared to retail analogues or

12   benchmarks. Of those 436 sub-metrics, 378 sub-metrics (87%) met the retail

13   analogue/benchmark comparisons in at least two of the three months.

14

15   **1. UNE Ordering Measures**

16

17   Items B.1.1 – B.1.19 in Attachment 1H show data for Percent Rejected

18   Service Requests, Reject Interval, FOC Timeliness and FOC & Reject

19   Response Completeness. These reports are disaggregated by interface type

20   (electronic, partial electronic and manual), as well as product type.

21

22   **Reject Interval**

1   Items B.1.4 - B.1.8 in Attachment 1H examine the Reject Interval for the

2   month of January 2002. For orders submitted electronically, the benchmark

3   is 97% within one hour. In November and December 2001 and January

4   2002, 78%, 72% and 80%, respectively, of all rejected electronic service

5   requests were delivered within the one-hour benchmark interval. (See the

6   write-up below for Items B.1.4.2 – B.1.4.17 for further discussion concerning

7   electronically submitted orders.)

8

9   For partially mechanized orders, which are LSRs submitted electronically and

10   requiring service representative intervention, the benchmark is 85% returned

11   within 10 hours. BellSouth exceeded this benchmarks in November and

12   December 2001 and January 2002, with 94%, 89% and 95%, respectively, of

13   partially mechanized rejects being returned to the CLECs within the

14   benchmark interval.

15

16   For manual orders, the current benchmark is 85% within 24 hours. BellSouth

17   also exceeded this requirement, with 99% of the LSRs submitted manually

18   being returned to the CLECs within the 24-hour time period in each of the

19   three months.

20

21   The following sub-metrics did not meet the established benchmarks in

22   November, December 2001 and/or January 2002:

1

2   Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3)

3   (November/December/January)

4   Reject Interval / UNE ISDN / Electronic (B.1.4.6) (November)

5   Reject Interval / Line Sharing / Electronic (B.1.4.7)

6   (November/December/January)

7   Reject Interval / 2w Analog Loop Design / Electronic (B.1.4.8)

8   (November/December/January)

9   Reject Interval / 2w Analog Loop Non-Design / Electronic (B.1.4.9)

10   (November/December/January)

11   Reject Interval / 2w Analog Loop w/LNP Design / Electronic (B.1.4.12)

12   (November/December/January)

13   Reject Interval / 2w Analog Loop w/LNP Non-Design / Electronic (B.1.4.13)

14   (November/December)

15   Reject Interval / Other Design / Electronic (B.1.4.14)

16   (November/December/January)

17   Reject Interval / Other Non-Design / Electronic (B.1.4.15)

18   (November/December/January)

19   Reject Interval / LNP (Standalone) / Electronic (B.1.4.17)

20   (November/December)

21   The current benchmark for these sub-metrics is >= 97% within one hour.

22   BellSouth's root cause analysis determined that a number of LSRs that did

1   not meet the one-hour benchmark were submitted when back-end legacy

2   systems were out of service and were unable to process the LSRs. Because

3   such LSRs should be excluded from the measurement, BellSouth

4   implemented a coding change in PMAP, intended to ensure that scheduled

5   OSS downtime was properly excluded. This change was made with

6   September 2001 data and was expected to improve sub-metric results for

7   Reject Interval performance.

8

9   The coding change assumed that EDI and TAG timestamps reflected Eastern

10   Time. However, the timestamps used by EDI and TAG actually reflects

11   Central time. As a result of this discrepancy, an hour is being added during

12   PMAP timestamp "synchronization," which causes the results to inaccurately

13   reflect the reject Interval duration. A change to address this issue for EDI is

14   being implemented for February 2002 data reporting, and BellSouth is in the

15   process of scheduling a similar change for TAG. BellSouth's root cause

16   analysis has determined that, had the scheduled OSS downtime exclusion

17   been properly implemented, BellSouth's Reject Interval performance would

18   generally have met the Commission's benchmark.

19

20   BellSouth's root cause analysis also identified an additional issue that impacts

21   the electronic Reject Interval sub-metrics. This issue arises when a fully

22   mechanized Firm Order Confirmation ("FOC") is followed by a manual

1   Clarification, a scenario that occurs when the Local Carrier Service Center

2   ("LCSC") must resolve specific types of errors after the issuance of the FOC.

3   This issue distorts the timeliness of BellSouth's electronic reject notices, and

4   BellSouth is currently analyzing this situation to determine an appropriate

5   solution.

6

7   <u>Reject Interval / Line Sharing / Partially Electronic (B.1.7.7)</u>

8   <u>(November/December/January)</u>

9   There were only eight LSRs rejected for this sub-metric in November 2001.

10   The small universe of orders for the month does not provide a conclusive

11   benchmark comparison. BellSouth met the 10-hour benchmark interval for 9

12   of the 16 LSRs rejected in December 2001 and for 21 of the 34 LSRs rejected

13   in January 2002. The 85% benchmark required that 14 of the 16 rejects for

14   December and 29 of the 34 rejects for January be returned within the

15   benchmark interval. BellSouth continues to focus on this measurement in

16   order to improve results to meet the benchmark.

17

18   <u>Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.7.9)</u>

19   <u>(November)</u>

20   In November 2001, BellSouth met the 10-hour benchmark interval for 141 of

21   the 176 rejected LSRs. The 85% benchmark required that 150 of the 176

1   orders be returned within 10 hours. BellSouth met the benchmark for this

2   sub-metric in December 2001 and January 2002.

3

4   <u>Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic</u>

5   <u>(B.1.7.12) (December)</u>

6   BellSouth met the benchmark for 211 of the 300 of the LSRs rejected in this

7   sub-metric for December 2001. The 85% benchmark required that 255 of the

8   300 rejects be returned within the benchmark interval. BellSouth met the

9   benchmark for this sub-metric in November 2001 and January 2002.

10

11   <u>Reject Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic</u>

12   <u>(B.1.7.13) (November/December/January)</u>

13   BellSouth met the benchmark for 431 of the 547 rejected LSRs for this sub-

14   metric in November and for 536 of the 706 LSRs rejected in December 2001.

15   The 85 % benchmark required that 465 of the 547 orders for November and

16   600 of the 706 orders for December be returned within the benchmark

17   interval. In January 2002, BellSouth returned 633 of the 747 rejected LSRs

18   within the 10-hour interval. This was only 2 rejects short of the 635 required

19   to meet the benchmark for the month. BellSouth continues to focus on this

20   measurement in order to improve results to meet the benchmark.

21

22   **<u>FOC Timeliness</u>**

1   For LSRs submitted electronically, the benchmark is 95% of the FOCs

2   returned within 3 hours. BellSouth met the benchmark interval for 99% of the

3   electronically submitted LSRs in November and December 2001 and January

4   2002. For partially mechanized LSRs, the benchmark is 85% of FOCs

5   returned within 10 hours. BellSouth met the benchmark for 97%, 89% and

6   94% of partially electronic FOCs in November and December 2001 and

7   January 2002, respectively. For LSRs submitted manually, the benchmark is

8   85% returned within 36 hours. BellSouth met the benchmark interval for 93%,

9   99% and 99% of the manual LSRs submitted in November and December

10   2001 and January 2002, respectively. The sub-metrics that did not meet the

11   benchmark in November, December 2001 and /or January 2002 are as

12   follows:

13

14   <u>FOC Timeliness / Line Sharing / Electronic (B.1.9.7) (December)</u>

15   BellSouth met the benchmark for 37 of the 39 LSRs (94.87%) that received a

16   FOC in December 2001. Normal rounding convention indicates that there is

17   no significant difference between the result for this sub-metric and the

18   benchmark for December 2001. BellSouth met the benchmark for this sub-

19   metric in November 2001 and January 2002.

20

21   <u>FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12)</u>

22   <u>(November)</u>

1   BellSouth met the benchmark for 36 of the 38 LSRs in November that

2   received a FOC for this sub-metric. BellSouth is conducting a detailed root

3   cause analysis of the process for electronic ordering. This analysis

4   addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs

5   and the back-end legacy applications, such as SOCS, that are accessed by

6   the ordering systems. For further information, see the explanation included

7   with the electronic reject interval measurement, item B.1.4.x. BellSouth met

8   the benchmark for this sub-metric in December 2001 and January 2002.

9

10   FOC Timeliness / LNP Standalone / Electronic (B.1.9.17) (November)

11   BellSouth met the benchmark for 2,024 of the 2,313 LSRs in November that

12   received a FOC for this sub-metric. BellSouth is conducting a detailed root

13   cause analysis of the process for electronic ordering. This analysis

14   addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs

15   and the back-end legacy applications, such as SOCS, that are accessed by

16   the ordering systems. For further information, see the explanation included

17   with the electronic reject interval measurement, item B.1.4.x. BellSouth met

18   the benchmark for this sub-metric in December 2001 and January 2002.

19

20   FOC Timeliness / UNE ISDN / Partially Electronic (B.1.12.6) (December)

21   There were only two FOCs returned for this sub-metric in December 2001.

22   The small universe of orders for the month does not provide a conclusive

1   benchmark comparison. BellSouth met the benchmark for this sub-metric in

2   November 2001 and January 2002.

3

4   FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic

5   (B.1.12.12) (November/December)

6   BellSouth met the 10-hour benchmark for 313 of the 411 FOCs returned for

7   this sub-metric in November and for 376 of the 473 FOCs returned in

8   December 2001. The 85% benchmark required that 350 of the 411 orders for

9   November and 402 of the 473 orders for December be returned, based on the

10   number of orders for this sub-metric. BellSouth met the benchmark for this

11   sub-metric in January 2002.

12

13   FOC Timeliness / Other Design / Partially Electronic (B.1.12.14)

14   (November/January)

15   BellSouth met the 10-hour benchmark interval for 67 of the 84 FOCs returned

16   for this sub-metric in November 2001 and for 75 of the 96 FOCs returned in

17   January 2002. The 85% benchmark set requirements of 72 of the 84 orders

18   in November and 82 of the 96 orders in January, based on the quantity of

19   orders in the sub-metric. BellSouth met the benchmark for this sub-metric in

20   December 2001.

21

1   The following FOC & Reject Response Completeness sub-metrics did not

2   meet the benchmarks for November, December 2001 and/or January 2002:

3

4   <u>FOC & Reject Response Completeness / xDSL / EDI / Electronic (B.1.14.5.1)</u>

5   <u>(November)</u>

6   BellSouth met the benchmark standard for 35 of the 39 responses for this

7   sub-metric in November 2001. The 95% benchmark required that the criteria

8   be met for 38 of the 39 responses. BellSouth met the benchmark for this sub-

9   metric in December 2001 and January 2002.

10

11   <u>FOC & Reject Response Completeness / xDSL / TAG / Electronic</u>

12   <u>(B.1.14.5.2) (November)</u>

13   BellSouth met the benchmark standard for 194 of the 249 responses for this

14   sub-metric in November 2001. The 95% benchmark required that the criteria

15   be met for 237 of the 249 responses based on the number of orders for this

16   sub-metric. BellSouth met the benchmark for this sub-metric in December

17   2001 and January 2002.

18

19   <u>FOC & Reject Response Completeness / Line Sharing / TAG / Electronic</u>

20   <u>(B.1.14.7.2) (November)</u>

21   BellSouth met the benchmark standard for 67 of the 71 responses for this

22   sub-metric in November 2001. The 95% benchmark required that the criteria

1   be met for 68 of the 71 responses based on the number of orders for this sub-

2   metric. BellSouth met the benchmark for this sub-metric in December 2001

3   and January 2002.

4

5   <u>FOC & Reject Response Completeness / 2w Analog Loop Design / EDI /</u>

6   <u>Electronic (B.1.14.8.1) (November)</u>

7   BellSouth met the benchmark standard for 293 of the 316 responses for this

8   sub-metric in November 2001. The 95% benchmark required that the criteria

9   be met for 301 of the 316 responses based on the number of orders for this

10   sub-metric. BellSouth met the benchmark for this sub-metric in December

11   2001 and January 2002.

12

13   <u>FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG</u>

14   <u>/ Electronic (B.1.14.9.2) (November/December)</u>

15   BellSouth met the benchmark standard for 466 of the 492 responses for this

16   sub-metric in November and for 373 of the 414 responses returned in

17   December 2001. The 95% benchmark required that the criteria be met for

18   468 of the 492 responses for November and for 394 of the 414 responses

19   returned in December, based on the number of orders for this sub-metric.

20   BellSouth met the benchmark for this sub-metric in January 2002.

21

1   FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design /

2   EDI / Electronic (B.1.14.12.1) (November)

3   BellSouth met the benchmark standard for 33 of the 35 responses for this

4   sub-metric in November 2001. The 95% benchmark required that the criteria

5   be met for 34 of the 35 responses based on the number of orders for this sub-

6   metric. BellSouth met the benchmark for this sub-metric in December 2001

7   and January 2002.

8

9   FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design /

10   TAG / Electronic (B.1.14.12.2) (November)

11   BellSouth met the benchmark standard for 23 of the 26 responses for this

12   sub-metric in November 2001. The 95% benchmark required that the criteria

13   be met for 25 of the 26 responses based on the number of orders for this sub-

14   metric. BellSouth met the benchmark for this sub-metric in December 2001

15   and January 2002.

16

17   FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-

18   Design / TAG / Electronic (B.1.14.13.2) (November)

19   BellSouth met the benchmark standard for 190 of the 232 responses for this

20   sub-metric in November 2001. The 95% benchmark required that the criteria

21   be met for 221 of the 232 responses based on the number of orders for this

1   sub-metric. BellSouth met the benchmark for this sub-metric in December

2   2001 and January 2002.

3

4   FOC & Reject Response Completeness / Other Design / TAG / Electronic

5   (B.1.14.14.2) (November)

6   BellSouth met the benchmark standard for 127 of the 140 responses for this

7   sub-metric in November 2001. The 95% benchmark required that the criteria

8   be met for 133 of the 140 responses based on the number of orders for this

9   sub-metric. BellSouth met the benchmark for this sub-metric in December

10   2001 and January 2002.

11

12   FOC & Reject Response Completeness / LNP Standalone / TAG / Electronic

13   (B.1.14.17.2) (November)

14   BellSouth met the benchmark standard for 293 of the 311 responses for this

15   sub-metric in November 2001. The 95% benchmark required that the criteria

16   be met for 296 of the 311 responses based on the number of orders for this

17   sub-metric. BellSouth met the benchmark for this sub-metric in December

18   2001 and January 2002.

19

20   FOC & Reject Response Completeness / xDSL / EDI / Partial Electronic

21   (B.1.15.5.1) (November)

1   There were only four orders for this sub-metric in November 2001. The small

2   universe of orders for this sub-metric does not provide a conclusive

3   benchmark comparison. BellSouth met the benchmark for this sub-metric in

4   December 2001 and January 2002.

5

6   FOC & Reject Response Completeness / xDSL / TAG / Partial Electronic

7   (B.1.15.5.2) (November)

8   BellSouth met the benchmark standard for 14 of the 29 responses for this

9   sub-metric in November 2001. The 95% benchmark required that the criteria

10   be met for 28 of the 29 responses in November based on the number of

11   orders for this sub-metric. BellSouth met the benchmark for this sub-metric in

12   December 2001 and January 2002.

13

14   FOC & Reject Response Completeness / Switch Ports / Manual (B.1.16.1)

15   (December)

16   There was only one order for this sub-metric in December 2001. The small

17   universe of orders for this sub-metric does not provide a conclusive

18   benchmark comparison. BellSouth met the benchmark for this sub-metric in

19   November 2001. There was no CLEC activity for this sub-metric in January

20   2002.

21

1   <u>FOC & Reject Response Completeness / Local Interoffice Transport / Manual</u>

2   <u>(B.1.16.2) (November/January)</u>

3   BellSouth met the benchmark standard for 75 of the 81 responses for this

4   sub-metric in November 2001 and for 47 of the 51 responses in January

5   2002. The 95% benchmark required that the criteria be met for 77 of the 81

6   responses in November and for 49 of the 51 responses in January based on

7   the number of orders for this sub-metric. BellSouth met the benchmark for

8   this sub-metric in December 2001.

9

10   <u>FOC & Reject Response Completeness / Combo (Loop & Port) / Manual</u>

11   <u>(B.1.16.3) (November/December/January)</u>

12   BellSouth met the benchmark standard for 802 of the 866 responses for this

13   sub-metric in November, for 782 of the 832 responses in December 2001 and

14   for 694 of the 755 responses returned in January 2002. The 95% benchmark

15   required that the criteria be met for 823 of the 866 responses in November,

16   for 791 of the 8832 responses in December 2001 and for 718 of the 755

17   responses returned in January 2002, based on the number of orders for this

18   sub-metric. BellSouth continues to focus on this measurement in order to

19   improve results to meet the benchmark.

20

21   <u>FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6)</u>

22   <u>(November/December/January)</u>

1   BellSouth met the benchmark standard for 555 of the 595 responses for this

2   sub-metric in November, for 476 of the 509 responses returned in December

3   2001 and for 633 of the 673 responses returned in January 2002. The 95%

4   benchmark required that the criteria be met for 566 of the 595 responses for

5   November, for 484 of the 509 responses returned in December 2001 and for

6   640 of the 673 responses for January 2002, based on the number of orders

7   for this sub-metric. BellSouth continues tc focus on this measurement in

8   order to improve results to meet the benchmark.

9

10   FOC & Reject Response Completeness / Line Sharing / Manual (B.1.16.7)

11   (November/December/January)

12   BellSouth met the benchmark standard for 112 of the 120 responses for this

13   sub-metric in November, for 120 of the 130 responses in December 2001 and

14   for 185 of the 203 responses returned in January 2002. The 95% benchmark

15   required that the criteria be met for 114 of the 120 responses in November,

16   for 124 of the 130 responses in December 2001 and for 193 of the 203

17   responses for January 2002, based on the number of orders for this sub-

18   metric. BellSouth continues to focus on this measurement in order to improve

19   results to meet the benchmark.

20

21   FOC & Reject Response Completeness / 2w Analog Loop Design / Manual

22   (B.1.16.8) (November)

1   BellSouth met the benchmark for 204 of the 228 responses for this sub-metric

2   in November 2001. The 95% benchmark set a requirement of 217 of the 228

3   responses based on the number of orders for this sub-metric. BellSouth met

4   the benchmark for this sub-metric in December 2001 and January 2002.

5

6   <u>FOC & Reject Response Completeness / 2w Analog Loop Non-Design /</u>

7   <u>Manual (B.1.16.9) (November/December/January)</u>

8   BellSouth met the benchmark for 1,241 of the 1,346 responses for this sub-

9   metric in November, for 1,087 of the 1,169 responses in December 2001 and

10   for 1,239 of the 1,309 responses returned in January 2002. The 95%

11   benchmark set a requirement of 1,273 orders in November, for 1,111 orders

12   in December 2001 and for 1,104 orders in January 2002, based on the

13   number of orders for this sub-metric. BellSouth continues to focus on this

14   measurement in order to improve results to meet the benchmark.

15

16   <u>FOC & Reject Response Completeness / 2w Analog Loop w/INP Non-Design</u>

17   <u>/ Manual (B.1.16.11) (November)</u>

18   BellSouth met the benchmark standard for 11 of the 13 responses for this

19   sub-metric in November 2001. The 95% benchmark required that the criteria

20   be met for all 13 of the responses. BellSouth met the benchmark for this sub-

21   metric in December 2001 and January 2002.

22

1   <u>FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design /</u>

2   <u>Manual (B.1.16.12) (December)</u>

3   BellSouth met the benchmark standard for 34 of the 38 responses for this

4   sub-metric in December 2001. The 95% benchmark required that the criteria

5   be met for 37 of the 38 responses based on the number of orders for this sub-

6   metric. BellSouth met the benchmark for this sub-metric in November 2001

7   and January 2002.

8

9   <u>FOC & Reject Response Completeness / Other Design / Manual (B.1.16.14)</u>

10   <u>(November/December/January)</u>

11   BellSouth met the benchmark standard for 554 of the 603 responses for this

12   sub-metric in November, for 627 of the 671 responses in December 2001 and

13   for 598 of the 648 responses returned in January 2002. The 95% benchmark

14   required that the criteria be met for 573 of the 603 responses in November,

15   for 638 of the 671 responses in December 2001 and for 616 of the 648

16   responses for January 2002, based on the number of orders for this sub-

17   metric. BellSouth continues to focus on this measurement in order to improve

18   results to meet the benchmark.

19

20   <u>FOC & Reject Response Completeness / Other Non-Design / Manual</u>

21   <u>(B.1.16.15) (November)</u>

1   BellSouth met the benchmark standard for 1, 423 of the 1,549 responses for

2   this sub-metric in November 2001. The 95% benchmark required that the

3   criteria be met for 1,472 of the 1,549 responses based on the number of

4   orders for this sub-metric. BellSouth met the benchmark for this sub-metric in

5   December 2001 and January 2002.

6

7   <u>FOC & Reject Response Completeness / INP Standalone / Manual</u>

8   <u>(B.1.16.16) (November)</u>

9   BellSouth met the benchmark standard for 58 of the 63 responses for this

10   sub-metric in November 2001. The 95% benchmark required that the criteria

11   be met for 60 of the 63 responses based on the number of orders for this sub-

12   metric. BellSouth met the benchmark for this sub-metric in December 2001

13   and January 2002.

14

15   <u>Flow-Through</u>

16

17   Attachment 1H, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated

18   by customer type and for the Summary/Aggregate. Detailed flow-through

19   results for individual CLECs are included in Attachment 2H. The following

20   table shows the Regional Flow-Through results for November and December

21   2001 and January 2002 as compared with the Interim SQM benchmarks.

22

1   <u>% Flow-through Service Requests (F.1.1.1 – F.1.3.4)</u>

Customer Type	November 2001	December 2001	January 2002	Benchmark
Residence	89.40%	89.50%	88.56%	95%
Business	75.18%	74.07%	74.56%	90%
UNE	79.66%	82.67%	85.50%	85%
LNP	91.24%	87.62%	92.81%	85%

2

3   The table above excludes those LSRs designed to "fall out" for manual

4   handling. The business flow-through rate is well below the 90% objective.

5   Business LSRs are more complex than the typical LSRs and, as a result,

6   there is a greater probability for error. For example, an LSR requesting 10

7   lines with series completion hunting that are located over multiple floors and

8   have a variation of features on the lines presents many more opportunities for

9   system mismatches than one that adds just lines and features.

10

11   BellSouth has established a Flow-Through Improvement Program

12   Management process that includes seven different internal organizations.

13   Ongoing analysis is being done to determine trends and identify flow-through

14   problems. To date, fifteen system enhancements have been identified and

15   are targeted for Encore releases. Three of the enhancements were

16   implemented in August, five enhancements implemented in November and

1   two enhancements implemented in January 2002. The remainder of the

2   enhancements are scheduled for release during early 2002.

3

4   **2. UNE Provisioning Measures**

5   BellSouth met 84% of the overall UNE Provisioning measurements in the

6   month of November 2001, 87% of these measurements in December 2001

7   and 88% in January 2002.

8

9   The following sub-metrics did not meet the applicable retail analogues in the

10   months of November, December 2001 and/or January 2002:

11

12   Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Switch

13   Based Orders (B.2.1.3.1.3) (November/December/January)

14   This sub-metric is a further disaggregation of Item B.2.1.3.1.2.   The

15   completion interval difference between the CLEC result and the result for the

16   BellSouth retail analogue for this sub-metric was only 0.03 days for November

17   and 0.01 days for December 2001 and were virtually identical for January

18   2002.. Both measures were approximately one-third day.   This indicates

19   virtually identical service for both the CLECs and the retail analogue for each

20   month.

21

1   Order Completion Interval / Combo (Loop & Port) / >= 10 Circuits / Non-

2   Dispatch (B.2.1.3.2.2) (November)

3   There was only one order for this sub-metric in November 2001. The small

4   universe of orders for this sub-metric does not provide a statistically

5   conclusive comparison to the retail analogue. BellSouth met the retail

6   analogue comparison for this sub-metric in December 2001 and January

7   2002.

8

9   Order Completion Interval / Combo (Loop & Port) / >= 10 Circuits / Dispatch

10   In (B.2.1.3.2.4) (November)

11   There was only one order for this sub-metric in November 2001. The small

12   universe of orders for this sub-metric does not provide a statistically

13   conclusive comparison to the retail analogue. BellSouth met the retail

14   analogue comparison for this sub-metric in December 2001. There was no

15   CLEC activity for this sub-metric in January 2002.

16

17   Order Completion Interval / Combo Other / < 10 Circuits / Dispatch

18   (B.2.1.4.1.1) (November/December/January)

19   The primary factor for the miss in this sub-metric is that the standard

20   installation interval for this product is 10 days. This is much longer than for

21   the retail analogue product. Even though the committed dates to the

1   customer are being met, the intervals are longer than for the retail analogue

2   product.

3

4   <u>% Jeopardies / Other Non-Design (B.2.5.15) (November/January)</u>

5   There were a total of 2 jeopardies issued for the 32 orders that were

6   scheduled for this sub-metric in November 2001 and 2 jeopardies issued for

7   the 25 orders scheduled for January 2002. While the data indicates that

8   BellSouth placed a higher percentage of CLEC orders in jeopardy status, all

9   of the jeopardy orders except one in November were resolved prior to the due

10   dates, and the orders were completed on time. BellSouth met the retail

11   analogue comparison for this sub-metric in December 2001.

12

13   <u>% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /</u>

14   <u>Non-Dispatch (B.2.18.3.1.2) (November/December/January)</u>

15   BellSouth missed 12 of the 10,916 scheduled appointments in this sub-metric

16   for November, missed 16 of the 15,733 appointments for December 2001 and

17   missed 32 of the 11,490 appointments for January 2002. BellSouth met over

18   99% of the scheduled appointments for both retail and CLEC orders in this

19   sub-metric for all three months. When BellSouth provisions high quality

20   service coupled with very large universe sizes, it can cause an apparent out

21   of equity condition from a quantitative viewpoint.   In these cases, there is

22   very little variation and the universe size is so large that the Z-test becomes

1   overly sensitive to any difference. In other words, the statistical test shows

2   that the measurement does not meet the fixed critical value when compared

3   with the retail analogue, but BellSouth's actual performance for both CLECs

4   and its own retail operations is at a very high level – in this case over 99%.

5   From a practical point of view, the CLECs' ability to compete has not been

6   hindered even though the statistical results may technically show that

7   BellSouth failed to meet the benchmark/analogue.

8

9   <u>% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /</u>

10   <u>Dispatch In (B.2.18.3.1.4) (November/December/January)</u>

11   This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth

12   missed 12 of the 5,253 appointments in this sub-metric scheduled in

13   November, missed 16 of the 8,281 appointments scheduled in December

14   2001 and missed 32 of the 5,576 appointments scheduled in January 2002.

15   BellSouth completed over 99% of the appointments as scheduled in

16   November and December 2001 and January 2002. From a practical point of

17   view, the CLECs' ability to compete has not been hindered even though the

18   statistical results may technically show that BellSouth failed to meet the

19   benchmark/analogue.

20

21   <u>% Missed Installation Appointments / Combo (Loop & Port) / >= 10 Circuits /</u>

22   <u>Dispatch (B.2.18.3.2.1) (January)</u>

1   BellSouth completed 14 of the 19 installation appointments scheduled for this

2   sub-metric in January 2002. There were no patterns or systemic installation

3   issues identified for any of the 5 missed appointments. BellSouth met the

4   retail analogue for this sub-metric in November and December 2001.

5

6   % Missed Installation Appointments / Combo Other / < 10 Circuits / Dispatch

7   (B.2.18.4.1.1) (January)

8   BellSouth missed 9 of the 125 installation appointments scheduled for this

9   sub-metric in January 2002. None of these appointment misses resulted in

10   held orders. No systemic installation issues or patterns were identified for

11   these missed appointments. BellSouth met the retail analogue comparison

12   for this sub-metric in November and December 2001.

13

14   % Missed Installation Appointments / Other Non-Design / >= 10 Circuits /

15   Dispatch (B.2.18.15.2.1) (November)

16   There were only two orders for this sub-metric in November 2001. The small

17   universe of orders for this sub-metric does not provide a statistically

18   conclusive comparison to the retail analogue. BellSouth met the retail

19   analogue comparison for this sub-metric in December 2001 and January

20   2002.

21

1   % Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch

2   (B.2.19.4.1.1) (November)

3   There were 6 troubles reported for the 32 orders completed for this sub-metric

4   in the 30 days prior to November 2001. No patterns or systemic installation

5   issues were identified for any of these trouble reports. BellSouth met the

6   retail analogue comparison for this sub-metric in December 2001 and January

7   2002.

8

9   % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch

10 (B.2.19.14.1.1) (November)

11 There were 27 troubles reported for the 375 orders completed in the 30 days

12 prior to November 2001 for this sub-metric. The majority of the troubles were

13 for various facility and central office problems with no patterns or systemic

14 issues identified. BellSouth met the retail analogue comparison for this sub-

15 metric in December 2001 and January 2002.

16

17 Average Completion Notice Interval / Combo (Loop & Port) / < 10 Circuits /

18 Dispatch In (B.2.21.3.1.4) (January)

19 The difference between the average notice intervals for CLECs and the retail

20 analogue for this sub-metric in January 2002 was less than 8 minutes. The

21 root cause analysis of this measure indicated that the only differences

22 between the performance between BellSouth retail and CLECs are the

1   mismatches found when the orders are compared with the original LSRs.

2   The start of the completion interval is the point at which the technician

3   completes the order, and the interval ends when the completion notice is

4   sent. Any change to a name, number of items, etc., occurring during the

5   provisioning process will generate inconsistencies with the original LSRs that

6   must be resolved before a final completion notice can be sent. Any time to

7   resolve these inconsistencies with the original LSRs is included in the

8   average. Because of numerous CLEC changes and order updates,

9   mismatches on CLECs orders exceed those for BellSouth retail orders.

10   Combining this with the smaller base for the CLECs' measurement raises the

11   average, which results in a miss. Specific Service Representatives within the

12   Work Management Centers have been assigned to resolve any completion

13   issues that are required. Providing specific training and dedicating personnel

14   to this task should reduce the difference between the CLEC and retail

15   analogue results.

16

17   Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch

18   (B.2.34.2.1.2) (November)

19   In November 2001, BellSouth met the standard for 284 of the 300 orders

20   (94.67%) reviewed. Normal rounding convention indicates that there is no

21   significant difference between the CLEC result and the benchmark for

1   November. BellSouth met the benchmark for this sub-metric in December

2   2001 and January 2002.

3

4   Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch

5   (B.2.34.2.2.2) (November)

6   BellSouth met the standard for 49 of the 58 orders reviewed for this sub-

7   metric in November 2001. The 95% benchmark set a requirement of 56

8   orders based on the number of orders for the sub-metric. BellSouth met the

9   benchmark for this sub-metric in December 2001 and January 2002.

10

11   **3. UNE Maintenance and Repair (M&R) Measures**

12   BellSouth met the applicable performance standard for 89% in November,

13   89% in December 2001 and 87% in January 2002 of the overall UNE M&R

14   measurements. The sub-metrics that did not meet the fixed critical value for

15   this checklist item in November, December 2001 and/or January 2002 are as

16   follows:

17

18   % Missed Repair Appointments / Combo (Loop & Port / Non-Dispatch

19   (B.3.1.3.2) (November)

20   BellSouth completed 676 of the 697 repair appointments (97%) as scheduled

21   for this sub-metric in November 2001. Twelve of the twenty-one missed

22   appointments were grouped together for four customers. Even though the

1   statistical test shows that the measurement does not meet the fixed critical

2   value when compared with the retail analogue, BellSouth's actual

3   performance for both CLECs and its own retail operations is at a high level.

4   From a practical point of view, the CLECs' ability to compete has not been

5   hindered even though the statistical results may technically show that

6   BellSouth failed to meet the retail analogue comparison. BellSouth met the

7   retail analogue comparison for this sub-metric in December 2001 and January

8   2002.

9

10   % Missed Repair Appointments / Other Non-Design / Non-Dispatch

11   (B.3.1.11.2) (December)

12   BellSouth missed 4 of the 51 repair appointments scheduled for this sub-

13   metric in December 2001. No systemic problems or patterns were identified

14   for the missed appointments. BellSouth met the retail analogue comparison

15   for this sub-metric in November 2001 and January 2002.

16

17   Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)

18   (November/December/January)

19   The difference between the retail analogue and the CLEC aggregate was

20   1.1% or less in November and December 2001 and January 2002. Both the

21   CLECs and BellSouth retail had greater than 98% trouble free service for all

22   in service lines in this sub-metric in all three months. From a practical point of

1   view, the CLECs' ability to compete has not been hindered even though the

2   statistical results may technically show that BellSouth failed to meet the

3   benchmark/analogue.

4

5   Customer Trouble Report Rate / Other Design / Non-Dispatch (B.3.2.10.2)

6   (November)

7   The difference between the retail analogue and the CLEC aggregate was only

8   0.3% for this sub-metric in November 2001. Both the CLECs and BellSouth

9   retail had greater than 99% trouble free service for all in service lines in this

10   sub-metric. Five of the nine trouble reports were closed as "no trouble found."

11   BellSouth met the retail analogue comparison for this sub-metric in December

12   2001 and January 2002.

13

14   Customer Trouble Report Rate / Other Non-Design / Dispatch (B.3.2.11.1)

15   (November/December/January)

16   There were a total of 68 trouble reports for the 656 in service lines for this

17   sub-metric in November, 40 trouble reports for the 639 lines in service in

18   December 2001 and 47 trouble reports for the 616 lines in service in January

19   2002.   Continuing analysis is underway to determine if any systemic issues

20   or data reporting problems exist with this sub-metric.

21

1   Customer Trouble Report Rate / Other Non-Design / Non-Dispatch

2   (B.3.2.11.2) (November/December/January)

3   There were a total of 53 troubles reports for the 656 in service lines for this

4   sub-metric in November, 51 troubles reported for the 639 lines in service in

5   December 2001 and 49 troubles reported for the 616 in service lines for

6   January 2002. An analysis revealed that 25 of the 53 trouble reports (47%)

7   for November, 36 of the 51 reports (71%) for December 2001 and 36 of the

8   49 trouble reports (73%) for January 2002 were closed out as "no trouble

9   found," or about half to two-thirds of the troubles reported had minimal impact

10   on the end-user customer. Continuing analysis is underway to determine if

11   any systemic issues exist with this sub-metric.

12

13   **UNE – Billing**

14

15   Invoice Accuracy – UNE (B.4.1) (December/January)

16   The CLECs experienced UNE invoice accuracy rates that were slightly less

17   than the rates for the invoices BellSouth sent to its retail customers during

18   December 2001 and January 2002 (98.74% accuracy for BellSouth versus

19   98.72% for the CLEC invoices in December 2001, and 98.37% for BellSouth

20   compared to 98.10% for the CLECs in January 2002). The difference in

21   December 2001 performance was the result of adjustments made to remove

22   back-billed zone pricing charges from one CLEC customer's UNE account

1   because the customer's contract specifically states that the customer should

2   not be back-billed for zone pricing. In order to prevent this type of problem

3   from occurring in the future, BellSouth has implemented a procedure that

4   requires review of a customer's contracts for back-billing limitations before

5   any back-billing is done to the customer's accounts. BellSouth met the retail

6   analogue comparison for this sub-metric for November 2001.

7

8   **4. Other UNE Measures**

9

10   **Pre-Ordering**

11   Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and

12   Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering

13   measurements. The sub-metrics that did not meet the benchmarks in

14   November, December 2001 and/or January 2002 are as follows:

15

16   Loop Makeup Inquiry (Electronic) (F.2.2) (December/January)

17   BellSouth met the 1-minute response time benchmark for 477 of the 569

18   inquiries for this sub-metric in December 2001 and for 1,304 of the 1,401

19   inquiries in January 2002. The 95% benchmark set requirements of 541 of

20   the 569 December responses and 1,331 of the 1,401 January responses

21   within the 1-minute interval. BellSouth met the benchmark for this sub-metric

22   in November 2001.

1

2   <u>Service Inquiry with Firm Order / xDSL (F.3.1.1) (November)</u>

3   In November 2001, BellSouth met the 5-day interval for 74 of the 78 inquiries

4   for this sub-metric. At 94.87%, normal rounding convention indicates that

5   there is no significant difference between the CLEC result and the benchmark

6   level. BellSouth met the benchmark for this sub-metric in December 2001

7   and January 2002.

8

9   **Operations Support Systems (OSS)**

10

11   The OSS/Preordering measures for which BellSouth did not meet the

12   benchmark/retail analogue in November, December 2001 and/or January

13   2002 were:

14

15   <u>Average Response Interval / COFFI / RNS / Region (D.1.3.6.1) (November)</u>

16   <u>Average Response Interval / COFFI / ROS / Region (D.1.3.6.2) (November)</u>

17   The CLECs received slightly longer response times from this system in

18   November 2001 than for the retail analogue standard (6+ seconds average

19   for CLECS compared to 4+ to 5+ seconds for BellSouth). One November

20   transaction was reported as having a duration of approximately three days,

21   while the average for all the rest of the transactions was less than one

22   second. BellSouth is investigating the cause of the reported long duration

1   transaction. BellSouth met the retail analogue comparison for these sub-

2   metrics in December 2001 and January 2002.

3

4   Average Response Interval / CRIS / Region (D.2.4.1.1/D.2.4.1)

5   (November/December/January)

6   The average response interval for this sub-metric is measured in three

7   separate disaggregations -- the percentage of queries that are responded to

8   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

9   The average response interval for the CLEC requests did not meet the retail

10   analogue intervals for the less than 4-second disaggregation but exceeded

11   both the less than 10 and greater than 10 seconds responses. For the 4-

12   second interval, there was only approximately 1% difference between the

13   CLEC responses as compared with the retail analogue in all three months.

14   Both the CLECs and the retail analogue received approximately 99% or more

15   responses within the less than 10 second interval. Similarly, for the greater

16   than 10 seconds interval measure, the CLECs and the BellSouth retail

17   analogue received approximately 1% or less of responses in over 10

18   seconds.   These very small differences in response intervals indicate

19   equivalent service levels for the CLECs and BellSouth retail.

20

21   Average Response Interval / DLR / Region (D.2.4.3) (January)

1   The average response interval for this sub-metric is measured in three

2   separate disaggregations -- the percentage of queries that are responded to

3   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

4   The average response interval for the CLEC requests did not meet the retail

5   analogue intervals for the less than 4-second disaggregation but exceeded

6   the retail analogue response performance for both the less than 10 and

7   greater than 10 seconds responses. For the 4-second interval, there was

8   only approximately 1.5% difference between the CLEC responses as

9   compared with the retail analogue. The very small difference in the 4-second

10   response measure indicates virtually equivalent service levels for the CLECs

11   and BellSouth retail. BellSouth met the retail analogue comparison in

12   November and December 2001.

13

14   <u>Average Response Interval / LMOS / Region (D.2.4.4.1/D.2.4.4,</u>

15   <u>D.2.4.4.2/D.2.5.4, D.2.4.4.3/D.2.6.4) (November/December)</u>

16   The average response intervals for these sub-metrics are measured in three

17   separate disaggregations -- the percentage of queries that are responded to

18   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

19   For all three measurements, the results were virtually identical in December,

20   with all the measures being less than 1% apart. In November, the difference

21   in the less than 4-second interval responses was less than 2%, while the

22   differences in the less than 10-second and greater than 10-second interval

1   responses were less than 0.5%. These results indicate virtually equivalent

2   service levels for both the CLECs and BellSouth retail. BellSouth met the

3   retail analogue comparison for all three sub-metrics in January 2002.

4

5   Average Response Interval / LMOSupd / Region (D.2.4.5.1/D.2.4.5,

6   D.2.4.5.2/D.2.5.5, D.2.4.5.3/D.2.6.5) (November/December/January)

7   The average response interval for this sub-metric is measured in three

8   separate disaggregations. The percentage of queries that are responded to

9   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

10   For each of the three sub-metrics, there was less than a 5% difference in the

11   responses received by the CLECs and BellSouth retail in each month.

12   Differences of about 5%, or less, for all of these intervals indicate virtually

13   equivalent service levels for both the CLECs and BellSouth retail.

14

15   Average Response Interval / LNP/ Region (D.2.4.6.1/D.2.4.6)

16   (November/December/January)

17   Average Response Interval / LNP/ Region (D.2.4.6.2/D.2.5.6,

18   D.2.4.6.3/D.2.6.6) (November)

19   The average response interval for this measurement is measured in three

20   separate disaggregations -- the percentage of queries that are responded to

21   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

22   In both December 2001 and January 2002, the average response interval for

1   the CLEC requests did not meet the retail analogue intervals for the less than

2   4-second disaggregation but exceeded both the less than 10 and greater than

3   10 seconds responses. In December and January, both the CLECs and

4   BellSouth retail received over 99.1% of responses in less than 4 seconds and

5   less than 0.2% in more than 10 seconds. The less than one percent

6   difference for these intervals indicates virtually equivalent service levels for

7   the CLECs and BellSouth retail.

8

9   Average Response Interval / MARCH / Region (D.2.4.7.1/D.2.4.7,

10   D.2.4.7.2/D.2.5.7, D.2.4.7.3/D.2.6.7) (November/December)

11   The average response interval for this sub-metric is measured in three

12   separate disaggregations -- the percentage of queries that are responded to

13   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

14   BellSouth missed the retail analogue comparison for this measure in

15   November and December but met the retail analogue comparison for these

16   sub-metrics in January 2002.

17

18   Average Response Interval / OSPCM / Region (D.2.4.8.1/D.2.4.8)

19   (December/January)

20   Average Response Interval / OSPCM / Region (D.2.4.8.2/D.2.5.8,

21   D.2.4.8.3/D.2.6.8) (December)

1   The average response interval for these sub-metrics is measured in three

2   separate disaggregations -- the percentage of queries that are responded to

3   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

4   For the 4-second response measure, the CLEC response interval was

5   63.38% as compared to 76.69% for the retail analogue in December 2001

6   and 13.92% for CLECs as compared to 26.31% for the retail analogue in

7   January 2002. For the less than 10 second response interval, the CLECs

8   received 92.96% of their responses and the retail analogue received 98.29%

9   in December. For the greater than 10 second response interval, the CLECs

10   received 7.04% of their responses and the retail analogue received 1.71% in

11   December. There were only 71 and 79 inquiries to this system in December

12   2001 and January 2002, respectively. BellSouth met the retail analogue

13   comparison for all three of these sub-metrics in November 2001.

14

15   <u>Average Response Interval / SOCS / Region (D.2.4.10.1/D.2.4.10,</u>

16   <u>D.2.4.10.2/D.2.5.10, D.2.4.10.3/D.2.6.10) (December)</u>

17   The average response interval for these sub-metrics is measured in three

18   separate disaggregations -- the percentage of queries that are responded to

19   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

20   In December 2001, the CLEC response interval was 98.70% within 4 seconds

21   as compared to 99.75% for the retail analogue. For the less than 10 second

22   response interval, the CLECs received 98.87% of their responses and the

1   retail analogue received 99.91% in December. For the greater than 10

2   second response interval, the CLECs received 1.13% of their responses and

3   the retail analogue received 0.09% in December. The difference between

4   BellSouth retail results and CLEC results was only about 1% for each time

5   period. BellSouth met the retail analogue comparison for all three of these

6   sub-metrics in November 2001 and January 2002.

7

8   Average Response Interval / NIW / Region (D.2.4.11) (January)

9   The average response interval for this sub-metric is measured in three

10   separate disaggregations -- the percentage of queries that are responded to

11   in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

12   In January, the average response interval for the CLEC requests did not meet

13   the retail analogue intervals for the less than 4-second disaggregation but

14   exceeded both the less than 10 and greater than 10 seconds responses. The

15   CLEC response interval was 85.67% within 4 seconds in January, as

16   compared with 87.02% for the retail analogue. The small difference between

17   the CLEC and retail analogue results should not impede the CLECs' ability to

18   compete in this area. BellSouth met the retail analogue comparison for this

19   sub-metric in November and December 2001.

20

21   **General – Billing**

22   Usage Data Delivery Timeliness (F.9.2) (November/December)

1   This measure tracks the percentage of usage data delivered within six

2   calendar days for both BellSouth retail and the CLEC aggregate. The CLECs

3   experienced usage data delivery timeliness rates that were slightly lower than

4   the rates for BellSouth customers during November and December 2001 (for

5   November, 98.89% for BellSouth compared to 98.37% for CLECs, and for

6   December, 99.24% for BellSouth compared to 98.90% for CLECs). The

7   difference in performance for November was the result of some input files

8   being left out of the ADUF job before the files were recovered and processed.

9   The difference in performance for December was the result of usage

10   processing delays caused by system problems that occurred during the initial

11   conversion of usage records to the format used with BellSouth's Integrated

12   Billing Solution (IBS) project. Manual processes were temporarily put into

13   place during the conversion to ensure that all usage data was correctly

14   converted, processed and verified. It is important to point out that the CLEC

15   result of 98+% still provides the CLECs a meaningful opportunity to compete.

16   BellSouth met the retail analogue comparison for this sub-metric in January

17   2002.

18

19   Usage Data Delivery Completeness (F.9.3) (November/December)

20   This measure tracks the percentage of usage data delivered within thirty

21   calendar days for both BellSouth retail and the CLEC aggregate. The CLECs

22   experienced usage data delivery timeliness rates that were slightly lower than

1   the rates for BellSouth customers during November and December 2001 (for

2   November, 99.85% for BellSouth compared to 99.54% for CLECs, and for

3   December, 99.80% for BellSouth compared to 99.70% for CLECs). The

4   difference in performance for November was the result of some input files

5   being left out of the ADUF job before the files were recovered and processed.

6   The difference in performance for December was the result of usage

7   processing delays caused by system problems that occurred during the initial

8   conversion of usage records to the format used with BellSouth's Integrated

9   Billing Solution (IBS) project. Manual processes were temporarily put into

10   place during the conversion to ensure that all usage data was correctly

11   converted, processed and verified. It is important to point out that the CLEC

12   result of 99+% still provides the CLECs a meaningful opportunity to compete.

13   BellSouth met the retail analogue comparison for this sub-metric in January

14   2002.

15

16   <u>Non-Recurring Charge Completeness / UNE (F.9.6.2) (January)</u>

17   This measure tracks the ability of the ordering and billing systems to begin

18   billing a CLEC non-recurring charges for UNE services on the next invoice

19   after an order has "completed". A benchmark of 90% has been set as the

20   level of performance to meet. In January 2002, the result was 89.43%. The

21   benchmark was not met in January because of back-billed OSS charges

22   applied to CLEC accounts. These OSS charges are due to BellSouth for

23   handling LSRs that were cancelled by CLEC customers. In the past,

24   BellSouth's systems have not been equipped to apply these cancellation

1   charges. During 2002, BellSouth plans to complete an initiative to bill these

2   OSS charges on a current basis for cancelled LSRs. BellSouth met the

3   benchmark for this sub-metric in November and December 2001.

4

5   <u>Non-Recurring Charge Completeness / Interconnection (F.9.6.3)</u>

6   <u>(November/December/January)</u>

7   This measure tracks the ability of the ordering and billing systems to begin

8   billing a CLEC non-recurring charges for local interconnection services on the

9   next invoice after an order has "completed". A benchmark of 90% has been .

10   set as the level of performance to meet. In November and December 2001

11   and January 2002, BellSouth's performance was 73.99%, 80.00% and

12   79.45%, respectively. This measure was missed in all three months because

13   of problems encountered in correcting service order errors in a timely manner.

14   A corrective action plan was put into place in November 2001 to improve

15   service order error correction timeliness. This plan requires ordering center

16   managers to strictly monitor the service orders that are worked on a daily

17   basis and to refer any errors that remain unresolved for an extensive period of

18   time to the center director for handling. In January 2002, the benchmark

19   was adversely affected due to back-billed OSS charges applied to CLEC

20   accounts. These OSS charges are due to BellSouth for handling LSRs that

21   were cancelled by CLEC customers. In the past, BellSouth's systems have

22   not been equipped to apply these cancellation charges. During 2002,

23   BellSouth plans to complete an initiative to bill these OSS charges on a

1   current basis for cancelled LSRs. BellSouth continues to monitor results and

2   will adjust procedures as necessary to further improve this metric.

3

4   **General - Change Management**

5

6   <u>% Software Release Notices Sent On Time (F.10.1) (January)</u>

7   BellSouth met the specified benchmark intervals for one of the two software

8   releases issued in January 2002. BellSouth met the benchmark intervals for

9   all releases in November 2001. There were no releases for these sub-metrics

10   in December 2001.

11

12   <u>% Change Management Documentation Sent On Time (F.10.3)</u>

13   <u>(November/December)</u>

14   <u>Average Documentation Release Delay Days (F.10.5) (November/December)</u>

15   There was only one Change Management Documentation notice issued in

16   November and four notices issued in December 2001. The notice for

17   November and two of the notices for December did not meet the standard

18   notice interval. BellSouth met the benchmark for these sub-metrics in

19   January 2002.

20

21   **General – Ordering**

22

1   <u>% Acknowledgement Message Completeness / TAG (F.12.2.2)</u>

2   <u>(December/January)</u>

3   BellSouth failed to deliver 1 (0.0003%) of the 302,925 messages in December

4   2001 and 1 (0.0003%) of the 379,170 messages in January 2002 for this sub-

5   metric.   Such a small number of failed records have not revealed any

6   systemic process problems. BellSouth met the benchmark for this sub-metric

7   in November 2001.

8

9   ### D. <u>CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS</u>

10   As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1H

11   provide data for provisioning and maintenance & repair measures for

12   unbundled local loops.

13

14   For purposes of discussion in this checklist item, the local loop sub-metrics

15   have been separated into two mode-of-entry groups, xDSL and

16   SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN

17   and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design

18   and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital

19   loop sub-metrics.

20

21   **xDSL Group**

22   **1. Provisioning Measures**

1   The xDSL group sub-metrics that did not meet the fixed critical value

2   comparison requirements for November, December 2001 and/or January

3   2002 are as follows:

4

5   Order Completion Interval / Line Sharing / < 6 Circuits / Dispatch (B.2.1.7.3.1)

6   (December)

7   One of the fifteen orders for this sub-metric in December 2001 had an

8   extended interval due to a customer request. This order should have

9   received an "L Code" and been excluded from this measure. With this

10   exclusion, the CLEC result for this sub-metric would have been virtually the

11   same as for the retail analogue. BellSouth met the retail analogue

12   comparison for this sub-metric in January 2002. There was no CLEC activity

13   for this sub-metric in November 2001.

14

15   Order Completion Interval / Line Sharing / < 6 Circuits / Non-Dispatch

16   (B.2.1.7.3.2) (November/December)

17   There were only five orders for this sub-metric in November 2001. The small

18   universe of orders for this sub-metric does not provide a statistically

19   conclusive comparison to the retail analogue. In December 2001, 21 of the

20   56 orders carried extended intervals requested by the customer. With the

21   appropriate exclusion of these orders, the remaining orders would have met

1   the standard 3-day order interval in December. BellSouth met the retail

2   analogue comparison for this sub-metric in January 2002.

3

4   Order Completion Interval within 14 Days / xDSL w/Conditioning / < 6 Circuits

5   (B.2.2.1) (November)

6   There was only one order for this sub-metric in November 2001. The small

7   universe of orders for this sub-metric does not provide a conclusive

8   benchmark comparison. BellSouth met the benchmark for this sub-metric in

9   December 2001. There was no CLEC activity for this sub-metric in January

10   2002.

11

12   Held Orders / UNE ISDN / < 10 Circuits / Facility (B.2.3.6.1.1)

13   (November/December)

14   There were only five orders for this sub-metric in November and three orders

15   in December 2001. The small universe of orders for this sub-metric does not

16   provide a statistically conclusive comparison to the retail analogue. BellSouth

17   met the retail analogue comparison for this sub-metric in January 2002.

18

19   Held Orders / UNE ISDN / < 10 Circuits / Other (B.2.3.6.1.3)

20   (November/December)

21   There were only two orders for this sub-metric in November and only one

22   order in December 2001. The small universe of orders for this sub-metric

1   does not provide a statistically conclusive comparison to the retail analogue.

2   BellSouth met the retail analogue comparison for this sub-metric in January

3   2002.

4

5   % Missed Installation Appointments / Line Sharing / < 10 Circuits / Non-

6   Dispatch (B.2.18.7.1.2) (December)

7   BellSouth completed 69 of the 70 installation appointments for this sub-metric

8   scheduled in December 2001. There was no systemic installation issue

9   identified for the one missed appointment. BellSouth met the retail analogue

10   for this sub-metric in November 2001 and January 2002.

11

12   % Provisioning Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch

13   (B.2.19.6.1.1) (December)

14   There were 19 troubles reported for orders that completed for this sub-metric

15   in the prior 30 days for December 2001. BellSouth has implemented an

16   improved procedure to document circuit test results in the order closeout

17   narratives. This initiative, along with added emphasis on cooperative testing

18   procedures, should improve the results for this sub-metric. BellSouth met the

19   retail analogue for this sub-metric in November 2001 and January 2002.

20

21   % Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits /

22   Dispatch (B.2.19.7.1.1) (November)

1 There were only seven orders for this sub-metric in November 2001. The

2 small universe of orders for this sub-metric does not provide a statistically

3 conclusive comparison to the retail analogue. BellSouth met the retail

4 analogue comparison for this sub-metric in January 2002. There was no

5 CLEC activity for this sub-metric in December 2001.

6

7 % Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-

8 Dispatch (B.2.19.7.1.2) (November/December)

9 There were 6 trouble reports for the 21 orders completed for this sub-metric in

10 the 30 days prior to November 2001. In November, 5 of the 6 (83%) of the

11 reports were closed as "No trouble found." An analysis of the remainder of

12 the reports did not reveal any distinct patterns or systemic installation

13 problems. There were only six orders completed for this sub-metric in

14 December 2001. This small universe of orders does not provide a statistically

15 conclusive comparison to the retail analogue. BellSouth met the retail

16 analogue comparison for this sub-metric in January 2002.

17

18 **2. Maintenance & Repair Measures**

19 The xDSL group sub-metrics that did not meet the fixed critical value

20 comparison requirements for November, December 2001 and/or January

21 2002 are as follows:

22

1   % Missed Repair Appointments / UNE ISDN / Non-Dispatch (B.3.1.6.2)

2   (January)

3   BellSouth completed 41 of the 44 repair appointments as scheduled for this

4   sub-metric in January 2002. There were no patterns or systemic

5   maintenance issues revealed for the 3 missed appointments. BellSouth met

6   the retail analogue comparison for this sub-metric in November and

7   December 2001.

8

9   % Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2)

10   (November)

11   BellSouth missed five of thirty-six appointments scheduled for this sub-metric

12   in November 2001. An action plan has been implemented to cover central

13   office technicians on proper handling of Line Sharing troubles. BellSouth met

14   the retail analogue comparison for this sub-metric in December 2001 and

15   January 2002.

16

17   Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1)

18   (November/December/January)

19   Both the CLECs and BellSouth retail had 97% to 98% trouble free service for

20   all in service lines in this sub-metric in November and December 2001 and

21   January 2002. Even though the measurement indicated that BellSouth did

22   not meet the retail analogue, both BellSouth and the CLECs were being

1   provided a high level of service for this sub-metric. BellSouth is developing

2   an action plan to improve circuit testing and turn-up documentation. ISDN

3   test jacks have been installed in each central office to facilitate improved

4   testing and turn-up control procedures.

5

6   Customer Trouble Report Rate / Line Sharing / Dispatch (B.3.2.7.1)

7   (November)

8   There were a total of 14 troubles reported for the 1,132 in service lines for this

9   sub-metric in November 2001. Of the 14 November trouble reports, 4 (29%)

10   were closed as "no trouble found." There were no distinctive trends or

11   systemic problems identified for any of the troubles reported for this sub-

12   metric. BellSouth met the retail analogue comparison for this sub-metric in

13   December 2001 and January 2002.

14

15   Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2)

16   (November/December/January)

17   There were a total of 33 troubles for the 1,132 in service lines for this sub-

18   metric in November, 26 troubles reported for the 1,232 lines in service in

19   December 2001 and 67 troubles reported for the 1,316 lines in service in

20   January 2002. In November and December 2001 and January 2001, 28 of

21   the 33 troubles (85%), 29 of the 36 troubles (81%) and 55 of the 67 troubles

22   (83%) were closed as "no trouble found" indicating minimal impact on the

1   customer. Even though the measurement indicated that BellSouth did not

2   meet the retail analogue, both BellSouth and the CLECs were being provided

3   a high level of service for this sub-metric.

4

5   Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2)

6   (December/January)

7   The average maintenance duration for this sub-metric for December was 7.93

8   hours for CLECs, as compared to 3.34 hours for the retail analogue. Of the

9   43 total repair orders for the month, 7 (16%) of the orders caused 63% of the

10   repair time due to multiple dispatches for trouble isolation and testing. In

11   January 2002, the average maintenance duration for CLEC orders was

12   reduced to 7.27 days compared to 2.60 days for the retail analogue.

13   BellSouth is tracking this item on a daily basis to identify opportunities for

14   improvement. BellSouth met the retail analogue for this sub-metric in

15   November 2001.

16

17   % Repeat Troubles within 30 Days / Line Sharing / Non-Dispatch (B.3.4.7.2)

18   (January)

19   Of the 67 total trouble reports for this sub-metric in January 2002, 19 reports

20   were repeat reports. All of the 19 repeat troubles were reported by the same

21   CLEC and 17 of the 19 repeat reports were closed as "no trouble found."

1   BellSouth met the retail analogue comparison for this sub-metric in November

2   and December 2001.

3

4   · Out of Service > 24 Hours / UNE ISDN / Non-dispatch (B.3.5.6.2) (January)

5   Of the 44 "out-of-service" trouble reports for this sub-metric in January 2002,

6   only 3 repair orders were out longer than 24 hours. No patterns or systemic

7   maintenance issues were identified for the 3 missed orders. BellSouth met

8   the retail analogue comparison for this sub-metric in November and

9   December 2001.

10

11

12

13   **SL1/SL2/Digital Loop Group**

14   **1. Provisioning Measures**

15   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

16   critical value comparison requirements for November, December and/or

17   January 2002 are as follows:

18

19   **Order Completion Interval (OCI)**

20   A root cause analysis for OCI for Non-Dispatch orders revealed that

21   BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS

22   orders, but the wholesale non-dispatched orders were receiving the same

1   interval as "dispatched" orders. On June 2, 2001, a release was added to the

2   due date calculator software to correct this error. However, due to problems

3   with the software load, it had to be removed. In addition to the appointment

4   interval issue, OCI is adversely affected by LSRs for which CLECs request

5   intervals beyond the offered interval. When a CLEC requests an interval

6   beyond the available interval offered by BellSouth, an "L" code is entered on

7   the Service Order generated by BellSouth. "L" coded orders are excluded

8   from the OCI metrics.

9

10   Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch

11   (B.2.1.8.1.1) (November/December/January)

12   There were a total of 230 orders completed for this sub-metric in November,

13   202 orders completed in December 2001 and 235 orders completed in

14   January 2002. The primary factor for the misses in this sub-metric is that the

15   standard installation interval for this product is 4 business days. Even though

16   the committed dates to the customer are generally being met, the intervals

17   are longer than for the retail analogue product. BellSouth continues to work

18   to lower the interval for this sub-metric to meet the "3 calendar day" interval

19   ordered for the POTS type retail analogue services in Florida.

20

21   Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits /

22   Dispatch (B.2.1.9.1.1) (November/December/January)

1 The primary contributor to the miss in this sub-metric for November was that

2 61(15%) of the November orders had extended intervals requested by the

3 customers. These orders should have been given and "L" code and excluded

4 from the measurement. The December 2001 and January 2002 misses were

5 caused in large part due to the 4-day standard interval for orders in this sub-

6 metric as compared to the 3-day interval required fro the retail analogue.

7 BellSouth continues to work to lower the interval for this sub-metric to meet

8 the "3 calendar day" interval ordered for the POTS type retail analogue

9 services in Florida.

10

11 Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits /

12 Dispatch In (B.2.1.9.1.4) (November)

13 There were only nine orders for this sub-metric in November 2001. The small

14 universe of orders for this sub-metric does not provide a statistically

15 conclusive comparison to the retail analogue. BellSouth met the retail

16 analogue comparison for this sub-metric in December 2001 and January

17 2002.

18

19 Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /

20 Dispatch (B.2.1.12.1.1) (November/December/January)

21 There were a total of 176 orders that completed for this sub-metric in

22 November, 162 orders that completed in December 2001 and 182 orders that

1   completed in January 2002. A detailed analysis indicated a significant

2   number of orders with customer requested extended intervals were not "L

3   coded" and should have been excluded from the measurement. BellSouth

4   continues to work to lower the interval for this sub-metric to meet the "3 day"

5   interval ordered for the POTS type retail analogue services in Florida. The

6   current standard interval for orders in this sub-metric is four business days as

7   compared to the three calendar day interval for the retail analogue.

8

9   Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10

10   Circuits / Dispatch (B.2.1.13.1.1) (November/December/January)

11   There were a total of 204 orders that completed for this sub-metric in

12   November, 230 orders that completed in December 2001 and 269 orders that

13   completed in January 2002. BellSouth continues to work to lower the interval

14   for this sub-metric to meet the "3 calendar day" interval ordered for the POTS

15   type retail analogue services in Florida. The current standard interval for this

16   sub-metric is four business days as compared to the three-day interval for the

17   retail analogue.

18

19   Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10

20   Circuits / Dispatch In (B.2.1.13.1.4) (December/January)

21   There were a total of 326 orders shown as having completed for this sub-

22   metric in December 2001 and 248 orders that completed in January 2002.

1   BellSouth continues to work to lower the interval for this sub-metric to meet

2   the "3 calendar day" interval ordered for the POTS type retail analogue

3   services in Florida. The current standard interval for this sub-metric is four

4   business days as compared to the three-day interval for the retail analogue.

5   There was no CLEC activity for this sub-metric in November 2001.

6

7   Order Completion Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch

8   (B.2.1.18.1.1) (November/December/January)

9   There were a total of 307 orders that completed for this sub-metric in

10   November, 284 orders that completed in December 2001 and 353 orders that

11   completed in January 2002. BellSouth continues to work to lower the interval

12   for this sub-metric to meet the "3 calendar day" interval ordered for the POTS

13   type retail analogue services in Florida. Due to customer requests, 90 of the

14   307 orders for November and 94 of the 284 orders for December were given

15   due date intervals longer than 10 days. These orders should have been

16   given "L-codes" and excluded from the measure. The current standard

17   interval for this sub-metric is four business days as compared to the three-day

18   interval for the retail analogue. In January 2002, 323 of the 353 orders in this

19   sub-metric were complete on or before the committed due date. Only 17 of

20   the orders missed the committed installation interval due to company

21   reasons.

22

1   The remainder of the provisioning measures that did not meet the retail

2   analogue for provisioning is as follows:

3

4   Held Orders / Digital Loop >= DS1 / < 10 Circuits / Facility (B.2.3.19.1.1)

5   (November/December)

6   There was only one order associated with this sub-metric in November and

7   nine orders in December 2001. The small universe size for this sub-metric

8   does not provide a statistically conclusive comparison to the retail analogue.

9   BellSouth met the retail analogue comparison for this sub-metric in January

10   2002.

11

12   % Jeopardies / 2w Analog Loop Design (B.2.5.8)

13   (November/December/January)

14   In November 2001, there were a total of 24 jeopardies issued for the 230

15   orders that were scheduled for this sub-metric. All but 5 of the jeopardies

16   were resolved prior to the due date and the orders worked as scheduled.

17   Only two of the missed appointments resulted in held orders – which were

18   resolved and completed in less than 3 days. In December 2001, there were a

19   total of 19 jeopardies issued for the 227 orders that were scheduled for this

20   sub-metric. Only 2 of the December jeopardies resulted in missed installation

21   appointments due to company reasons. In January 2002, there were a total

22   of 43 jeopardies issued for the 262 orders that were scheduled for this sub-

1 metric. All but 10 of the jeopardies were resolved prior to the due date and

2 the orders worked as scheduled. Of the 10 January jeopardies, only 2

3 caused missed installation appointments for company reasons.

4

5 % Jeopardies / 2w Analog Loop Non-Design (B.2.5.9)

6 (November/December/January)

7 In November 2001, there were a total of 6 jeopardies issued for the 177

8 orders that were scheduled for this sub-metric. None of the 6 November

9 jeopardies resulted in a missed installation appointment. In December 2001,

10 there were a total of 7 jeopardies issued for the 118 orders that were

11 scheduled for this sub-metric. None of the 7 December jeopardies resulted in

12 a missed installation appointment. In January 2002, there were a total of 5

13 jeopardies issued for the 109 orders that were scheduled for this sub-metric.

14 Of the 5 January jeopardies, only 1 resulted in a missed installation

15 appointment due to the requirement to add new conduit into the central office

16 building.

17

18 % Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12)

19 (November/December/January)

20 In November 2001, there were a total of 24 jeopardies issued for the 476

21 orders that were scheduled for this sub-metric. None of the November

22 jeopardies resulted in missed installation appointments. In December 2001,

1   there were a total of 49 jeopardies issued for the 511 orders that were

2   scheduled for this sub-metric. Only 2 of these appointments were missed in

3   December due to lack of available company facilities. In January 2002, there

4   were a total of 27 jeopardies issued for the 240 orders that were scheduled

5   for this sub-metric. Of the 27 January jeopardies, 26 were resolved prior to

6   the scheduled due date. The other jeopardy was associated with an order

7   that was subsequently cancelled and should not have been included in this

8   measurement.

9

10   % Jeopardies / 2w Analog Loop w/LNP Non-Design (B.2.5.13)

11   (November/December/January)

12   In November 2001, there were a total of 44 jeopardies issued for the 396

13   orders that were scheduled for this sub-metric. Only 2 of the 44 November

14   jeopardies resulted in missed installation appointments. One of these two

15   misses was due to customer reasons. In December 2001, there were a total

16   of 135 jeopardies issued for the 3,430 orders that were scheduled for this

17   sub-metric. All of the December jeopardies for this sub-metric were resolved

18   prior to the due dates and the orders completed on time. In January 2002,

19   there were a total of 51 jeopardies issued for the 1,030 orders that were

20   scheduled for this sub-metric. Of the 51 January jeopardies for this sub-

21   metric, 46 were resolved prior to the due dates and the orders completed on

22   time. Only 2 of the missed appointments were missed for company reasons.

1

2   **% Jeopardies / Digital Loop >= DS1 (B.2.5.19)**

3   **(November/December/January)**

4   There were a total of 71 jeopardies issued for the 120 installation

5   appointments that were scheduled for this sub-metric in November, 45

6   jeopardies for the 80 appointments scheduled for December 2001 and 51

7   jeopardies issued for the 63 orders scheduled for January 2002. While the

8   data indicates that BellSouth placed a higher percentage of CLEC orders in

9   jeopardy status, all but 8 of the jeopardy orders in November were resolved

10   prior to the due date, and the orders were completed on time. None of the

11   December jeopardy orders were missed due to BellSouth company reasons.

12   Of the 51 January jeopardies, all but 2 jeopardies were resolved prior to the

13   due dates, and the orders were worked on time.

14

15   **% Missed Installation Appointments / 2w Analog Loop w/INP Non-Design / <**

16   **10 Circuits / Dispatch (B.2.18.11.1.1) (November)**

17   There was only one order for this sub-metric in November 2001. The small

18   universe of orders for this sub-metric does not provide a statistically

19   conclusive comparison to the retail analogue. BellSouth met the retail

20   analogue comparison for this sub-metric in December 2001 and January

21   2002.

22

1   <u>% Missed Installation Appointments / Digital Loop >= DS1 / < 10 Circuits /</u>

2   <u>Dispatch (B.2.18.19.1.1) (December/January)</u>

3   BellSouth completed 359 of the 409 installation appointments as scheduled

4   for this sub-metric in December 2001 and 246 of the 273 installation

5   appointments scheduled for January 2002. In December, 29 of the 50 missed

6   appointments were due to problems incurred on multiple orders from one

7   CLEC in two wire centers that should have been managed as one project.

8   Problems occurred in coordinating the completions on some of the orders

9   resulting in the missed appointments. The majority of the January missed

10   appointments were due to lack of available company facilities. The remainder

11   of the missed appointments were due to various scheduling and prioritization

12   problems. BellSouth is refocusing its efforts on this area to improve its

13   performance on these orders. BellSouth met the retail analogue comparison

14   for this sub-metric in November 2001.

15

16   <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / < 10 Circuits</u>

17   <u>/ Dispatch (B.2.19.8.1.1) (November/December/January)</u>

18   There were 11 troubles reported for this sub-metric in November for the 85

19   orders completed in the prior 30 days, 26 troubles reported in December 2001

20   for the 327 orders completed in the prior 30 days and 28 troubles reported in

21   January 2002 for the 324 orders completed in the prior 30 days. The majority

22   of the troubles were due to defective cable facilities and serving wire. Of the

1   28 total trouble reports for January, 79% were reported by the same CLEC.

2   BellSouth has begun a trial with that CLEC to improve the provisioning

3   process on conversion orders. An analysis of the remainder of the troubles

4   revealed no specific patterns or trends.

5

6   % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10

7   Circuits / Dispatch (B.2.19.9.1.1) (December/January)

8   There were a total of 54 troubles reported for this sub-metric for the 717

9   orders that completed in the 30 days prior to December 2001 and 56 troubles

10   reported for the 679 orders that completed in the 30 days prior to January

11   2002. Most of the reported troubles for this sub-metric were due to defective

12   cable facilities. Of the 56 total trouble reports for January, 45% were reported

13   by the same CLEC. BellSouth has begun a trial with that CLEC to improve

14   the provisioning process on conversion orders.   BellSouth met the retail

15   analogue comparison for this sub-metric in November 2001.

16

17   % Provisioning Troubles w/i 30 Days / 2w Analog Loop w/INP Non-Design /

18   >= 10 Circuits / Dispatch (B.2.19.11.2.1) (November)

19   There was only one order associated with this sub-metric in November 2001.

20   This small universe of orders does not provide a statistically conclusive

21   comparison to the retail analogue. There was no CLEC activity for this sub-

22   metric in either December 2001 or January 2002.

1

2   <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / < 10</u>

3   <u>Circuits / Dispatch (B.2.19.12.1.1) (December/January)</u>

4   There were a total of 50 troubles reported for this sub-metric for the 565

5   orders that completed in the 30 days prior to December 2001 and 34 troubles

6   reported for the 444 orders that completed in the 30 days prior to January

7   2002. Of the 50 December trouble reports, 7 (14%) were closed as "no

8   trouble found." Of the 34 January trouble reports, 12 (35%) were closed as

9   "no trouble found." The remainder of the troubles were due to facility and

10 equipment wiring problems. BellSouth is currently investigating the causes

11 for the increased facility problems. BellSouth met the retail analogue

12 comparison for this sub-metric in November 2001.

13

14 <u>% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design / <</u>

15 <u>10 Circuits / Dispatch (B.2.19.13.1.1) (January)</u>

16 There were a total of 59 troubles reported for this sub-metric for the 861

17 orders that completed in the 30 days prior to January 2002. Of the 59 total

18 January trouble reports for this sub-metric, 69% were reported by one CLEC.

19 No other trends or systemic installation issues were identified for this sub-

20 metric. BellSouth met the retail analogue comparison for this sub-metric in

21 November and December 2001.

22

1   <u>% Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits /</u>

2   <u>Dispatch (B.2.19.19.1.1) (November/December/January)</u>

3   There were a total of 18 troubles reported for this sub-metric for the 282

4   orders that completed in the 30 days prior to November, 23 troubles reported

5   for the 289 orders that completed in the 30 days prior to December 2001 and

6   18 troubles reported for the 409 orders that completed in the 30 days prior to

7   January 2002. In November and December 2001 and January 2002, 33%,

8   30% and 33%, respectively, of the trouble reports in this sub-metric were

9   closed as "no trouble found" indicating minimal impact on the end user.

10   BellSouth is currently investigating this sub-metric.

11

12   <u>Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /</u>

13   <u>Dispatch (B.2.21.8.1.1) (November/December/January)</u>

14   <u>Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10</u>

15   <u>Circuits / Dispatch (B.2.21.12.1.1) (November/December/January)</u>

16   <u>Average Completion Notice Interval / 2w Analog Loop w/LNP Design / >= 10</u>

17   <u>Circuits / Dispatch (B.2.21.12.2.1) (November/January)</u>

18   The root cause analysis of these measures indicated that the only differences

19   between the performance between BellSouth retail and CLECs are the

20   mismatches found when the orders are compared with the original LSRs.

21   The start of the completion interval is the point at which the technician

22   completes the order, and the interval ends when the completion notice is

79

1   sent. Any change to a name, number of items, etc., occurring during the

2   provisioning process will generate inconsistencies with the original LSRs that

3   must be resolved before a final completion notice can be sent. Any time to

4   resolve these inconsistencies with the original LSRs is included in the

5   average. Because of numerous CLEC changes and order updates,

6   mismatches on CLECs orders exceed those for BellSouth retail orders.

7   Combining this with the smaller base for the CLECs' measurement raises the

8   average, which results in a miss. Specific Service Representatives within the

9   Work Management Centers have been assigned to resolve any completion

10   issues that are required. Providing specific training and dedicating personnel

11   to this task should reduce the difference between the CLEC and retail

12   analogue results.

13

14   **2. Maintenance & Repair Measures**

15   The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed

16   critical value comparison requirements for November, December 2001 and/or

17   January 2002 are as follows:

18

19   % Missed Repair Appointments / 2W Analog Loop Non-Design / Dispatch

20   (B.3.1.9.1) (December/January)

21   BellSouth completed 662 of the 756 repair appointments for this sub-metric

22   as scheduled in December 2001 and 903 of the 1,028 repair appointments

1   scheduled for January 2002. 83% of the December 2001 troubles and 96%

2   of the January troubles were caused by defective cable or network

3   terminating wire facilities, necessitating an additional technician to be

4   dispatched. BellSouth met the retail analogue comparison for this sub-metric

5   in November 2001.

6

7   <u>% Missed Repair Appointments / 2W Analog Loop Non-Design / Non-</u>

8   <u>Dispatch (B.3.1.9.2) (November/December/January)</u>

9   BellSouth completed 26 of the 30 repair appointments for this sub-metric as

10   scheduled in November, 32 of the 37 appointments scheduled for December

11   2001 and 47 of the 49 repair appointments scheduled for January 2002. All 4

12   of the November missed appointments were finally closed as "no trouble

13   found." There were no distinct patterns or systemic maintenance problems

14   identified for any of the missed appointments in these three months.

15

16   <u>Maintenance Average Duration / 2w Analog Loop Non-Design / Non-Dispatch</u>

17   <u>(B.3.3.9.2) (December)</u>

18   There were 37 repair orders completed for this sub-metric in December 2001.

19   Of the 37 total December reports, 30 (81%) were closed as "no trouble

20   found." Reports closed as "no trouble found" often have longer duration

21   intervals due to multiple and time consuming test procedures and

22   investigations without finding any cause for a problem. Excluding the reports

1   closed to "no trouble found," the CLEC results for this sub-metric would have

2   been very close to the December retail analogue results. BellSouth met the

3   retail analogue comparison for this sub-metric in November 2001 and January

4   2002.

5

6   Out of Service > 24 Hours / 2W Analog Loop Non-Design / Non-Dispatch

7   (B.3.5.9.2) (January)

8   There were only 4 "out of service" trouble reports for this sub-metric in

9   January 2002. The small universe of orders for this sub-metric does not

10   provide a statistically conclusive comparison to the retail analogue. BellSouth

11   met the retail analogue comparison for this sub-metric in November and

12   December 2001.

13

14   **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

15

16   The Provisioning and Maintenance & Repair sub-metrics that did not meet the

17   retail analogue in November, December 2001 and/or January 2002

18   associated with Checklist Item 5 are as follows:

19

20   Order Completion Interval / Local Interoffice Transport / < 10 Circuits /

21   Dispatch (B.2.1.2.1.1) (December/January)

1   There were 18 orders for this sub-metric in December 2001, with an average

2   completion interval of 22 days. In January 2002, there were 17 orders for the

3   sub-metric with an average completion interval of 25 days. All the orders in

4   both months completed within the standard order interval or met the due date

5   requested by the customer if later than the standard interval due date.

6   BellSouth met the retail analogue comparison for this sub-metric in November

7.   2001.

8

9   Maintenance Average Duration / Local Interoffice Transport / Dispatch

10   (B.3.3.2.1) (November)

11   There were only two troubles reported for this sub-metric in November 2001.

12   This small universe does not provide a statistically conclusive comparison

13   with the retail analogue. BellSouth met the retail analogue comparison for

14   this sub-metric in December 2001 and January 2002.

15

16   **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

17

18   The data in these measures indicate that BellSouth met the

19   benchmark/analogue requirements for all measurements in Checklist Item 6

20   for November and December 2001 and January 2002.

21

1   **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

2   **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**

3   **SERVICES**

4

5   As indicated in Attachment 1H, Sections F.6, F.7 and F.8, BellSouth met the

6   benchmark/analogue requirements of Checklist Items 7a and 7b in November

7   and December 2001 and January 2002. Even though BellSouth tracks and

8   reports these measures, the processes used in providing these services are

9   designed to provide parity for all users.

10

11   **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**

12   **SIGNALING**

13   BellSouth met the benchmarks for all four of the four sub-metrics for this

14   checklist item in November and December 2001 and January 2002. See

15   items F.13.1.1 through F.13.3 in Attachment 1H for further details of the

16   January 2002 results.

17

18   **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

19

20   All the measurements in this Checklist Item were met or exceeded for

21   November, December 2001 and/or January 2002 except for the following:

22

1   % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-

2   Dispatch (B.2.18.17.1.2) (January)

3   BellSouth missed only 5 of the 4,076 installation appointments scheduled for

4   this sub-metric in January 2002. BellSouth met over 99.8% of the scheduled

5   appointments for both retail and the CLECs in this sub-metric for January.

6   When BellSouth provisions high quality service coupled with very large

7   universe sizes, it can cause an apparent out of equity condition from a

8   quantitative viewpoint. In these cases, there is very little variation and the

9   universe size is so large that the Z-test becomes overly sensitive to any

10   difference. In other words, the statistical test shows that the measurement

11   does not meet the fixed critical value when compared with the retail analogue,

12   but BellSouth's actual performance for both CLECs and its own retail

13   operations is at a very high level – in this case over 99%. From a practical

14   point of view, the CLECs' ability to compete has not been hindered even

15   though the statistical results may technically show that BellSouth failed to

16   meet the benchmark/analogue. BellSouth met the retail analogue

17   comparison for this sub-metric in November and December 2001.

18

19   Disconnect Timeliness / LNP / < 10 Circuits (B.2.31)

20   The Disconnect Timeliness measure is supposed to track the time it takes to

21   disconnect a number in the central office switch after the message has been

22   received from the Local Number Portability (LNP) Gateway that it is ready.

1   However, this measurement does not track the relevant time to perform this

2   function.

3

4   On a great majority of LNP orders, BellSouth-creates what is referred to as a

5   "trigger" in conjunction with the order. This trigger gives the end user

6   customer the ability to make and receive calls from other customers who are

7   served by the customer's host switch at the time of the LNP activation. This

8   ability is not dependent upon BellSouth working a disconnect order in the

9   central office switch. In other words, when a trigger is involved, an end user

10   customer can receive calls from other customers served by the same host

11   switch before the disconnect order is ever worked.

12

13   As it currently exists, Performance Measure P-13 does not recognize the

14   importance of triggers and their effect on the LNP process. Rather, the

15   current measure calculates the end time of the LNP activity as the processing

16   of the actual disconnect order in the host switch, even though, from a

17   customer's perspective, this activity is totally meaningless on most LNP

18   orders. It is the activation of the LNP and the routing function accomplished

19   by the LSMS that ultimately determines whether the end user is back in full

20   service and is able to make and receive calls when a trigger is used in porting

21   a telephone number. So, while BellSouth may be missing this measure, the

22   actual impact on CLECs and their end users, for a great majority of the orders

1   is minimal, or nonexistent. The Georgia PSC is currently evaluating a change

2   in this measure that more accurately reflects the LNP process and its impacts

3   on end users, and, therefore, the measurements will be shown blank until a

4   resolution is reached on this issue.

5

6   **K. CHECKLIST ITEM 14 – RESALE**

7   BellSouth has met or exceeded the benchmarks/analogues for 83% of the

8   226 Resale metrics for the month of November, for 86% of the 207 metrics in

9   December 2001 and for 84% of the 219 metrics in January 2002. The details

10   are delineated in Attachment 1H, Items A.1.1.1 through A.4.2.

11

12   For the three-month period, November 2001 through January 2002, there

13   were 192 sub-metrics in the Resale measurements for which there was CLEC

14   activity in all three months and were compared to retail analogues or

15   benchmarks. Of those 192 sub-metrics, 173 sub-metrics (90%) met the retail

16   analogue/benchmark comparisons in at least two of the three months.

17

18   **1. Resale Ordering Measures**

19   **Reject Interval**

20   The benchmark for electronic rejects is 97% within 1 hour. In November

21   2001, 21,375 resale LSRs were rejected, with 95% meeting the relevant

22   benchmark or retail analogue. Of the 21,375 rejected LSRs, 62% were

1   processed electronically with 95% of them meeting the 1-hour benchmark

2   interval. In December 2001, 18,304 resale LSRs were rejected, with 92%

3   meeting the relevant benchmark or retail analogue. Of the 18,304 rejected

4   LSRs, 62% were processed electronically with 94% of them meeting the 1-

5   hour benchmark interval. In January 2002, there were a total of 23,390 resale

6   LSRs rejected, with 94% meeting the relevant benchmark. Of the 23,390

7   rejected LSRs, 65% were processed electronically with 95% of them meeting

8   the 1-hour benchmark interval. See Attachment 1H; Items A.1.4 through

9   A.1.8 for further details.

10

11   **FOC Timeliness**

12   In November, BellSouth issued FOCs for 68,770 resale LSRs and met the

13   relevant benchmark for 98% of them. Of the 68,770 FOCs returned, 52,438

14   were fully mechanized with 99.7% meeting the 3-hour benchmark interval. In

15   December, BellSouth issued FOCs for 63,905 resale LSRs and met the

16   relevant benchmark for 96% of them. Of the 63,905 FOCs returned, 48,251

17   were fully mechanized with 99% meeting the 3-hour benchmark interval. In

18   January 2002, BellSouth issued FOCs for 81,891 resale LSRs and met the

19   relevant benchmark for 98% of them. Of the 81,891 FOCs returned, 64,011

20   were fully mechanized with 99.9% meeting the 3-hour benchmark interval.

21   See Attachment 1H, Sections A.1.9 through A.1.13 for further details.

22

1   The Resale Ordering sub-metrics for which BellSouth did not meet the

2   benchmarks/analogues for November, December 2001 and/or January 2002

3   were:

4

5   Reject Interval / Residence / Electronic (A.1.4.1)

6   (November/December/January)

7   The current benchmark for this sub-metric is >= 97% within one hour. In

8   November 2001, 11,591 of the 12,177 total rejected LSRs met the one-hour

9   benchmark, and in December 2001, 9,940 of the 10,501 rejected LSRs in this

10   sub-metric met the benchmark interval. In January 2002, 13,476 of the

11   14,136 total rejected LSRs for this sub-metric met the 1-hour benchmark

12   interval.

13

14   BellSouth's root cause analysis determined that a number of LSRs that did

15   not meet the one-hour benchmark were submitted when back-end legacy

16   systems were out of service and were unable to process the LSRs. Because

17   such LSRs should be excluded from the measurement, BellSouth

18   implemented a coding change in PMAP to ensure that scheduled OSS

19   downtime was properly excluded. This change was made with September

20   2001 data and was expected to improve sub-metric results for Reject Interval

21   performance.

22

1   The coding change assumed that EDI and TAG timestamps reflected Eastern

2   Time. However, the timestamps used by EDI and TAG actually reflect

3   Central time." As a result of this discrepancy, an hour is being added during

4   PMAP timestamp "synchronization," which causes the results to inaccurately

5   reflect the reject Interval duration. A change to address this issue for EDI is

6   scheduled for implementation with February 2002 data, and BellSouth is in

7   the process of scheduling a similar change for TAG. BellSouth's root cause

8   analysis has determined that, had the scheduled OSS downtime exclusion

9   been properly implemented, BellSouth's Reject Interval performance would

10   generally have met the Commission's benchmark.

11

12   BellSouth's root cause analysis also identified an additional issue that impacts

13   the electronic Reject Interval sub-metrics. This issue arises when a fully

14   mechanized Firm Order Confirmation ("FOC") is followed by a manual

15   Clarification, a scenario that occurs when the Local Carrier Service Center

16   ("LCSC") must resolve specific types of errors after the issuance of the FOC.

17   This issue distorts the timeliness of BellSouth's electronic reject notices, and

18   BellSouth is currently analyzing this situation to determine an appropriate

19   solution.

20

21   <u>Reject Interval / Business / Electronic (A.1.4.2)</u>

22   <u>(November/December/January)</u>

1   The current benchmark for this sub-metric is >= 97% within one hour. In

2   November 2001, 1,099 of the 1,160 rejected LSRs for this sub-metric met the

3   one-hour benchmark, and in December 2001, 723 of the 788 rejected LSRs

4   met the 1-hour benchmark. There were 1,019 LSRs rejected in this sub-

5   metric in January 2002, with 974 or 95.6% meeting the one-hour benchmark.

6   BellSouth is conducting a detailed root cause analysis of the process for

7   electronic ordering. This analysis addresses the ordering systems (EDI, TAG,

8   and LENS) used by the CLECs and the back-end legacy applications, such

9   as SOCS, that are accessed by the ordering systems. For further

10   information see the explanation included with the electronic reject interval

11   measurement, item A.1.4.1.

12

13   <u>Reject Interval / Design (Specials) / Electronic (A.1.4.3) (November/January)</u>

14   There were only two LSRs rejected for this sub-metric in November 2001 and

15   only one LSR rejected in January 2002. The small universe of orders for this

16   sub-metric does not provide a conclusive benchmark comparison. There was

17   no CLEC activity for this sub-metric in December 2001.

18

19   <u>Reject Interval / Design (Specials) / Partial Electronic (A.1.7.3) (January)</u>

20   There were only two LSRs rejected for this sub-metric in January 2002. The

21   small universe of orders for this sub-metric does not provide a conclusive

1   benchmark comparison. There was no CLEC activity for this sub-metric in

2   either November or December 2001.

3

4   Reject Interval / ISDN / Partial Electronic (A.1.7.6) (December/January)

5   There was only one LSR rejected for this sub-metric in December 2001 and

6   two LSRs rejected in January 2002. This small universe does not provide a

7   conclusive benchmark comparison. There was no CLEC activity for this sub-

8   metric in November 2001.

9

10   Reject Interval / Centrex / Manual (A.1.8.5) (November)

11   BellSouth met the 24-hour benchmark interval for 22 of the 27 LSRs rejected

12   for this sub-metric in November 2001. This was only one response short of

13   the 23 required by the 85% benchmark. BellSouth met the benchmark for this

14   sub-metric in December 2001 and January 2002.

15

16   Reject Interval / ISDN / Manual (A.1.8.6) (December)

17   BellSouth met the 24-hour benchmark interval for 11 of the 14 LSRs rejected

18   for this sub-metric in December 2001. This was only one response short of

19   the 12 required by the 85% benchmark. BellSouth met the benchmark for this

20   sub-metric in November 2001 and January 2002.

21

22   FOC Timeliness / Residence / Partial Electronic (A.1.12.1) (December)

1   BellSouth met the 10-hour benchmark interval for 11,216 of the 13,255 FOCs

2   (84.62%) returned for this sub-metric in December 2001. Normal rounding

3   convention indicates that there is no significant difference between the CLEC

4   result for this sub-metric and the benchmark. BellSouth met the benchmark

5   for this sub-metric in November 2001 and January 2002.

6

7   FOC Timeliness / Design (Specials) / Partial Electronic (A.1.12.3) (November)

8   There were only two LSRs rejected for this sub-metric in November 2001.

9   This small universe of orders does not provide a conclusive benchmark

10 comparison. There was no CLEC activity for this sub-metric in either

11 December 2001 or January 2002.

12

13 FOC Timeliness / ISDN / Partial Electronic (A.1.12.6) (December/January)

14 There was only one LSR rejected for this sub-metric in December 2001 and

15 two LSRs rejected in January 2002. This small universe does not provide a

16 conclusive benchmark comparison. There was no CLEC activity for this sub-

17 metric in November 2001.

18

19 The following FOC & Reject Response Completeness sub-metrics did not

20 meet the benchmarks for November, December 2001 and/or January 2002:

21

1　　FOC Reject & Response Completeness / Residence / Manual (A.1.16.1)

2　　(November/December/January)

3　　BellSouth met the completeness criteria for 1,165 of the 1,276 responses for

4　　this sub-metric in November, 1,054 of the 1,171 responses in December 2001

5　　and for 1,326 of the 1,432 responses in January 2002. The 95% benchmark

6　　required that 1,213 of 1,276 LSRs for November, 1,113 of the 1,171 LSRs in

7　　December and 1,361 of the 1,432 LSRs in January meet the criteria.

8　　BellSouth continues to focus on this measurement in order to improve results

9　　to meet the benchmark.

10

11　　FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

12　　(November/December/January)

13　　BellSouth met the completeness criteria for 1,158 of the 1,260 responses for

14　　this sub-metric in November, for 785 of the 933 responses in December 2001

15　　and for 1,106 of the 1,194 responses in January 2002. The 95% benchmark

16　　required that 1,197 of 1,260 LSRs for November, 887 of the 933 LSRs for

17　　December and 1,135 of the 1,194 LSRs for January meet the criteria.

18　　BellSouth continues to focus on this measurement in order to improve results

19　　to meet the benchmark.

20

21　　FOC Reject & Response Completeness / Design (Specials) / Manual

22　　(A.1.16.3) (November)

1   BellSouth met the completeness criteria for 127 of the 146 responses for this

2   sub-metric in November 2001. The 95% benchmark required that 139 of 146

3   LSRs for November-meet the criteria. BellSouth met the benchmark for this

4   sub-metric in December 2001 and January 2002.

5

6   FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)

7   (November/December/January)

8   BellSouth met the completeness criteria for 49 of the 59 responses for this

9   sub-metric in November, for 31 of the 36 responses in December 2001 and

10   for 52 of the 56 responses in January 2002. The 95% benchmark required

11   that 57 of 59 LSRs in November, 35 of 36 LSRs in December and 54 of 56

12   LSRs in January meet the criteria. BellSouth continues to focus on this

13   measurement in order to improve results to meet the benchmark.

14

15   FOC Reject & Response Completeness / Centrex / Manual (A.1.16.5)

16   (January)

17   BellSouth met the completeness criteria for 9 of the 10 orders for this sub-

18   metric in January 2002. The 95% benchmark required that all 10 of 10 LSRs

19   meet the criteria. With a universe size of only 10 orders and a 95%

20   benchmark, a problem on even one order would cause a miss for the entire

21   sub-metric. BellSouth met the benchmark for this sub-metric in November

22   and December 2001.

1

2   FOC Reject & Response Completeness / PBX / Manual (A.1.16.6)

3   (November)

4   BellSouth met the completeness criteria for 40 of the 48 responses for this

5   sub-metric in November 2001. The 95% benchmark required that 46 of 48

6   LSRs meet the criteria. BellSouth met the benchmark for this sub-metric in

7   December 2001 and January 2002.

8

9   **2. Resale Provisioning Measures**

10

11   For the months of November and December 2001 and January 2002,

12   BellSouth met or exceeded the benchmark or retail analogue for 89%, 89%

13   and 86%, respectively, of all Resale provisioning measures. The details

14   supporting the January 2002 percentage are delineated in Items A.2.1.1.1.1

15   through A.2.25.3.2.2 of Attachment 1H.

16

17   The following are the Resale provisioning measures for which BellSouth did

18   not meet the retail analogue in November, December 2001 and/or January

19   2002:

20

21   Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1)

22   (December/January)

1   The average order completion interval for CLEC orders in this sub-metric for

2   December was 2.89 days compared to an average of 2.19 days for the retail

3   analogue, and for January 2002 was 2.89 days for CLECs compared to 2.29

4   days for the retail analogue. These differences of slightly over one half day,

5   on average, do not hinder the CLECs' ability to compete in this area.

6   BellSouth met the retail analogue comparison for this sub-metric in November

7   2001.

8

9   Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2)

10   (December)

11   The average order completion interval for the 13 CLEC orders in this sub-

12   metric for December was 7.54 days compared to an average of 2.75 days for

13   the retail analogue. The small universe of orders for the month does not

14   proved a statistically conclusive comparison to the retail analogue. There

15   were no systemic installation process issues identified for this sub-metric.

16   BellSouth met the retail analogue comparison for this sub-metric in November

17   2001 and January 2002.

18

19   Order Completion Interval / PBX / >= 10 Circuits / Non-Dispatch (A.2.1.4.2.2)

20   (January)

21   There were only seven orders for this sub-metric in January 2002. The small

22   universe of orders for this sub-metric does not provide a statistically

1   conclusive comparison to the retail analogue. BellSouth met the retail

2   analogue comparison for this sub-metric in November and December 2001.

3

4   <u>Order Completion Interval / Centrex / >= 10 Circuits / Non-Dispatch</u>

5   <u>(A.2.1.5.2.2) (January)</u>

6   There was only one order for this sub-metric in January 2002. The small

7   universe of orders for this sub-metric does not provide a statistically

8   conclusive comparison to the retail analogue. There was no CLEC activity for

9   this sub-metric in either November or December 2001.

10

11   <u>Held Order Interval / Business / >= 10 Circuits / Facility (A.2.2.2.2.1)</u>

12   <u>(December)</u>

13   There was only one order for this sub-metric in December 2001. The small

14   universe size for this sub-metric does not provide a statistically conclusive

15   comparison to the retail analogue. BellSouth met the retail analogue

16   comparison for this sub-metric in November 2001 and January 2002.

17

18   <u>Held Order Interval / ISDN / < 10 Circuits / Facility (A.2.2.6.1.1) (December)</u>

19   There was only one order for this sub-metric in December 2001. The small

20   universe size for this sub-metric does not provide a statistically conclusive

21-   comparison to the retail analogue. BellSouth met the retail analogue

22   comparison for this sub-metric in November 2001 and January 2002.

1

2 % Missed Installation Appointments / Residence / < 10 Circuits / Non-

3 Dispatch (A.2.11.1.1.2) (November/December/January)

4 BellSouth missed only 69 of the 46,311 installation appointments scheduled

5 for this sub-metric in November, missed 57 of the 47,332 appointments

6 scheduled in December 2001 and missed 141 of the 61,307 installation

7 appointments scheduled in January 2002. Both the CLECs and BellSouth

8 retail had over 99% of all orders completed as scheduled in November and

9 December 2001 and January 2002. When BellSouth provisions high quality

10 service coupled with very large universe sizes, it can cause an apparent out

11 of equity condition from a quantitative viewpoint. In these cases, there is very

12 little variation and the universe size is so large that the Z-test becomes overly

13 sensitive to any difference. In other words, the statistical test shows that the

14 measurement does not meet the fixed critical value when compared with the

15 retail analogue, but BellSouth's actual performance for both CLECs and its

16 own retail operations is at a very high level – in this case over 99%. From a

17 practical point of view, the CLECs' ability to compete has not been hindered

18 even though the statistical results may technically show that BellSouth failed

19 to meet the benchmark/analogue.

20

21 % Missed Installation Appointments / Business / < 10 Circuits / Dispatch

22 (A.2.11.2.1.1) (December/January)

1   BellSouth missed only 11 installation appointments out of the 480

2   appointments scheduled for this sub-metric in December 2001 and missed 28

3   of the 554 appointments scheduled in January 2002. Both BellSouth retail

4   and the CLECs had over 97% of all scheduled appointments completed on

5   time in December 2001 and approximately 95% completed on time in January

6   2002. BellSouth met the retail analogue comparison for this sub-metric in

7   November 2001.

8

9   % Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch

10   (A.2.11.2.1.2) (November)

11   BellSouth missed 7 of the 2,818 scheduled appointments for this sub-metric

12   in November 2001. Both the CLECs and BellSouth retail had over 99% of all

13   orders completed as scheduled in November. BellSouth met the retail

14   analogue comparison for this sub-metric in December 2001 and January

15   2002.

16

17   % Missed Installation Appointments / Design (Specials) / < 10 Circuits /

18   Dispatch (A.2.11.3.1.1) (December)

19   There were only three orders for this sub-metric in December 2001. The

20   small universe of orders for this sub-metric does not provide a statistically

21   conclusive comparison to the retail analogue. BellSouth met the retail

22   analogue for this sub-metric in November 2001 and January 2002.

1

2 <u>% Missed Installation Appointments / PBX / >= 10 Circuits / Dispatch</u>

3 <u>(A.2.11.4.2.1) (November)</u>

4 There was only one order for this sub-metric in November 2001. The small

5 universe of orders for this sub-metric does not provide a conclusive

6 benchmark comparison. BellSouth met the retail analogue comparison for

7 this sub-metric in January 2002. There was no CLEC activity for this sub-

8 metric in December 2001.

9

10 <u>% Missed Installation Appointments / Centrex / < 10 Circuits / Non-Dispatch</u>

11 <u>(A.2.11.5.1.2) (November)</u>

12 BellSouth completed 21 of the 22 installation appointments as scheduled for

13 this sub-metric in November 2001. There were no systemic issues identified

14 for the one missed appointment. BellSouth met the retail analogue

15 comparison for this sub-metric in December 2001 and January 2002.

16

17 <u>% Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch</u>

18 <u>(A.2.11.6.1.1) (January)</u>

19 BellSouth completed 10 of the 12 scheduled appointments for this sub-metric

20 in January 2002. There were no patterns or systemic installation issues

21 identified for the two missed appointments. BellSouth met the retail analogue

22 comparison for this sub-metric in November and December 2001.

1

2   <u>% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-</u>

3   <u>Dispatch (A.2.12.1.1.2) (November/December/January)</u>

4   In November 2001, there were 2,640 troubles reported for the 54,436 orders

5   that completed in the prior 30 days. Thirty-four percent of the November

6   trouble reports were closed as "no trouble found." In December 2001, there

7   were 2,269 troubles reported for the 46,311 orders that completed in the prior

8   30 days. 38% of the reported troubles for December were closed as "no

9   trouble found." In January 2002, there were 2,116 troubles reported for the

10   47,332 orders that completed in the prior 30 days. 36% of those troubles

11   were closed as "no trouble found." With the exclusion of the "no trouble

12   found" reports, CLEC results for this sub-metric would have been better than

13   for the retail analogue in each of the three months. BellSouth is conducting

14   an analysis of the provisioning situation with CLECs and will conduct joint

15   sessions to determine how to reduce the number of "no trouble found"

16   reports.

17

18   <u>% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch</u>

19   <u>(A.2.12.2.1.1) (November/December/January)</u>

20   In November 2001, there were 33 troubles reported for the 639 orders that

21   completed in the prior 30 days. Of the 33 troubles reported in November, 14

22   (41%) were closed as "no trouble found." In December 2001, there were 46

1   troubles reported for the 610 orders that completed in the prior 30 days. Of

2   the 46 troubles reported, 21 (46%) were closed as "no trouble found." There

3   were 30 troubles reported for the 480 orders that completed for this sub-

4   metric in the 30 days prior to January 2002. Of the 30 troubles reported in

5   January, 13 (43%) were closed as "no trouble found."

6

7   <u>% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Non-Dispatch</u>

8   <u>(A.2.12.2.1.2) (November)</u>

9   There were 192 troubles reported for the 3,375 orders that completed for this

10   sub-metric in the 30 days prior to November 2001. Of the total November

11   trouble reports for this sub-metric, 36% were closed as "no trouble found."

12   Without these "no trouble found" reports, this sub-metric would have met the

13   retail analogue comparison for November. BellSouth met the retail analogue

14   comparison for this sub-metric in December 2001 and January 2002.

15

16   <u>% Provisioning Troubles w/i 30 days / Business / >= 10 Circuits / Dispatch</u>

17   <u>(A.2.12.2.2.1) (November)</u>

18   Troubles were reported on 3 of the 12 orders completed for this sub-metric in

19   the 30 days prior to November 2001. No distinct patterns or systemic

20   installation issues were identified for these 3 orders. BellSouth met the retail

21   analogue comparison for this sub-metric in December 2001 and January

22   2002.

1   % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non-Dispatch

2   (A.2.12.5.1.2) (January)

3   There was only one trouble reported for this sub-metric in January 2002 for

4   orders that completed in the prior 30 days. There were no systemic

5   installation issues identified for the one trouble report. BellSouth met the

6   retail analogue comparison for this sub-metric in November and December

7   2001.

8

9   Service Order Accuracy / Residence / < 10 Circuits / Dispatch (A.2.25.1.1.1)

10   (January)

11   BellSouth met the standard criteria for 67 of the 74 orders reviewed in this

12   sub-metric for January 2002. The 95% benchmark required that 71 of the 74

13   orders meet the criteria. BellSouth met the benchmark for this sub-metric in

14   November and December 2001.

15

16   Service Order Accuracy / Residence / >= 10 Circuits / Dispatch (A.2.25.1.2.1)

17   (January)

18   BellSouth met the standard for 10 of the 11 orders reviewed in this sub-metric

19   for January 2002. The 95% benchmark required that all 11 of the 11 orders

20   meet the criteria. BellSouth met the benchmark for this sub-metric in

21   November and December 2001.

22

1   Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)

2   (January)

3   BellSouth met the standard for 109 of the 125 orders reviewed in this sub-

4   metric for January 2002. The 95% benchmark required that 119 of the 125

5   orders meet the criteria, based on the quantity of orders for the sub-metric.

6   BellSouth met the benchmark for this sub-metric in November and December

7   2001.

8

9   Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch

10   (A.2.25.2.1.2) (January)

11   BellSouth met the standard for 69 of the 74 orders reviewed for this sub-

12   metric in January 2002. The 95% benchmark set a requirement of 71 of the

13   74 orders based on the quantity of orders for this sub-metric. BellSouth met

14   the benchmark for this sub-metric in November and December 2001.

15

16   Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)

17   (November/December/January)

18   BellSouth met the standard for 21 of the 23 orders reviewed for this sub-

19   metric in November, for 14 of the 17 orders reviewed in December 2001 and

20   for 11 of the 12 orders reviewed in January 2002. The 95% benchmark set

21   requirements of 22 of the 23 orders for November, for all 17 of the 17 orders

22   for December 2001 and for all 12 of the 12 orders in January, based on the

1   quantity of orders for this sub-metric. BellSouth continues to focus on

2   improving the performance for this measure to meet the benchmark.

3

4   Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch

5   (A.2.25.2.2.2) (November/December/January)

6   BellSouth met the standard criteria for 29 of the 31 orders reviewed for this

7   sub-metric in November, for 22 of the 28 orders reviewed in December 2001

8   and for 17 of the 20 orders reviewed in January 2002. The 95% benchmark

9   set requirements of 30 of the 31 orders in November, 27 of the 28 orders in

10   December 2001 and 19 of the 20 orders for January 2002, based on the

11   quantity of orders for this sub-metric. BellSouth continues to focus on

12   improving the performance for this measure to meet the benchmark.

13

14   Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch

15   (A.2.25.3.1.1) (November/December)

16   BellSouth met the standard for 45 of the 50 orders reviewed for this sub-

17   metric in November and for 56 of the 63 orders reviewed for December 2001.

18   The 95% benchmark set a requirement of 48 of the 50 orders in November

19   and 60 of the 63 orders for December, based on the quantity of orders for this

20   sub-metric. BellSouth met the benchmark for this sub-metric in January

21   2002.

22

1   <u>Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch</u>

2   <u>(A.2.25.3.1.2) (November)</u>

3   BellSouth met the standard for 45 of the 50 orders (94.65%) reviewed for this

4   sub-metric in November 2001. Normal rounding convention indicates that

5   there is no significant difference between the CLEC results for this sub-metric

6   and the benchmark requirement. BellSouth met the benchmark for this sub-

7   metric in December 2001 and January 2002.

8

9   <u>Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch</u>

10   <u>(A.2.25.3.2.2) (January)</u>

11   There were only 10 orders reviewed for this sub-metric in January 2002. The

12   small number of orders reviewed for this sub-metric does not provide a

13   conclusive benchmark comparison. BellSouth met the benchmark for this

14   sub-metric in November and December 2001.

15

16   **3. Resale Maintenance and Repair (M&R) Measures**

17

18   BellSouth met the relevant retail analogues for 87%, 85% and 87% of all the

19   Resale Maintenance & Repair measurements in November and December

20   2001 and January 2002, respectively. The sub-metrics for which BellSouth

21   did not meet the retail analogues were:

22

1   Missed Repair Appointments / Residence / Non-Dispatch (A.3.1.1.2)

2   (December/January)

3   BellSouth completed 2,515 of the 2,563 repair appointments as scheduled for

4   this sub-metric in December 2001 and completed 2,697 of the 2,733

5   appointments scheduled for January 2002. BellSouth provided over 98%

6   repair completion rate for both CLECs and the retail analogue in both months.

7   In January, 18 of the 36 missed repair appointments were closed to "no

8   trouble found," but the final closeout was after the due date. No other

9   patterns or systemic issues were identified for the missed repair

10   appointments. BellSouth met the retail analogue comparison for this sub-

11   metric in November 2001.

12

13   Missed Repair Appointments / Design (Specials) / Non-Dispatch (A.3.1.3.2)

14   (November)

15   BellSouth completed 18 of the 22 repair appointments as scheduled for this

16   sub-metric in November 2001. There were no maintenance issues or

17   patterns identified for any of the missed appointments. BellSouth met the

18   retail analogue comparison for this sub-metric in December 2001 and January

19   2002.

20

21   Missed Repair Appointments / Centrex / Dispatch (A.3.1.5.1) (January)

1   BellSouth completed 13 of the 19 repair appointments as scheduled for this

2   sub-metric in January 2002. There were no maintenance issues or patterns

3   identified for the 6 missed appointments. BellSouth met the retail analogue

4   comparison for this sub-metric in November and December 2001.

5

6   Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

7   (November/December/January)

8   There were 3,650 troubles reported for the approximately 190,100 in service

9   lines for this sub-metric in November, 3,750 trouble reports for the 147,100

10 lines in service in December 2001 and 4,367 trouble reports for the 206,966

11 lines in service in January 2002. Both the CLECs and BellSouth retail had no

12 trouble reports for over 97% of the in service lines in all three months. There

13 was less than 1% difference in the report rates between retail and resale

14 results for this sub-metric in all three months. Many of the troubles due to

15 wire and facilities appear to be caused by CPE and/or CLEC problems.

16 BellSouth technicians will be trained on proper closeout procedures on

17 troubles involving CPE and CLEC interfaces.

18

19 Customer Trouble Report Rate / Residence / Non-Dispatch (A.3.2.1.2)

20 (November/December/January)

21 There were 2,415 troubles reported for the approximately 190,100 lines in

22 service in November and 2,559 troubles reported for the 147,100 lines in

1   service in December 2001 and 2,732 troubles reported for the 206,986 lines

2   in service in January 2002. Both the CLECs and BellSouth retail had no

3   trouble reports for over 98% of the in service lines in either month. There was

4   less than 0.7% difference in the report rates between retail and resale results

5   for this sub-metric in all three months. Of the 2,415 total November trouble

6   reports, 1,779 reports (73%) were closed as "no trouble found." Of the 2,559

7   total December trouble reports, 1,824 reports (71%) were closed as "no

8   trouble found." Of the 2,732 total January trouble reports, 1,973 reports

9   (72%) were closed as "no trouble found." Without these "no trouble found"

10   reports, CLEC results would have been better than for the retail analogue for

11   this sub-metric in all three months. One CLEC generated 82% of the

12   November trouble reports, 84% of the December trouble reports and 84% of

13   the January 2002 trouble reports for this sub-metric.

14

15   Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1)

16   (November/December/January)

17   There were 774 troubles reported for the approximately 8,325 in service lines

18   for this sub-metric in November, 629 trouble reports for the 6,586 lines in

19   service in December 2001 and 763 troubles reported for the 8,018 lines in

20   service in January 2002. In November, December and January, 132 (17%),

21   107 (17%) and 129 (17%), respectively, of the trouble reports were closed as

1 "no trouble found." BellSouth is still investigating this sub-metric to determine

2 if any systemic maintenance issues are present.

3

4 <u>Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2)</u>

5 <u>(November/December/January)</u>

6 There were 510 troubles reported for the 8,325 in service lines for this sub-

7 metric in November, 397 troubles reported for the 6,586 lines in service in

8 December 2001 and 411 troubles reported for the 8,018 lines in service in

9 January 2002. Of the 510 total November trouble reports, 332 (65%) of the

10 reports were closed as "no trouble found." Of the 397 total December trouble

11 reports, 270 (68%) of the reports were closed as "no trouble found." Of the

12 411 total January 2002 trouble reports, 279 (68%) of the reports were closed

13 as "no trouble found."

14

15 <u>Customer Trouble Report Rate / Design (Specials) / Dispatch (A.3.2.3.1)</u>

16 <u>(January)</u>

17 There were 48 troubles reported in January 2002 for the 2,819 lines in service

18 for this sub-metric. Both the CLECs and BellSouth retail customers received

19 over 98% trouble free service for the lines in service for this sub-metric.

20 BellSouth met the retail analogue comparison for this sub-metric in November

21 and December 2001.

22

1   <u>Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (December)</u>

2   There were only 16 trouble reports for the 4,495 in service lines for this sub-

3   metric in December 2001. BellSouth provided over 99% trouble free service

4   for both retail and the CLECs for this sub-metric in December. Of the 16

5   December trouble reports, 13 (81%) were closed as "no trouble found," with

6   12 of the 13 being issued by the same CLEC. From a practical point of view,

7   the CLECs' ability to compete has not been hindered even though the

8   statistical results may technically show that BellSouth failed to meet the

9   benchmark/analogue. BellSouth met the retail analogue comparison for this

10   sub-metric in November 2001 and January 2002.

11

12   <u>Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (January)</u>

13   There were only 19 trouble reports for the 2,096 in service lines for this sub-

14   metric in January 2002. BellSouth provided over 99% trouble free service for

15   both retail and the CLECs for this sub-metric in January. From a practical

16   point of view, the CLECs' ability to compete has not been hindered even

17   though the statistical results may technically show that BellSouth failed to

18   meet the benchmark/analogue. BellSouth met the retail analogue

19   comparison for this sub-metric in November and December 2001.

20

21   <u>Customer Trouble Report Rate / ISDN / Dispatch (A.3.2.6.1) (November)</u>

1   There were only 10 trouble reports for the 6,138 in service lines for this sub-

2   metric in November 2001. Of the 10 reports for November, 3 (30%) reports

3   were closed as "no trouble found." BellSouth provided 99.8% trouble free

4   service for both retail and the CLECs for this sub-metric for the month. From

5   a practical point of view, the CLECs' ability to compete has not been hindered

6   even though the statistical results may technically show that BellSouth failed

7   to meet the benchmark/analogue. BellSouth met the retail analogue

8   comparison for this sub-metric in December 2001 and January 2002.

9

10   <u>Customer Trouble Report Rate / ISDN / Non-Dispatch (A.3.2.6.2) (December)</u>

11   There were only 10 trouble reports for the 5,171 in service lines for this sub-

12   metric in December 2001. BellSouth provided over 99% trouble free service

13   for both retail and the CLECs for this sub-metric for December. From a

14   practical point of view, the CLECs' ability to compete has not been hindered

15   even though the statistical results may technically show that BellSouth failed

16   to meet the benchmark/analogue. BellSouth met the retail analogue

17   comparison for this sub-metric in November 2001 and January 2002.

18

19   <u>Maintenance Average Duration / ISDN / Non-Dispatch (A.3.3.6.2)</u>

20   <u>(November/December)</u>

21   There were only six orders for this sub-metric in November and ten orders in

22   December 2001. The small universe for this sub-metric does not provide a

1   statistically conclusive comparison to the retail analogue. BellSouth met the

2   retail analogue comparison for this sub-metric in January 2002.

3

4   <u>Out of Service > 24 Hours / Design (Specials) / Non-Dispatch (A.3.5.3.2)</u>

5   <u>(November)</u>

6   In November 2001, 4 of the 22 trouble reports were out of service longer than

7   24 hours. None of these situations revealed any systemic maintenance

8   issues. BellSouth met the retail analogue for this sub-metric in December

9   2001 and January 2002.

10

11   **Resale – Billing**

12

13   <u>Mean Time to Deliver Invoices / CRIS / Region (A.4.2) (December)</u>

14   The CLECs experienced Resale invoice delivery rates that were slightly

15   higher than the rates for BellSouth's retail customers during December 2001

16   (3.67 days for BellSouth versus 3.84 days for CLECS). The small difference

17   in performance was the result of recent shifts in workloads within the

18   BellSouth Bill Distribution department. BellSouth met the retail analogue

19   comparison for this sub-metric in November 2001 and January 2002.

20

21

22

1   **II.**   **Summary**

2

3   As stated in the Introduction to the Analysis of Performance Measurements

4   section, BellSouth met or exceeded the criteria for 716 of the 901 sub-metrics

5   (79%) for which there was CLEC activity in November, for 704 of 834 sub-

6   metrics (84%) in December 2001 and for 747 of 860 sub-metrics (87%) in

7   January 2002.

8

9   During the three-month period of November 2001 through January 2002,

10   there were a total of 780 sub-metrics that had CLEC activity for all three

11   months and that were compared with either a benchmark or retail analogue.

12   Of those 780 sub-metrics, 678 or 87% satisfied the comparison criteria for a

13   minimum of two of the three months.

14

BellSouth Monthly State Summary
Florida, January 2002

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

Resale - Ordering

% Rejected Service Requests - Mechanized

A.1.1.1	O-7	Residence/FL(%)	Diagnostic			18.79%	75,140				Diagnostic
A.1.1.2	O-7	Business/FL(%)	Diagnostic			26.80%	3,795				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL(%)	Diagnostic			100.00%	1				Diagnostic
A.1.1.4	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A.1.1.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.1.6	O-7	ISDN/FL(%)	Diagnostic								Diagnostic

% Rejected Service Requests - Partially Mechanized

A.1.2.1	O-7	Residence/FL(%)	Diagnostic			29.45%	20,292				Diagnostic
A.1.2.2	O-7	Business/FL(%)	Diagnostic			42.05%	2,138				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL(%)	Diagnostic			66.67%	3				Diagnostic
A.1.2.4	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A.1.2.5	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A.1.2.6	O-7	ISDN/FL(%)	Diagnostic			40.00%	5				Diagnostic

% Rejected Service Requests - Non-Mechanized

A.1.3.1	O-7	Residence/FL(%)	Diagnostic			43.16%	1,432				Diagnostic
A.1.3.2	O-7	Business/FL(%)	Diagnostic			46.40%	1,194				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL(%)	Diagnostic			36.16%	177				Diagnostic
A.1.3.4	O-7	PBX/FL(%)	Diagnostic			42.86%	56				Diagnostic
A.1.3.5	O-7	Centrex/FL(%)	Diagnostic			30.00%	10				Diagnostic
A.1.3.6	O-7	ISDN/FL(%)	Diagnostic			39.47%	38				Diagnostic

Reject Interval - Mechanized

A.1.4.1	O-8	Residence/FL(%)	>= 97% w in 1 hr			95.33%	14,136				NO
A.1.4.2	O-8	Business/FL(%)	>= 97% w in 1 hr			95.58%	1,019				NO
A.1.4.3	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr			0.00%	1				NO
A.1.4.4	O-8	PBX/FL(%)	>= 97% w in 1 hr								
A.1.4.5	O-8	Centrex/FL(%)	>= 97% w in 1 hr								
A.1.4.6	O-8	ISDN/FL(%)	>= 97% w in 1 hr								

Reject Interval - Partially Mechanized - 10 hours

A.1.7.1	O-8	Residence/FL(%)	>= 85% w in 10 hrs			87.75%	6,024				YES
A.1.7.2	O-8	Business/FL(%)	>= 85% w in 10 hrs			94.25%	905				YES
A.1.7.3	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs			0.00%	2				NO
A.1.7.4	O-8	PBX/FL(%)	>= 85% w in 10 hrs								
A.1.7.5	O-8	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.7.6	O-8	ISDN/FL(%)	>= 85% w in 10 hrs			0.00%	2				NO

Reject Interval - Non-Mechanized

A.1.8.1	O-8	Residence/FL(%)	>= 85% w in 24 hrs			98.73%	630				YES
A.1.8.2	O-8	Business/FL(%)	>= 85% w in 24 hrs			99.47%	565				YES
A.1.8.3	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			96.88%	64				YES
A.1.8.4	O-8	PBX/FL(%)	>= 85% w in 24 hrs			100.00%	24				YES
A.1.8.5	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100.00%	3				YES
A.1.8.6	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			100.00%	15				YES

FOC Timeliness - Mechanized

A.1.9.1	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99.95%	61,205				YES
A.1.9.2	O-9	Business/FL(%)	>= 95% w in 3 hrs			99.68%	2,806				YES
A.1.9.3	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs								
A.1.9.4	O-9	PBX/FL(%)	>= 95% w in 3 hrs								
A.1.9.5	O-9	Centrex/FL(%)	>= 95% w in 3 hrs								
A.1.9.6	O-9	ISDN/FL(%)	>= 95% w in 3 hrs								

FOC Timeliness - Partially Mechanized - 10 hours

A.1.12.1	O-9	Residence/FL(%)	>= 85% w in 10 hrs			88.15%	15,017				YES
A.1.12.2	O-9	Business/FL(%)	>= 85% w in 10 hrs			92.42%	1,399				YES

BellSouth Monthly State Summary

Florida, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.12.3	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A.1.12.4	O-9	PBX/FL(%)	>= 85% w in 10 hrs								
A.1.12.5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A.1.12.6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			50.00%	2				NO
FOC Timeliness - Non-Mechanized											
A.1.13.1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			98.53%	749				YES
A.1.13.2	O-9	Business/FL(%)	>= 85% w in 36 hrs			99.64%	559				YES
A.1.13.3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			96.94%	98				YES
A.1.13.4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100.00%	27				YES
A.1.13.5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100.00%	6				YES
A.1.13.6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			100.00%	23				YES
FOC & Reject Response Completeness - Mechanized											
A.1.14.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	546				YES
A.1.14.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	74,594				YES
A.1.14.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	56				YES
A.1.14.2.2	O-11	Business/TAG/FL(%)	>= 95%			99.97%	3,739				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	1				YES
A.1.14.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.14.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.14.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.14.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.14.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.14.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								
FOC & Reject Response Completeness - Partially Mechanized											
A.1.15.1.1	O-11	Residence/EDI/FL(%)	>= 95%			100.00%	318				YES
A.1.15.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.99%	19,974				YES
A.1.15.2.1	O-11	Business/EDI/FL(%)	>= 95%			100.00%	22				YES
A.1.15.2.2	O-11	Business/TAG/FL(%)	>= 95%			100.00%	2,116				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1				YES
A.1.15.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2				YES
A.1.15.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.15.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.15.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.15.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.15.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.15.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	5				YES
FOC & Reject Response Completeness - Non-Mechanized											
A.1.16.1	O-11	Residence/FL(%)	>= 95%			92.60%	1,432				NO
A.1.16.2	O-11	Business/FL(%)	>= 95%			92.63%	1,194				NO
A.1.16.3	O-11	Design (Specials)/FL(%)	>= 95%			96.61%	177				YES
A.1.16.4	O-11	PBX/FL(%)	>= 95%			92.86%	56				NO
A.1.16.5	O-11	Centrex/FL(%)	>= 95%			90.00%	10				NO
A.1.16.6	O-11	ISDN/FL(%)	>= 95%			97.37%	38				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
A.1.17.1.1	O-11	Residence/EDI/FL(%)	>= 95%			89.74%	546				NO
A.1.17.1.2	O-11	Residence/TAG/FL(%)	>= 95%			99.32%	74,584				YES
A.1.17.2.1	O-11	Business/EDI/FL(%)	>= 95%			67.86%	56				NO
A.1.17.2.2	O-11	Business/TAG/FL(%)	>= 95%			98.31%	3,738				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			0.00%	1				NO
A.1.17.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.17.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.17.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.17.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.17.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.17.6.2	O-11	ISDN/TAG/FL(%)	>= 95%								

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

	Benchmark/Analog	Description	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.18.1.1	O-11	Residence/EDI/FL(%)	>= 95%			98.43%	318				YES
A.1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			93.17%	19,972				NO
A.1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			72.73%	22				NO
A.1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			87.85%	2,116				NO
A.1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%			100.00%	1				YES
A.1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%			100.00%	2				YES
A.1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A.1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A.1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A.1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A.1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A.1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			80.00%	5				NO

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

	Benchmark/Analog	Description	Benchmark/Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.1.19.1	O-11	Residence/FL(%)	>= 95%			89.29%	1,326				NO
A.1.19.2	O-11	Business/FL(%)	>= 95%			91.50%	1,106				NO
A.1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			95.91%	171				YES
A.1.19.4	O-11	PBX/FL(%)	>= 95%			96.15%	52				YES
A.1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	9				YES
A.1.19.6	O-11	ISDN/FL(%)	>= 95%			94.59%	37				NO

Resale - Provisioning

Order Completion Interval

	Benchmark/Analog	Description	Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.1.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res	4.54	41,468	2.87	3,448	4.845	0.08588	19.3962	YES
A.2.1.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res	0.79	670,384	0.52	58,861	1.105	0.00475	56.0235	YES
A.2.1.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res	5.22	32	0.33	1	3.003	3.04907	1.6034	YES
A.2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res								
A.2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus	2.29	42,967	2.89	389	5.164	0.26299	-2.2566	NO
A.2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus	1.46	45,858	0.79	2,923	5.443	0.10384	6.4269	YES
A.2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	9.23	223	3.87	5	14.149	6.39812	0.8379	YES
A.2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	4.48	9			4.144			
A.2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	24.05	1,572	3.87	5	31.119	13.93907	1.4479	YES
A.2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design	25.51	26	5.43	14	48.502	16.07823	1.2492	YES
A.2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design	17.50	4	6.00	1	3.416	3.81881	3.0114	YES
A.2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design								
A.2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX	14.02	60	2.78	3	34.616	20.48049	0.5491	YES
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX	2.31	248	2.08	24	4.688	1.00223	0.2225	YES
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX	8.00	1	4.00	1	0.000	0.00000		YES
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX	1.50	46	2.81	7	1.243	0.50445	-2.5954	NO
A.2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex	6.16	621	3.00	3	8.007	4.63387	0.6817	YES
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex	1.33	1,195	1.44	6	2.705	1.10715	-0.1068	YES
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex	13.88	17			17.047			
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex	2.04	82	13.00	1	2.909	2.92627	-3.7440	NO
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN	16.49	585	23.72	6	60.189	24.69794	-0.2927	YES
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN	2.81	936	1.26	14	6.495	1.74890	0.8838	YES
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN	3.17	2			4.009			
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN	3.50	97	2.50	2	3.001	2.14362	0.4688	YES

Held Orders

	Benchmark/Analog	Description	Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res	9.02	264	4.82	11	11.717	3.60556	1.1651	YES
A.2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res	18.25	20	1.00	1	20.157	20.65473	0.8352	YES
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res	0.00	0	0.00	0				YES
A.2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus	7.43	74	2.00	3	6.815	4.01345	1.3536	YES
A.2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus	37.00	6	0.00	0	50.857			YES
A.2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus	3.00	2	0.00	0	1.414			YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus	0.00	0	0.00	0				YES
A.2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design	4.00	1	0.00	0	0.000			YES
A.2.2.3.1.2	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.1.3	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	63.50	2	0.00	0	40.305			YES
A.2.2.3.2.1	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.2	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.3.2.3	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0	0.00	0				YES
A.2.2.4.1.1	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.2	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.1.3	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.1	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.2	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.4.2.3	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A.2.2.5.1.1	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	4.20	5	0.00	0	5.495			YES
A.2.2.5.1.2	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.1.3	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.1	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.2	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.5.2.3	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A.2.2.6.1.1	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	3.50	2	0.00	0	0.707			YES
A.2.2.6.1.2	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.1.3	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.1	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.2	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A.2.2.6.2.3	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES

% Jeopardies - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.4.1	P-2	Residence/FL(%)	Res	0.44%	764,337	0.30%	51,334		0.00030	4.5159	YES
A.2.4.2	P-2	Business/FL(%)	Bus	0.95%	91,529	0.59%	2,360		0.00202	1.7486	YES
A.2.4.3	P-2	Design (Specials)/FL(%)	Design	9.74%	2,115						
A.2.4.4	P-2	PBX/FL(%)	PBX	2.33%	386	0.00%	12		0.04423	0.5271	YES
A.2.4.5	P-2	Centrex/FL(%)	Centrex	5.01%	2,037	0.00%	1		0.21815	0.2295	YES
A.2.4.6	P-2	ISDN/FL(%)	ISDN	6.39%	1,988	0.00%	9		0.08170	0.7819	YES

% Jeopardies - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.5.1	P-2	Residence/FL(%)	Diagnostic			1.29%	541				Diagnostic
A.2.5.2	P-2	Business/FL(%)	Diagnostic			0.71%	420				Diagnostic
A.2.5.3	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	28				Diagnostic
A.2.5.4	P-2	PBX/FL(%)	Diagnostic			0.00%	33				Diagnostic
A.2.5.5	P-2	Centrex/FL(%)	Diagnostic			0.00%	11				Diagnostic
A.2.5.6	P-2	ISDN/FL(%)	Diagnostic			0.00%	31				Diagnostic

Average Jeopardy Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.7.1	P-2	Residence/FL(hours)	>= 48 hrs			118.45	155				YES
A.2.7.2	P-2	Business/FL(hours)	>= 48 hrs			142.29	14				YES
A.2.7.3	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A.2.7.4	P-2	PBX/FL(hours)	>= 48 hrs								
A.2.7.5	P-2	Centrex/FL(hours)	>= 48 hrs								
A.2.7.6	P-2	ISDN/FL(hours)	>= 48 hrs								

Average Jeopardy Notice Interval - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.8.1	P-2	Residence/FL(hours)	Diagnostic			92.57	7				Diagnostic
A.2.8.2	P-2	Business/FL(hours)	Diagnostic			96.00	3				Diagnostic
A.2.8.3	P-2	Design (Specials)/FL(hours)	Diagnostic								Diagnostic
A.2.8.4	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A.2.8.5	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic
A.2.8.6	P-2	ISDN/FL(hours)	Diagnostic								Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.9.1	P-2	Residence/FL(%)	95% >= 48 hrs			100.00%	155				YES
A.2.9.2	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	14				YES
A.2.9.3	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2 9 4	P-2	PBX/FL(%)	95% >= 48 hrs								
A.2 9.5	P-2	Centrex/FL(%)	95% >= 48 hrs								
A.2 9 6	P-2	ISDN/FL(%)	95% >= 48 hrs								
		48									
A 2.10 1	P-2	Residence/FL(%)	Diagnostic			100 00%	7				Diagnostic
A 2 10 2	P-2	Business/FL(%)	Diagnostic			100 00%	3				Diagnostic
A 2 10 3	P-2	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A 2 10 4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A 2 10 5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A 2 10 6	P-2	ISDN/FL(%)	Diagnostic								Diagnostic
A 2 11 1 1 1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	5 65%	50,671	3 31%	3,923		0 00383	6 1143	YES
A 2 11 1 1 2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0 04%	710,476	0 23%	61,307		0 00009	-21 5195	NO
A 2 11 1 2 1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	2 33%	43	0 00%	1		0 15246	0.1525	YES
A 2 11 1 2 2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A 2 11 2.1 1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1 21%	44,140	5 05%	554		0.00467	-8.2254	NO
A 2.11 2 1 2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0 10%	46,449	0 18%	3,403		0 00056	-1 3306	YES
A 2 11 2 2 1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	5 42%	277	.0 00%	6		0.09339	0.5799	YES
A 2 11 2 2.2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0 00%	13						
A 2 11 3 1.1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3 41%	1,789	12 50%	8		0 06431	-1 4196	YES
A 2 11.3.1.2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	8 11%	37	0 00%	21		0 07458	1 0872	YES
A 2 11 3 2 1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0 00%	4	0 00%	1		0 00000		YES
A 2 11 3 2 2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A 2 11 4 1 1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	2 60%	77	0 00%	5		0.07341	0 3538	YES
A 2 11 4 1 2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	1 17%	256	0 00%	29		0 02109	0.5558	YES
A 2 11 4.2 1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0 00%	1	0 00%	1		0 00000		YES
A 2 11 4 2 2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0 00%	46	0 00%	11		0 00000		YES
A 2 11.5 1 1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5 39%	687	0 00%	3		0 13061	0 4123	YES
A 2 11.5 1 2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	1,217	0 00%	8		0 00000		YES
A 2 11 5 2 1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	0 00%	19						
A 2 11 5 2 2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	86	0 00%	2		0.00000		YES
A 2 11 6 1 1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	3 10%	741	16 67%	12		0.06047	-2 6875	NO
A 2 11 6 1 2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1 56%	963	0 00%	22		0 02670	0 5834	YES
A 2 11 6 2 1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	3						
A 2 11 6 2 2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0 00%	97	0 00%	7		0 00000		YES
		% Provisioning Troubles within 30 Days									
A 2 12 1 1 1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	8 29%	48,942	6 01%	3,425		0 00487	4.6678	YES
A 2 12 1 1 2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3 63%	622,848	4 47%	47,332		0 00089	-9 4391	NO
A 2 12 1 2 1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	10 71%	84	20 00%	5		0 14238	-0 6522	YES
A 2 12 1 2 2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0 00%	1						
A 2 12 2 1 1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	1.89%	47,041	6 25%	480		0 00625	-6 9726	NO
A 2 12 2 1 2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4.63%	36,478	3 71%	2,803		0 00412	2 2273	YES
A 2 12 2 2 1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7 79%	244	0 00%	3		0 15566	0.5003	YES
A 2.12 2.2 2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	13.33%	15	0 00%	2		0 25589	0.5211	YES
A 2 12.3.1 1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	2 69%	1,709	0 00%	4		0 08101	0.0322	YES
A 2 12.3 1 2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	1 41%	71	0 00%	5		0 05452	0.2583	YES
A 2 12 3 2.1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0 00%	6						
A 2 12 3 2 2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A 2 12 4 1 1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	2 94%	68	0 00%	5		0 07829	0 3757	YES
A 2 12 4 1 2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	2 12%	189	0 00%	16		0 03747	0 5648	YES
A 2 12.4 2.1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0 00%	1						
A 2 12.4 2 2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0 00%	36	0 00%	6		0 00000		YES
A 2.12.5 1 1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	0 92%	649	0 00%	2		0 06778	0,1364	YES
A 2 12 5 1 2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	1 53%	1,114	9 09%	11		0 03714	-2 0367	NO
A 2 12 5 2 1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	3 45%	29						
A 2 12 5 2 2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	147						
A 2 12 6 1 1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2 16%	832	0 00%	17		0 03564	0.6070	YES
A 2 12 6 1 2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	0 58%	519	0 00%	18		0 01818	0 3180	YES
A 2 12 6 2 1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	19	0 00%	1		0 00000		YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2.12.6 2 2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0 00%	39	0 00%	8		0 00000		YES

Average Completion Notice Interval - Mechanized

A 2 14 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	3 99	43,786	0 71	3,105	22 279	0 41375	7 9364	YES
A 2 14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1 30	670,445	0 71	56,328	5 814	0 02550	23 4570	YES
A 2 14 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	0 85	37	0 18	1	3 896	3 94866	0 1684	YES
A 2 14 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res								
A 2 14 2 1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	2 30	40,427	1 14	408	15 782	0 78527	1 4836	YES
A 2 14 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2 03	43,281	0 68	2,516	14 395	0 29521	4 5690	YES
A 2 14 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	6 71	208	0 03	4	33 170	16 74350	0 3991	YES
A 2 14 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	2 41	12			6 399			
A 2 14 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	207 13	1,261	46 07	1	613 016	613 25882	0 2626	YES
A 2 14 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	95 35	26			216 003			
A 2 14 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	6 28	4			11 935			*
A 2 14 3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design								
A 2 14 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	143 08	52			413 299			
A 2 14 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	3 86	231			26 618			
A 2 14 4 2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	0 23	1			0 000			
A 2 14 4 2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	0 65	42			0 246			
A 2.14 5.1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	8 71	574			27 037			
A 2 14 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	6 56	1,146	0 83	1	46 328	46 34824	0 1237	YES
A 2 14 5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	9 71	17			26 825			
A 2 14 5.2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	1 76	84			7 677			
A 2 14 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	76 81	406			179 111			
A 2 14 6 1.2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	8 83	862			58 398			
A 2 14 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	0 04	2			0 021			
A.2 14 6 2 2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	5 14	88			25 541			

Average Completion Notice Interval - Non-Mechanized

A 2 15 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic			9 12	549				Diagnostic
A 2 15 1 1.2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10 17	1,755				Diagnostic
A 2 15 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 1 2.2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 2 1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			20 72	104				Diagnostic
A 2 15 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 99	699				Diagnostic
A 2 15 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			29 32	2				Diagnostic
A.2 15 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2 15.3.1.1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			36 80	6				Diagnostic
A 2 15 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			30 06	17				Diagnostic
A 2 15 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic			21 07	1				Diagnostic
A 2 15 3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2 15 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			25 69	5				Diagnostic
A 2 15 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			28 06	27				Diagnostic
A 2 15 4 2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic			35 58	1				Diagnostic
A.2.15 4.2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18 47	11				Diagnostic
A 2 15 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			59 12	3				Diagnostic
A 2 15 5.1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 09	7				Diagnostic
A.2.15 5.2 1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 00	2				Diagnostic
A.2.15 6.1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			44 84	12				Diagnostic
A 2 15 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			32 80	22				Diagnostic
A 2 15 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 6 2 2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 00	7				Diagnostic

Total Service Order Cycle Time - Mechanized

A 2 17 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3 26	2,436				Diagnostic
A 2 17 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 62	44,687				Diagnostic
A 2 17 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 2.1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2 96	211				Diagnostic
A 2 17 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 88	1,414				Diagnostic
A 2 17 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 50	2				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 17 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17.3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 3 2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.17 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 17 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 5.2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 6.1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 18 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2 70	443				Diagnostic
A 2 18.1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 60	11,192				Diagnostic
A 2 18 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0 33	1				Diagnostic
A 2 18 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 08	84				Diagnostic
A 2 18 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 90	776				Diagnostic
A.2 18.2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 00	1				Diagnostic
A 2 18 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 18 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 00	1				Diagnostic
A 2 18.5 2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18.5 2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.18 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 6 1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2.19 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			4 28	119				Diagnostic
A 2 19 1.1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 80	256				Diagnostic
A 2 19 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19.1 2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 19 2.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			5 60	39				Diagnostic
A.2 19 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 54	233				Diagnostic
A 2 19 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9 00	2				Diagnostic
A 2 19 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			2 00	1				Diagnostic
A 2.19 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 28	12				Diagnostic
A 2 19 3 2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 00	1				Diagnostic
A 2 19 3.2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4 50	2				Diagnostic
A 2 19 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 37	17				Diagnostic
A 2 19 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
A 2 19 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 20	5				Diagnostic

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ID	P-10	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 19 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8 33	3				Diagnostic
A 2 19 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			7.25	4				Diagnostic
A 2 19 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			16 50	2				Diagnostic
A 2 19 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 75	8				Diagnostic
A 2 19 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic

Total Service Order Cycle Time (offered) - Mechanized

ID	P-10	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 21 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3 16	2,271				Diagnostic
A 2 21 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 68	31,223				Diagnostic
A 2 21 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2 96	210				Diagnostic
A 2 21 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 90	1,323				Diagnostic
A 2 21 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 50	2				Diagnostic
A 2 21 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.21 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.21 4 1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 21 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.21 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.21 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 6.1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 21 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 21 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

ID	P-10	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 22 1 1 1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			2 63	413				Diagnostic
A 2 22 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 55	9,122				Diagnostic
A 2 22 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			0 33	1				Diagnostic
A 2 22 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			2 95	79				Diagnostic
A 2 22 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 71	672				Diagnostic
A.2.22.2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 00	1				Diagnostic
A 2 22 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.22 3.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 4 1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.22.4 2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 5 1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 00	1				Diagnostic
A 2 22 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.22 6 1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.22 6 1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 22 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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

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ID	Metric	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/FL(days)	Diagnostic			4.28	101				Diagnostic
A.2.23.1.1.2	P-10 Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.85	200				Diagnostic
A.2.23.1.2.1	P-10 Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.1.2.2	P-10 Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.2.1.1	P-10 Business/<10 circuits/Dispatch/FL(days)	Diagnostic			5.83	34				Diagnostic
A.2.23.2.1.2	P-10 Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.56	205				Diagnostic
A.2.23.2.2.1	P-10 Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			9.00	2				Diagnostic
A.2.23.2.2.2	P-10 Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.1	P-10 Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.3.1.2	P-10 Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			8.22	9				Diagnostic
A.2.23.3.2.1	P-10 Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic			8.00	1				Diagnostic
A.2.23.3.2.2	P-10 Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.4.1.1	P-10 PBX/<10 circuits/Dispatch/FL(days)	Diagnostic			4.50	2				Diagnostic
A.2.23.4.1.2	P-10 PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.67	14				Diagnostic
A.2.23.4.2.1	P-10 PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic			7.00	1				Diagnostic
A.2.23.4.2.2	P-10 PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.75	4				Diagnostic
A.2.23.5.1.1	P-10 Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			8.33	3				Diagnostic
A.2.23.5.1.2	P-10 Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.00	1				Diagnostic
A.2.23.5.2.1	P-10 Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.5.2.2	P-10 Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.1.1	P-10 ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
A.2.23.6.1.2	P-10 ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4.17	6				Diagnostic
A.2.23.6.2.1	P-10 ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A.2.23.6.2.2	P-10 ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	2				Diagnostic

% Completions w/o Notice or < 24 hours

ID	Metric	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.24.1.1	P-6 Residence/Dispatch/FL(%)	Diagnostic			48.78%	3,446				Diagnostic
A.2.24.1.2	P-6 Residence/Non-Dispatch/FL(%)	Diagnostic			91.65%	58,861				Diagnostic
A.2.24.2.1	P-6 Business/Dispatch/FL(%)	Diagnostic			51.52%	394				Diagnostic
A.2.24.2.2	P-6 Business/Non-Dispatch/FL(%)	Diagnostic			77.15%	2,923				Diagnostic
A.2.24.3.1	P-6 Design (Specials)/Dispatch/FL(%)	Diagnostic			16.67%	6				Diagnostic
A.2.24.3.2	P-6 Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			71.43%	14				Diagnostic
A.2.24.4.1	P-6 PBX/Dispatch/FL(%)	Diagnostic			75.00%	4				Diagnostic
A.2.24.4.2	P-6 PBX/Non-Dispatch/FL(%)	Diagnostic			80.65%	31				Diagnostic
A.2.24.5.1	P-6 Centrex/Dispatch/FL(%)	Diagnostic			100.00%	3				Diagnostic
A.2.24.5.2	P-6 Centrex/Non-Dispatch/FL(%)	Diagnostic			57.14%	7				Diagnostic
A.2.24.6.1	P-6 ISDN/Dispatch/FL(%)	Diagnostic			100.00%	6				Diagnostic
A.2.24.6.2	P-6 ISDN/Non-Dispatch/FL(%)	Diagnostic			56.25%	16				Diagnostic

Service Order Accuracy

ID	Metric	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.2.25.1.1.1	P-11 Residence/<10 circuits/Dispatch/FL(%)	>= 95%			90.54%	74				NO
A.2.25.1.1.2	P-11 Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97.33%	75				YES
A.2.25.1.2.1	P-11 Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			90.91%	11				NO
A.2.25.1.2.2	P-11 Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
A.2.25.2.1.1	P-11 Business/<10 circuits/Dispatch/FL(%)	>= 95%			87.20%	125				NO
A.2.25.2.1.2	P-11 Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			93.24%	74				NO
A.2.25.2.2.1	P-11 Business/>=10 circuits/Dispatch/FL(%)	>= 95%			91.67%	12				NO
A.2.25.2.2.2	P-11 Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			85.00%	20				NO
A.2.25.3.1.1	P-11 Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			97.96%	49				YES
A.2.25.3.1.2	P-11 Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			96.05%	76				YES
A.2.25.3.2.1	P-11 Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%								
A.2.25.3.2.2	P-11 Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			70.00%	10				NO

Resale - Maintenance and Repair

Missed Repair Appointments

ID	Metric	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.1.1	M&R-1 Residence/Dispatch/FL(%)	Res	8.79%	85,724	4.14%	4,374		0.00439	10.5923	YES
A.3.1.1.2	M&R-1 Residence/Non-Dispatch/FL(%)	Res	0.81%	50,368	1.32%	2,733		0.00176	-2.8957	NO
A.3.1.2.1	M&R-1 Business/Dispatch/FL(%)	Bus	8.31%	16,192	7.34%	763		0.01022	0.9459	YES
A.3.1.2.2	M&R-1 Business/Non-Dispatch/FL(%)	Bus	1.71%	9,937	1.46%	411		0.00653	0.3844	YES
A.3.1.3.1	M&R-1 Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48		0.03476	1.1168	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29		0.01961	0.5668	YES
A.3.1.4.1	M&R-1	PBX/Dispatch/FL(%)	PBX	13.99%	386	20.00%	15		0.09129	-0.6584	YES
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL(%)	PBX	4.07%	172	0.00%	9		0.06756	0.6024	YES
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	12.91%	1,286	31.58%	19		0.07749	-2.4095	NO
A.3.1.5.2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	2.77%	1,047	0.00%	3		0.09488	0.2919	YES
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5		0.07451	0.3774	YES
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0				YES

Customer Trouble Report Rate

A.3.2.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.94%	4,414,013	2.11%	206,986		0.00031	-5.4592	NO
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1.14%	4,414,013	1.32%	206,986		0.00024	-7.4829	NO
A.3.2.2.1	M&R-2	Business/Dispatch/FL(%)	Bus	1.36%	1,194,289	9.52%	8,018		0.00130	-62.5447	NO
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.83%	1,194,289	5.13%	8,018		0.00102	-42.0108	NO
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.70%	200,629	1.70%	2,819		0.00159	-6.2997	NO
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.99%	200,629	1.03%	2,819		0.00188	-0.2247	YES
A.3.2.4.1	M&R-2	PBX/Dispatch/FL(%)	PBX	0.21%	185,476	0.17%	8,844		0.00050	0.7755	YES
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0.09%	185,476	0.10%	8,844		0.00033	-0.2724	YES
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0.55%	233,942	0.91%	2,096		0.00163	-2.1933	NO
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.45%	233,942	0.14%	2,096		0.00147	2.0740	YES
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.09%	366,068	0.10%	5,028		0.00042	-0.2865	YES
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	366,068	0.00%	5,028		0.00047	2.3222	YES

Maintenance Average Duration

A.3.3.1.1	M&R-3	Residence/Dispatch/FL(hours)	Res	18.51	85,724	15.80	4,374	24.128	0.37401	7.2592	YES
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	5.65	50,368	4.92	2,733	14.078	0.27651	2.6309	YES
A.3.3.2.1	M&R-3	Business/Dispatch/FL(hours)	Bus	14.58	16,192	14.86	763	21.956	0.81338	-0.3513	YES
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	3.85	9,937	3.96	411	9.997	0.50321	-0.2274	YES
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	9.59	1,408	5.58	48	52.979	7.77616	0.5164	YES
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	2.64	1,979	2.92	29	7.795	1.45811	-0.1922	YES
A.3.3.4.1	M&R-3	PBX/Dispatch/FL(hours)	PBX	16.70	386	19.92	15	41.680	10.96886	-0.2940	YES
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	3.79	172	0.97	9	8.753	2.99290	0.9402	YES
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	16.54	1,286	14.21	19	21.413	4.94863	0.4705	YES
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	3.39	1,047	0.94	3	7.572	4.37814	0.5593	YES
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	6.42	320	6.03	5	9.076	4.09053	0.0957	YES
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2.36	398	0.00	0	3.573			YES

% Repeat Troubles within 30 Days

A.3.4.1.1	M&R-4	Residence/Dispatch/FL(%)	Res	17.00%	85,724	13.21%	4,374		0.00582	6.4975	YES
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.15%	50,368	14.05%	2,733		0.00685	0.1480	YES
A.3.4.2.1	M&R-4	Business/Dispatch/FL(%)	Bus	14.03%	16,192	12.98%	763		0.01287	0.8211	YES
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL(%)	Bus	12.56%	9,937	8.76%	411		0.01668	2.2781	YES
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	24.15%	1,408	10.42%	48		0.06282	2.1859	YES
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	19.40%	1,979	27.59%	29		0.07397	-1.1062	YES
A.3.4.4.1	M&R-4	PBX/Dispatch/FL(%)	PBX	15.80%	386	20.00%	15		0.09600	-0.4372	YES
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	12.79%	172	0.00%	9		0.11420	1.1200	YES
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.82%	1,286	21.05%	19		0.07461	-1.2375	YES
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	17.00%	1,047	0.00%	3		0.21719	0.7828	YES
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL(%)	ISDN	17.50%	320	0.00%	5		0.17125	1.0219	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	12.06%	398	0.00%	0				YES

Out of Service > 24 hours

A.3.5.1.1	M&R-5	Residence/Dispatch/FL(%)	Res	16.41%	55,152	11.94%	3,173		0.00676	6.5984	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL(%)	Res	4.48%	13,788	2.92%	889		0.00716	2.1754	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL(%)	Bus	12.13%	10,046	11.82%	516		0.01474	0.2120	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL(%)	Bus	2.61%	3,914	1.95%	205		0.01141	0.5737	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	5.97%	1,408	2.08%	48		0.03476	1.1168	YES
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	1.11%	1,979	0.00%	29		0.01961	0.5668	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL(%)	PBX	14.09%	291	11.11%	9		0.11775	0.2529	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	3.19%	94	0.00%	8		0.06474	0.4930	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL(%)	Centrex	18.00%	889	16.67%	6		0.15736	0.0846	YES
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	2.21%	498	0.00%	3		0.08511	0.2595	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL(%)	ISDN	2.81%	320	0.00%	5		0.07451	0.3774	YES

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A.3.5.6.2	M&R-5 ISDN/Non-Dispatch/FL(%)	ISDN	0.50%	398	0.00%	0	■■■■■			YES
	Resale - Billing									
	Invoice Accuracy									
A.4.1	B-1 FL(%)	BST - State	98.37%	$503,464,778	99.92%	$12,779,241	■■■■■	0.00004	-432.9836	YES
	Mean Time to Deliver Invoices - CRIS									
A.4.2	B-2 Region(business days)	BST - Region	4.87	1	3.96	1,863	■■■■■			YES

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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/FL(%)	Diagnostic								Diagnostic
B 1 1 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B.1.1 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			19 39%	11,394				Diagnostic
B 1 1 4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			15 48%	252				Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			16 67%	24				Diagnostic
B 1 1 7	O-7	Line Sharing/FL(%)	Diagnostic			28 15%	135				Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			10 80%	1,231				Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			9 65%	933				Diagnostic
B 1 1 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B 1 1 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 1 1 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			31 87%	91				Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			90 00%	170				Diagnostic
B 1 1 14	O-7	Other Design/FL(%)	Diagnostic			34 33%	134				Diagnostic
B 1.1 15	O-7	Other Non-Design/FL(%)	Diagnostic			59 39%	9,081				Diagnostic
B 1 1 16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1 1 17	O-13	LNP Standalone/FL(%)	Diagnostic			8 74%	3,583				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B 1 2 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 1 2 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B 1 2 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			24 88%	6,262				Diagnostic
B 1 2 4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			5 88%	17				Diagnostic
B 1 2 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0.00%	14				Diagnostic
B 1 2 7	O-7	Line Sharing/FL(%)	Diagnostic			24 11%	141				Diagnostic
B 1 2 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			23 99%	471				Diagnostic
B 1 2 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			22 65%	1,055				Diagnostic
B 1 2 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			100 00%	1				Diagnostic
B 1 2.11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 1 2.12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			46 54%	651				Diagnostic
B 1 2 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			30 91%	2,384				Diagnostic
B 1 2 14	O-7	Other Design/FL(%)	Diagnostic			44 09%	127				Diagnostic
B 2 15	O-7	Other Non-Design/FL(%)	Diagnostic			76 89%	4,080				Diagnostic
B 2 16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 2.17	O-13	LNP Standalone/FL(%)	Diagnostic			37 51%	1,557				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B 3.1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 3 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			39 22%	51				Diagnostic
B 3 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			52 45%	755				Diagnostic
B 3 4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			25 93%	270				Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			13 97%	673				Diagnostic
B 1.3 7	O-7	Line Sharing/FL(%)	Diagnostic			26 11%	203				Diagnostic
B 1 3 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			45 23%	241				Diagnostic
B 1.3 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			25 52%	1,309				Diagnostic
B 1 3 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0 00%	2				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			42 86%	14				Diagnostic
B 1 3 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			67 86%	112				Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			47 37%	152				Diagnostic
B 1 3 14	O-7	Other Design/FL(%)	Diagnostic			27 62%	648				Diagnostic
B 1 3 15	O-7	Other Non-Design/FL(%)	Diagnostic			40 33%	1,525				Diagnostic
B 1 3 16	O-7	INP Standalone/FL(%)	Diagnostic			48 94%	47				Diagnostic
B 1 3 17	O-13	LNP Standalone/FL(%)	Diagnostic			32 68%	912				Diagnostic

Reject Interval - Mechanized

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 4 1	O-8	Switch Ports/FL(%)	>= 97% w in 1 hr								
B 1 4 2	O-8	Local Interoffice Transport/FL(%)	>= 97% w in 1 hr								
B 1 4 3	O-8	Loop + Port Combinations/FL(%)	>= 97% w in 1 hr			94 49%	2,216				NO
B 1 4.4	O-8	Combo Other/FL(%)	>= 97% w in 1 hr								
B 1 4 5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 97% w in 1 hr			100 00%	39				YES
B 1 4 6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 97% w in 1 hr			100 00%	4				YES
B 1 4 7	O-8	Line Sharing/FL(%)	>= 97% w in 1 hr			55 26%	38				NO
B 1 4 8	O-8	2W Analog Loop Design/FL(%)	>= 97% w in 1 hr			71 85%	135				NO
B 1 4 9	O-8	2W Analog Loop Non-Design/FL(%)	>= 97% w in 1 hr			74 73%	91				NO
B 1 4 10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 97% w in 1 hr								
B 1 4 11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 97% w in 1 hr								
B 1 4 12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 97% w in 1 hr			96 55%	29				NO
B 1 4 13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 97% w in 1 hr			100 00%	153				YES
B 1 4 14	O-8	Other Design/FL(%)	>= 97% w in 1 hr			89 36%	47				NO
B 1 4 15	O-8	Other Non-Design/FL(%)	>= 97% w in 1 hr			73 29%	5,646				NO
B 1 4 16	O-8	INP Standalone/FL(%)	>= 97% w in 1 hr								
B 1 4 17	O-14	LNP Standalone/FL(%)	>= 97% w in 1 hr			98 72%	313				YES

Reject Interval - Partially Mechanized - 10 hours

B 1 7 1	O-8	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B 1 7 2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B.1 7 3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			95 04%	1,574				YES
B 1 7 4	O-8	Combo Other/FL(%)	>= 85% w in 10 hrs								
B 1 7 5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100 00%	1				YES
B 1 7.6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs								
B 1 7 7	O-8	Line Sharing/FL(%)	>= 85% w in 10 hrs			61 76%	34				NO
B 1.7 8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			92 17%	115				YES
B 1 7 9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			88 62%	246				YES
B 1 7 10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs			100 00%	1				YES
B 1 7 11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B 1 7 12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			86 36%	308				YES
B 1 7 13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			84 74%	747				NO
B 1 7 14	O-8	Other Design/FL(%)	>= 85% w in 10 hrs			94 64%	56				YES
B 1 7 15	O-8	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97 90%	3,147				YES
B 1 7 16	O-8	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B 1 7 17	O-14	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96 76%	587				YES

Reject Interval - Non-Mechanized

B 1 8 1	O-8	Switch Ports/FL(%)	>= 85% w in 24 hrs								
B 1 8 2	O-8	Local Interoffice Transport/FL(%)	>= 85% w in 24 hrs			90 91%	22				YES
B 1 8 3	O-8	Loop + Port Combinations/FL(%)	>= 85% w in 24 hrs			99 75%	398				YES
B 1 8 4	O-8	Combo Other/FL(%)	>= 85% w in 24 hrs								
B 1 8 5	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 24 hrs			100 00%	70				YES
B 1 8 6	O-8	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 24 hrs			100 00%	96				YES
B.1 8 7	O-8	Line Sharing/FL(%)	>= 85% w in 24 hrs			98 11%	53				YES
B.1.8.8	O-8	2W Analog Loop Design/FL(%)	>= 85% w in 24 hrs			100 00%	111				YES
B 1 8 9	O-8	2W Analog Loop Non-Design/FL(%)	>= 85% w in 24 hrs			99 70%	338				YES
B 1 8 10	O-8	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 24 hrs								
B 1 8 11	O-8	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 24 hrs			100 00%	6				YES
B 1 8 12	O-14	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 24 hrs			98 68%	76				YES
B.1 8.13	O-14	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 24 hrs			100 00%	74				YES
B.1.8 14	O-8	Other Design/FL(%)	>= 85% w in 24 hrs			97 77%	179				YES
B 1.8 15	O-8	Other Non-Design/FL(%)	>= 85% w in 24 hrs			99 51%	616				YES
B 1 8 16	O-8	INP Standalone/FL(%)	>= 85% w in 24 hrs			100 00%	23				YES
B 1 8 17	O-14	LNP Standalone/FL(%)	>= 85% w in 24 hrs			99 00%	300				YES

FOC Timeliness - Mechanized

B 1 9 1	O-9	Switch Ports/FL(%)	>= 95% w in 3 hrs								
B 1 9 2	O-9	Local Interoffice Transport/FL(%)	>= 95% w in 3 hrs								
B 1 9 3	O-9	Loop + Port Combinations/FL(%)	>= 95% w in 3 hrs			99 48%	9,258				YES
B 1 9 4	O-9	Combo Other/FL(%)	>= 95% w in 3 hrs								
B 1.9 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 3 hrs			99 06%	213				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 9 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			100 00%	20				YES
B 1 9 7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			96 33%	109				YES
B 1.9 8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99 82%	1,113				YES
B.1 9 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99 88%	853				YES
B 1.9 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 95% w in 3 hrs								
B 1 9 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 95% w in 3 hrs								
B 1 9 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 95% w in 3 hrs			98 59%	71				YES
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100 00%	126				YES
B 1 9 14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			98 88%	89				YES
B 1 9 15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99 83%	4,689				YES
B 1 9 16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B 1 9 17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			96 41%	3,312				YES

FOC Timeliness - Partially Mechanized - 10 hours

B 1 12 1	O-9	Switch Ports/FL(%)	>= 85% w in 10 hrs								
B 1 12 2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 10 hrs								
B 1 12 3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 10 hrs			94 03%	4,943				YES
B 1 12 4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B 1 12 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			100 00%	16				YES
B 1 12 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			85 71%	14				YES
B 1 12 7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			100 00%	115				YES
B 1 12 8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			94 34%	371				YES
B 1 12 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			89 68%	843				YES
B 1 12 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 10 hrs								
B 1 12 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 10 hrs								
B 1 12 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 10 hrs			90 99%	466				YES
B 1 12 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			95 50%	2,178				YES
B 1 12 14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			78 13%	96				NO
B 1 12 15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97 95%	880				YES
B 1 12 16	O-9	INP Standalone/FL(%)	>= 85% w in 10 hrs								
B 1 12 17	O-15	LNP Standalone/FL(%)	>= 85% w in 10 hrs			96 11%	1,054				YES

FOC Timeliness - Non-Mechanized

B 1 13 1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B 1 13 2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			89 29%	28				YES
B 1 13 3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			98 36%	304				YES
B 1 13 4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B 1 13 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			98 99%	198				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99 62%	533				YES
B 1 13 7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			100 00%	140				YES
B 1 13.8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			98 43%	127				YES
B 1 13.9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99 34%	909				YES
B 1.13 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100 00%	2				YES
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	8				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100 00%	31				YES
B.1 13.13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	71				YES
B.1 13 14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99 55%	444				YES
B.1 13 15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99 31%	873				YES
B 1 13 16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100 00%	23				YES
B 1 13 17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			100 00%	611				YES

FOC & Reject Response Completeness - Mechanized

B 1 14 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 14 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 14 2 1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 14 2 2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B 1 14 3 1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99 85%	2,052				YES
B 1 14 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99 97%	9,342				YES
B 1 14 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 14 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B 1 14 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100 00%	67				YES
B 1 14 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100 00%	185				YES

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Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1 14 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1 14 6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100 00%	24				YES
B.1.14 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100 00%	19				YES
B 1 14 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100 00%	116				YES
B 1 14 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96 68%	271				YES
B 1 14 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			99 27%	960				YES
B 1.14 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100 00%	1				YES
B 1 14 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			99 68%	932				YES
B 1 14 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 14 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 14 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1 14 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1 14 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			95 59%	68				YES
B.1 14 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100 00%	23				YES
B 1 14 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100 00%	53				YES
B 1 14 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			99 15%	117				YES
B 1 14.14 1	O-11	Other Design/EDI/FL(%)	>= 95%			100 00%	36				YES
B 1 14 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			98 98%	98				YES
B 1 1 14 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			100.00%	8,493				YES
B 1 14 15 2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100 00%	588				YES
B 1 14 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 14 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1 14 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100 00%	3,266				YES
B 1 14.17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100 00%	317				YES

FOC & Reject Response Completeness - Partially Mechanized

Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 15 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 15 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 15 2 1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 15 2 2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B 1 15 3 1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			99 86%	729				YES
B 1 15 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99 91%	5,533				YES
B 1 15 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 15 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B 1 15 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100 00%	6				YES
B 1 15 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100 00%	11				YES
B 1 15 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B 1 15.6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100 00%	14				YES
B 1 15 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100 00%	34				YES
B.1 15 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			97 20%	107				YES
B 1 15 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			99 57%	234				YES
B.1.15 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			100 00%	237				YES
B 1 15.9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100 00%	1				YES
B.1 15 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			100 00%	1,054				YES
B.1 15 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100 00%	1				YES
B.1 15 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 15 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 15 11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1.15 12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100 00%	407				YES
B 1 15 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100 00%	244				YES
B 1 15 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			99 78%	927				YES
B 1 15 13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100 00%	1,457				YES
B 1 15 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			100 00%	26				YES
B 1 15 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			100 00%	101				YES
B 1 15 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99 95%	3,785				YES
B 1 15 15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			100 00%	295				YES
B 1 15 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 15 16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 15 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99 92%	1,205				YES
B 1 15 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99 72%	352				YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		FOC & Reject Response Completeness - Non-Mechanized									
B.1.16.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.16.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			92.16%	51				NO
B.1.16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			91.92%	755				NO
B.1.16.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.16.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			99.63%	270				YES
B.1.16.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.06%	673				NO
B.1.16.7	O-11	Line Sharing/FL(%)	>= 95%			91.13%	203				NO
B.1.16.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96.68%	241				YES
B.1.16.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			94.65%	1,309				NO
B.1.16.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2				YES
B.1.16.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100.00%	14				YES
B.1.16.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			95.54%	112				YES
B.1.16.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			96.05%	152				YES
B.1.16.14	O-11	Other Design/FL(%)	>= 95%			92.28%	648				NO
B.1.16.15	O-11	Other Non-Design/FL(%)	>= 95%			95.87%	1,525				YES
B.1.16.16	O-11	INP Standalone/FL(%)	>= 95%			97.87%	47				YES
B.1.16.17	O-11	LNP Standalone/FL(%)	>= 95%			99.01%	912				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B.1.17.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.17.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.17.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.17.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.17.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			85.75%	2,049				NO
B.1.17.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			90.95%	9,339				NO
B.1.17.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.17.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.17.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	67				YES
B.1.17.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	185				YES
B.1.17.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.17.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			95.83%	24				YES
B.1.17.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			42.11%	19				NO
B.1.17.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			87.07%	116				NO
B.1.17.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			75.19%	262				NO
B.1.17.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			93.60%	953				NO
B.1.17.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			0.00%	1				NO
B.1.17.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			93.43%	929				NO
B.1.17.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B.1.17.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.17.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.17.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.17.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100.00%	65				YES
B.1.17.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	23				YES
B.1.17.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100.00%	53				YES
B.1.17.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100.00%	116				YES
B.1.17.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			50.00%	36				NO
B.1.17.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			75.26%	97				NO
B.1.17.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			39.59%	8,493				NO
B.1.17.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			86.27%	588				NO
B.1.17.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.17.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.17.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100.00%	3,266				YES
B.1.17.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100.00%	317				YES
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
B.1.18.1.1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B.1.18.1.2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B.1.18.2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B.1.18.2.2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B.1.18.3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94.37%	728				NO

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B.1.18.3.2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			93.14%	5,528				NO
B.1.18.4.1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B.1.18.4.2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B.1.18.5.1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100.00%	6				YES
B.1.18.5.2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100.00%	11				YES
B.1.18.6.1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B.1.18.6.2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100.00%	14				YES
B.1.18.7.1	O-11	Line Sharing/EDI/FL(%)	>= 95%			76.47%	34				NO
B.1.18.7.2	O-11	Line Sharing/TAG/FL(%)	>= 95%			88.46%	104				NO
B.1.18.8.1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			96.14%	233				YES
B.1.18.8.2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			91.56%	237				NO
B.1.18.9.1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.18.9.2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			92.69%	1,054				NO
B.1.18.10.1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%			100.00%	1				YES
B.1.18.10.2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B.1.18.11.1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B.1.18.11.2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1.18.12.1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			97.05%	407				YES
B.1.18.12.2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			93.03%	244				NO
B.1.18.13.1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			91.03%	925				NO
B.1.18.13.2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			91.97%	1,457				NO
B.1.18.14.1	O-11	Other Design/EDI/FL(%)	>= 95%			96.15%	26				YES
B.1.18.14.2	O-11	Other Design/TAG/FL(%)	>= 95%			72.28%	101				NO
B.1.18.15.1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			96.27%	3,783				YES
B.1.18.15.2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			95.93%	295				YES
B.1.18.16.1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B.1.18.16.2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B.1.18.17.1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			98.59%	1,204				YES
B.1.18.17.2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			96.58%	351				YES

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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.1.19.1	O-11	Switch Ports/FL(%)	>= 95%								
B.1.19.2	O-11	Local Interoffice Transport/FL(%)	>= 95%			91.49%	47				NO
B.1.19.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			94.52%	694				NO
B.1.19.4	O-11	Combo Other/FL(%)	>= 95%								
B.1.19.5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			94.80%	269				NO
B.1.19.6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			94.00%	633				NO
B.1.19.7	O-11	Line Sharing/FL(%)	>= 95%			92.43%	185				NO
B.1.19.8	O-11	2W Analog Loop Design/FL(%)	>= 95%			90.99%	233				NO
B.1.19.9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			91.77%	1,239				NO
B.1.19.10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100.00%	2				YES
B.1.19.11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			85.71%	14				NO
B.1.19.12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			86.92%	107				NO
B.1.19.13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			91.78%	146				NO
B.1.19.14	O-11	Other Design/FL(%)	>= 95%			91.64%	598				NO
B.1.19.15	O-11	Other Non-Design/FL(%)	>= 95%			94.80%	1,462				NO
B.1.19.16	O-11	INP Standalone/FL(%)	>= 95%			95.65%	46				YES
B.1.19.17	O-11	LNP Standalone/FL(%)	>= 95%			95.24%	903				YES

Unbundled Network Elements - Provisioning

Order Completion Interval

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.1.1.1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435			5.127			
B.2.1.1.1.2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242			1.752			
B.2.1.1.2.1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.1.2.2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9			4.144			
B.2.1.2.1.1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	DS1/DS3	17.34	2,083	25.18	17	18.245	4.44318	-1.7631	NO
B.2.1.2.1.2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.2.2.1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	DS1/DS3	19.00	1			0.000			
B.2.1.2.2.2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	DS1/DS3								
B.2.1.3.1.1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.23	511	5.157	0.22884	0.8174	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.1.3.1.2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.53	7,187	1.754	0.02080	14.4748	YES
B.2.1.3.1.3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0.33	435,885	0.33	5,872	0.000	0.00000		NO
B.2.1.3.1.4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.60	282,387	1.42	1,315	2.615	0.07227	2.5238	YES
B.2.1.3.2.1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273	6.00	13	13.632	3.86969	0.7865	YES
B.2.1.3.2.2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	1	2.656	2.66547	0.6345	YES
B.2.1.3.2.3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	0.33	27	0.33	1	0.000	0.00000		YES
B.2.1.3.2.4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	2.44	110			2.814			
B.2.1.4.1.1	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	3.88	87,273	13.28	93	9.484	0.98399	-9.5540	NO
B.2.1.4.1.4	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	3.88	87,273			18.083			
B.2.1.4.2.1	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	9.12	279			13.537			
B.2.1.4.2.4	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	9.12	279			3.001			
B.2.1.6.3.1	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	14.13	353	10.66	248	12.807	1.06115	3.2700	YES
B.2.1.6.3.2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.31	696			4.426			
B.2.1.6.4.1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.4.2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	0.33	1			0.000			
B.2.1.6.5.1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B.2.1.6.5.2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B.2.1.7.3.1	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.17	8,956	3.50	4	4.089	2.04476	0.3277	YES
B.2.1.7.3.2	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.47	6,116	3.36	11	1.210	0.36528	0.3011	YES
B.2.1.7.4.1	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	3.67	3			0.577			
B.2.1.7.4.2	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.7.5.1	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	3.00	1			0.000			
B.2.1.7.5.2	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B.2.1.8.1.1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070	5.50	235	5.157	0.33690	-6.1818	NO
B.2.1.8.1.2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.8.2.1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	6.00	4	13.632	6.86554	0.4432	YES
B.2.1.8.2.2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
B.2.1.9.1.1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435	4.14	464	5.127	0.23867	-3.1268	NO
B.2.1.9.1.4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188	2.47	15	2.615	0.67512	-1.2816	YES
B.2.1.9.2.1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255	4.47	5	13.409	6.05536	0.7032	YES
B.2.1.9.2.4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8			4.106			
B.2.1.10.1.1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070			5.157			
B.2.1.10.1.2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.10.2.1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273			13.632			
B.2.1.10.2.2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
B.2.1.11.1.1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435			5.127			
B.2.1.11.1.4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188			2.615			
B.2.1.11.2.1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255			13.409			
B.2.1.11.2.4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8			4.106			
B.2.1.12.1.1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3.41	85,070	5.51	182	5.157	0.38271	-5.4693	NO
B.2.1.12.1.2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.41	85,070			1.754			
B.2.1.12.2.1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	9.04	273	10.00	1	13.632	13.65653	-0.0701	YES
B.2.1.12.2.2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	9.04	273			2.656			
B.2.1.13.1.1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3.40	84,435	5.09	269	5.127	0.31310	-5.4143	NO
B.2.1.13.1.4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.60	281,188	5.51	248	2.615	0.16610	-23.5433	NO
B.2.1.13.2.1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	8.72	255	7.85	20	13.409	3.11379	0.2807	YES
B.2.1.13.2.4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	5.00	8	7.39	18	4.106	1.74461	-1.3693	YES
B.2.1.14.1.1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	22.02	2,203	2.17	8	41.539	14.71298	1.3492	YES
B.2.1.14.1.2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	7.20	375			18.083			
B.2.1.14.2.1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	12.72	6			8.063			
B.2.1.14.2.2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	3.50	97			3.001			
B.2.1.15.1.1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3.41	85,070	3.06	11	5.157	1.55514	0.2266	YES
B.2.1.15.1.2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0.83	718,272	0.75	4	1.754	0.87712	0.0948	YES
B.2.1.15.2.1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	9.04	273			13.632			
B.2.1.15.2.2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	2.02	137	0.33	2	2.656	1.89159	0.8941	YES
B.2.1.16.1.1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435			5.127			
B.2.1.16.1.2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.33	1	1.752	1.75214	0.2849	YES
B.2.1.16.2.1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.16.2.2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9			4.144			
B.2.1.17.1.1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3.40	84,435	3.00	2	5.127	3.62545	0.1090	YES
B.2.1.17.1.2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0.83	716,242	0.64	4,043	1.752	0.02763	6.7573	YES

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B.2.1.17.2.1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	8.72	255			13.409			
B.2.1.17.2.2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	4.48	9	0.86	5	4.144	2.31144	1.5649	YES
B.2.1.18.1.1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	5.01	9,743	8.81	353	6.848	0.37102	-10.2472	NO
B.2.1.18.1.2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3.63	7,251			2.905			
B.2.1.18.2.1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	3.50	4			0.577			
B.2.1.18.2.2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	2.00	1			0.000			
B.2.1.19.1.1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	20.08	322	7.34	134	72.661	7.46970	1.7053	YES
B.2.1.19.1.2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	5.23	250			16.002			
B.2.1.19.2.1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	3.17	2			4.009			
B.2.1.19.2.2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	3.50	97			3.001			

Order Completion Interval within X days

B.2.2.1	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days	██				██			
B.2.2.2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			4.50	110				YES

Held Orders

B.2.3.1.1.1	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338			10.846			
B.2.3.1.1.2	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.1.3	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26			29.849			
B.2.3.1.2.1	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2			1.414			
B.2.3.1.2.2	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.1.2.3	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.2.1.1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	13.00	2	0.00	0	7.071			YES
B.2.3.2.1.2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0.00	0				YES
B.2.3.2.1.3	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	16.83	6	0.00	0	14.077			YES
B.2.3.2.2.1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.2.2.3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	0.00	0						
B.2.3.3.1.1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	8.61	343	13.00	2	10.796	7.65601	-0.5739	YES
B.2.3.3.1.2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.1.3	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0	29.849			YES
B.2.3.3.2.1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0	1.414			YES
B.2.3.3.2.2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.3.2.3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.4.1.1	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	8.56	346	0.00	0	10.759			YES
B.2.3.4.1.2	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0	0.00	0				YES
B.2.3.4.1.3	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	24.85	27	0.00	0	32.040			YES
B.2.3.4.2.1	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	3.00	2			1.414			
B.2.3.4.2.2	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.4.2.3	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0						
B.2.3.5.1.1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	19.83	178	3.00	1	17.714	17.76383	0.9475	YES
B.2.3.5.1.2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.5.1.3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	68.33	3	0.00	0	16.773			YES
B.2.3.5.2.1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.5.2.3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.6.1.1	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	3.00	1	2.00	2	0.000	0.00000		YES
B.2.3.6.1.2	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.1.3	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0.00	0	0.00	0				YES
B.2.3.6.2.1	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B.2.3.6.2.2	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B.2.3.6.2.3	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								
B.2.3.7.1.1	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	19.83	178	0.00	0	17.714			YES
B.2.3.7.1.2	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0	0.00	0				YES
B.2.3.7.1.3	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	68.33	3	0.00	0	16.773			YES
B.2.3.7.2.1	P-1	Line Sharing/>=10 circuits/Facility/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.2	P-1	Line Sharing/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0.00	0						
B.2.3.7.2.3	P-1	Line Sharing/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B.2.3.8.1.1	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	6.25	4	10.796	5.42928	0.4340	YES
B.2.3.8.1.2	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.1.3	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES

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Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.3.8.2.1	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0	1.414			YES
B.2.3.8.2.2	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.8.2.3	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.9.1.1	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	10.00	1	10.846	10.86166	-0.1223	YES
B.2.3.9.1.2	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.1.3	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			YES
B.2.3.9.2.1	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	1.414			YES
B.2.3.9.2.2	P-1	2W Analog Loop Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.9.2.3	P-1	2W Analog Loop Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.10.1.1	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	0.00	0	10.796			YES
B.2.3.10.1.2	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.10.1.3	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES
B.2.3.10.2.1	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2			1.414			
B.2.3.10.2.2	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0						
B.2.3.10.2.3	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0						
B.2.3.11.1.1	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	0.00	0	10.846			YES
B.2.3.11.1.2	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.1.3	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			YES
B.2.3.11.2.1	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	1.414			YES
B.2.3.11.2.2	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.11.2.3	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.12.1.1	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	8.61	343	7.50	2	10.796	7.65601	0.1445	YES
B.2.3.12.1.2	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.1.3	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	22.58	26	0.00	0	29.849			YES
B.2.3.12.2.1	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	3.00	2	0.00	0	1.414			YES
B.2.3.12.2.2	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.12.2.3	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0.00	0				YES
B.2.3.13.1.1	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	8.67	338	0.00	0	10.846			YES
B.2.3.13.1.2	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.1.3	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	22.58	26	0.00	0	29.849			YES
B.2.3.13.2.1	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	3.00	2	0.00	0	1.414			YES
B.2.3.13.2.2	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.13.2.3	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0.00	0	0.00	0				YES
B.2.3.14.1.1	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	3.67	3	0.00	0	0.577			YES
B.2.3.14.1.2	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
B.2.3.14.1.3	P-1	Other Design/<10 circuits/Other/FL(days)	Design	63.50	2	0.00	0	40.305			YES
B.2.3.14.2.1	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0.00	0						
B.2.3.14.2.2	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
B.2.3.14.2.3	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0.00	0						
B.2.3.15.1.1	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	8.61	343	0.00	0	10.796			YES
B.2.3.15.1.2	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.1.3	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	22.58	26	0.00	0	29.849			YES
B.2.3.15.2.1	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	3.00	2	0.00	0	1.414			YES
B.2.3.15.2.2	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.15.2.3	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0.00	0	0.00	0				YES
B.2.3.16.1.1	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338	0.00	0	10.846			YES
B.2.3.16.1.2	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.16.1.3	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0	29.849			YES
B.2.3.16.2.1	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2			1.414			
B.2.3.16.2.2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0						
B.2.3.16.2.3	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0						
B.2.3.17.1.1	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	8.67	338	0.00	0	10.846			YES
B.2.3.17.1.2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.1.3	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	22.58	26	0.00	0	29.849			YES
B.2.3.17.2.1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	3.00	2	0.00	0	1.414			YES
B.2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B.2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	19.85	183	2.33	3	17.559	10.22061	1.7136	YES
B.2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B.2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	68.33	3	0.00	0	16.773			YES
B.2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 3 18 2 2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0 00	0						
B 2.3 18 2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0 00	0						
B 2 3 19 1 1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	4 00	1	0 00	0	0 000			YES
B 2 3 19.1 2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0 00	0	0 00	0				YES
B 2 3 19 1 3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	0 00	0	0 00	0				YES
B 2 3 19 2 1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0						
B 2 3 19 2 2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0 00	0						
B.2 3 19 2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0 00	0						

% Jeopardies - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 5 1	P-2	Switch Ports/FL(%)	R&B (POTS)	0 49%	855,866						
B 2 5 2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	32 86%	2,267						
B 2 5 3	P-2	Loop + Port Combinations/FL(%)	R&B	0 50%	858,795	0 20%	7,676		0 00081	3 7796	YES
B 2 5 4	P-2	Combo Other/FL(%)	R&B&D - Disp	4 57%	101,827	0 00%	1		0 20885	0 2188	YES
B 2 5 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	13 24%	21,534	0 00%	82		0 03750	3 5307	YES
B 2 5 6	P-2	UNE ISDN/FL(%)	ISDN - BRI	7 20%	1,084	18 18%	11		0 07831	-1 4029	YES
B 2 5 7	P-2	Line Sharing/FL(%)	ADSL to Retail	13 24%	21,534	0 00%	1		0 33893	0 3906	YES
B 2 5 8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0 50%	858,795	16 41%	262		0 00436	-36 4521	NO
B 2 5 9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1 00%	420,200	4 59%	109		0 00954	-3 7559	NO
B 2 5 10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0 50%	858,795						
B 2 5 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1 00%	420,200						
B.2 5 12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.50%	858,795	11 25%	240		0 00456	-23 5690	NO
B.2 5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.00%	420,200	4 95%	1,030		0 00311	-12 7051	NO
B.2 5.14	P-2	Other Design/FL(%)	Design	9 73%	3,597	0 00%	15		0 07668	1 2689	YES
B 2.5 15	P-2	Other Non-Design/FL(%)	R&B	0 50%	858,795	8 00%	25		0 01413	-5 3075	NO
B.2 5 16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0 49%	855,866	0 00%	1		0 06999	0 0703	YES
B.2 5 17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0 49%	855,866	0 00%	3,472		0 00119	4 1359	YES
B 2 5 18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	13 06%	23,637	2 15%	93		0 03501	3 1169	YES
B 2 5 19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	7 63%	1,048	71 43%	63		0 03445	-18 5208	NO

% Jeopardies - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 6 1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 2 6 2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0 00%	21				Diagnostic
B 2 6 3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			0 77%	389				Diagnostic
B 2 6 4	P-2	Combo Other/FL(%)	Diagnostic			28 23%	124				Diagnostic
B 2 6 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			4 80%	125				Diagnostic
B 2 6 6	P-2	UNE ISDN/FL(%)	Diagnostic			17 47%	292				Diagnostic
B 2 6 7	P-2	Line Sharing/FL(%)	Diagnostic			0 00%	10				Diagnostic
B 2 6 8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			11 11%	27				Diagnostic
B 2 6 9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			0 00%	119				Diagnostic
B.2 6 10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 2 6 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0 00%	3				Diagnostic
B.2 6 12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			8 76%	137				Diagnostic
B 2 6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			4 08%	638				Diagnostic
B 2 6 14	P-2	Other Design/FL(%)	Diagnostic			50 00%	2				Diagnostic
B 2 6 15	P-2	Other Non-Design/FL(%)	Diagnostic			0 00%	6				Diagnostic
B 2 6 16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B 2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0 00%	623				Diagnostic
B 2 6 18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			13 69%	409				Diagnostic
B 2 6 19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			37 57%	189				Diagnostic

Average Jeopardy Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 8 1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B 2 8 2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B 2.8 3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			134 40	15				YES
B 2 8 4	P-2	Combo Other/FL(hours)	>= 48 hrs								
B 2 8 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs								
B 2 8 6	P-2	UNE ISDN/FL(hours)	>= 48 hrs			336 00	2				YES
B 2 8 7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B 2 8.8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			157 40	43				YES
B 2 8 9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			134 40	5				YES
B 2 8.10	P-2	2W Analog Loop w/INP Design/FL(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 11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B.2 8 12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			178 67	27				YES
B.2 8.13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			163 29	51				YES
B 2.8 14	P-2	Other Design/FL(hours)	>= 48 hrs								
B 2.8 15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			576 00	2				YES
B 2 8 16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B 2 8 17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B 2 8 18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs			336 00	2				YES
B 2 8 19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			258 67	45				YES

Average Jeopardy Notice Inte   Λ   Λ

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 9 1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B.2 9 2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B.2 9 3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			192 00	3				Diagnostic
B 2 9 4	P-2	Combo Other/FL(hours)	Diagnostic			418 29	35				Diagnostic
B 2.9 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			176 00	6				Diagnostic
B 2 9 6	P-2	UNE ISDN/FL(hours)	Diagnostic			272 94	51				Diagnostic
B 2 9 7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B 2 9 8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			104 00	3				Diagnostic
B 2 9 9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic								Diagnostic
B 2 9.10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B 2 9 11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic								Diagnostic
B 2.9 12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			164 00	12				Diagnostic
B 2.9 13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			176 31	26				Diagnostic
B 2 9 14	P-2	Other Design/FL(hours)	Diagnostic			144 00	1				Diagnostic
B 2 9 15	P-2	Other Non-Design/FL(hours)	Diagnostic								Diagnostic
B 2 9.16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B 2 9 17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B 2 9.18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			264 86	56				Diagnostic
B 2.9.19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			262 65	71				Diagnostic

% Jeopardy Notice >= 48 hours - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 10 1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B 2 10 2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B 2 10 3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100 00%	15				YES
B 2 10 4	P-2	Combo Other/FL(%)	95% >= 48 hrs								
B 2 10.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs								
B 2 10 6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs			100 00%	2				YES
B 2 10 7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B.2 10 8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			100 00%	43				YES
B.2 10 9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			100 00%	5				YES
B 2 10 10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B.2.10 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B.2.10 12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			100 00%	27				YES
B 2 10 13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			100 00%	51				YES
B.2.10.14	P-2	Other Design/FL(%)	95% >= 48 hrs								
B 2.10.15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100 00%	2				YES
B.2 10.16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								
B.2 10.17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B 2 10 18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs			100 00%	2				YES
B 2 10 19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100 00%	45				YES

% Jeopardy Notice >= 48 hours - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 11 1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 2 11 2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B 2 11 3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100 00%	3				Diagnostic
B 2 11 4	P-2	Combo Other/FL(%)	Diagnostic			100 00%	35				Diagnostic
B 2 11 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100 00%	6				Diagnostic
B.2 11 6	P-2	UNE ISDN/FL(%)	Diagnostic			100 00%	51				Diagnostic
B 2 11 7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B 2 11 8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100 00%	3				Diagnostic
B 2 11 9	P-2	2W Analog Loop Non-Design/FL(%)	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 10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B 2.11 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 2 11 12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100 00%	12				Diagnostic
B 2 11 13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100 00%	26				Diagnostic
B 2 11 14	P-2	Other Design/FL(%)	Diagnostic			100 00%	1				Diagnostic
B 2 11 15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B 2 11 16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B 2 11 17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B 2 11 18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			100 00%	56				Diagnostic
B 2.11 19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100.00%	71				Diagnostic
Coordinated Customers Conversions											
B 2 12 1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min			100 00%	1				YES
B 2 12 2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99 72%	6,469				YES
% Hot Cuts > 15 minutes Early											
B 2 13 1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0 00%	721				YES
B 2 13 2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0.00%	43				YES
B 2 13 3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0 00%	497				YES
B 2 13 4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0 34%	293				YES
Hot Cut Timeliness											
B 2 14 1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99 45%	721				YES
B 2 14 2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100 00%	43				YES
B 2 14 3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100 00%	497				YES
B 2 14.4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			99 66%	293				YES
% Hot Cuts > 15 minutes Late											
B 2 15 1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0 55%	721				YES
B 2 15.2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0 00%	43				YES
B 2 15 3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0 00%	497				YES
B 2 15 4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0 00%	293				YES
Average Recovery Time - CCC											
B 2 16 1	P-7B	Loops with INP/FL(minutes)	Diagnostic								Diagnostic
B 2 16 2	P-7B	Loops with LNP/FL(minutes)	Diagnostic			285 22	20				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts											
B 2 17 1 1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			1 37%	1,534				YES
B 2 17.1.2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%								
B 2 17 2.1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			1 10%	2,908				YES
B 2.17 2.2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0 43%	3,452				YES
% Missed Installation Appointments											
B 2 18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3 59%	94,811						
B 2 18.1 1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 05%	756,925						
B 2 18 1 2 1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320						
B.2 18.1 2 2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	13						
B 2 18.2 1.1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	1 39%	2,159	0 00%	21		0 02567	0 5414	YES
B.2 18.2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	0 00%	1						
B.2 18 2 2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B 2.18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	3 60%	95,516	3 72%	779		0 00670	-0 1856	YES
B.2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	0 05%	758,986	0 28%	11,490		0 00021	-11 1162	NO
B 2 18 3 1.3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	0 00%	436,228	0 00%	5,914		0 00002	0 1157	YES
B.2 18 3 1.4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	0.11%	322,758	0 57%	5,576		0 00046	-10 1093	NO
B 2 18.3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	4 71%	340	26 32%	19		0 04992	-4 3288	NO
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	0 00%	145	0 00%	1		0 00000		YES
B.2 18 3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0 00%	27	0 00%	1		0 00000		YES
B 2 18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0 00%	118						
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	3 59%	98,105	7 20%	125		0 01665	-2 1681	NO
B 2 18 4 1 4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.59%	98,105						
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	4 61%	347						
B 2 18 4 2 4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	4 61%	347						

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Code		Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.18 5.1.1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	1 42%	211		0 01723	3 0065	YES
B.2 18 5.1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 19%	7,536						
B 2 18.5.2.1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0.00%	4						
B.2 18 5 2.2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2 18.6 1.1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	5.74%	383	4 95%	303		0.01789	0 4436	YES
B.2.18.6 1.2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	2.15%	698						
B.2 18 6 2.1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2 18.6 2.2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2 18.7 1 1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	6.60%	13,100	0 00%	7		0 09389	0 7033	YES
B 2 18.7 1.2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0 19%	7,536	0 00%	13		0.01195	0 1554	YES
B.2.18.7 2 1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	0 00%	4						
B 2 18 7 2 2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 60%	95,516	2 75%	364		0 00978	0 8702	YES
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 60%	95,516						
B 2 18 8 2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4 71%	340	0 00%	8		0 07575	0 6213	YES
B 2 18 8 2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4 71%	340						
B 2 18 9 1.1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 59%	94,811	1 98%	759		0 00678	2 3744	YES
B 2 18 9 1 4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 11%	321,528	0 00%	18		0 00785	0 1414	YES
B.2 18.9 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5 00%	320	0 00%	12		0.06408	0 7802	YES
B.2 18.9 2.4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	12						
B.2 18.10 1 1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 60%	95,516	0 00%	1		0 18625	0 1932	YES
B.2 18 10 1.2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3.60%	95,516						
B.2 18.10 2 1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4 71%	340						
B 2 18 10 2 2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4.71%	340						
B.2 18 11 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 59%	94,811	0 00%	1		0.18592	0.1928	YES
B 2 18 11 1 4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.11%	321,528	0 00%	1		0.03330	0.0333	YES
B.2 18 11 2.1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5 00%	320	0.00%	2		0 15459	0 3234	YES
B.2 18 11 2 4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0.00%	12						
B 2 18 12 1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	3 60%	95,516	1.93%	363		0.00979	1 7051	YES
B 2 18.12 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	3 60%	95,516						
B 2 18.12 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	4 71%	340	0 00%	7		0 08086	0 5820	YES
B 2 18.12 2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	4 71%	340						
B 2 18 13 1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	3 59%	94,811	0 68%	733		0 00689	4 2111	YES
B 2 18 13 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 11%	321,528	0 00%	847		0.00115	0 9690	YES
B 2 18 13 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5.00%	320	2 22%	45		0 03470	0.8005	YES
B 2 18 13 2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	0 00%	12	0 00%	28		0 00000		YES
B 2 18 14 1 1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.28%	2,589	0 00%	20		0 04000	0 8208	YES
B 2 18 14 1.2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	2.67%	412						
B 2 18 14 2 1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	7						
B.2 18 14 2.2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0 00%	97						
B.2 18 15 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	3.60%	95,516	0 00%	22		0.03971	0 9061	YES
B.2 18 15 1.2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	0.05%	758,986	0 00%	5		0 00985	0 0492	YES
B.2 18 15 2.1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	4.71%	340	0 00%	3		0 12280	0.3832	YES
B.2 18 15 2.2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0 00%	145	0.00%	2		0.00000		YES
B.2.18 16.1.1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811						
B 2 18.16.1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.05%	756,925	0 00%	1		0.02174	0 0218	YES
B 2 18.16.2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5.00%	320						
B 2 18 16.2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	13						
B 2 18 17.1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.59%	94,811	0 00%	6		0.07590	0 4723	YES
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 05%	756,925	0 12%	4,076		0 00034	-2 2073	NO
B.2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	5 00%	320						
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0 00%	13	0 00%	8		0 00000		YES
B 2 18 18 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	6.52%	13,997	3 56%	506		0 01117	2 6540	YES
B.2 18 18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 33%	8,705						
B 2 18 18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	0 00%	4						
B 2 18 18 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 00%	1						
B 2 18 19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 85%	471	9 89%	273		0 00698	-12 9523	NO
B 2 18 19 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	273						
B 2 18 19 2 1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 00%	3						
B 2 18 19 2 2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0 00%	97						

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% Provisioning Troubles within 30 Days

Code		Description	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/FL(%)	R&B (POTS)	5.15%	95,983						
B.2 19 1 1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326						
B.2.19.1.2 1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8 54%	328						
B.2 19 1.2 2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12 50%	16						
B.2 19.2.1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	4.22%	1,945	0 00%	20		0 04516	0 9335	YES
B.2 19.2 1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2 19.2.2 1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B.2.19 2 2 2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B.2.19 3 1.1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	5 12%	96,606	4.73%	824		0 00771	0 5081	YES
B.2 19.3.1.2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	3 68%	660,857	2 19%	15,733		0 00152	9 7667	YES
B 2.19.3.1.3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	3 73%	365,986	2 35%	7,452		0 00222	6 2134	YES
B.2.19.3.1 4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	3 61%	294,880	2 05%	8,281		0 00208	7 5030	YES
B.2 19 3 2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	8 10%	358	10 53%	19		0 06423	-0.3776	YES
B.2 19.3 2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	1 01%	199	0 00%	6		0.04133	0 2432	YES
B.2 19 3 2.3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	2 27%	44						
B.2.19.3 2.4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0 65%	155	0 00%	6		0 03331	0 1937	YES
B 2 19 4 1 1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	5 06%	99,232	9 52%	42		0 03382	-1.3205	YES
B 2 19.4 1 4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.06%	99,232						
B 2 19.4 2.1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	7 57%	383						
B 2 19 4 2.4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	7 57%	383						
B 2 19.5 1.1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9 34%	14,673	4 52%	199		0 02076	2.3185	YES
B.2.19 5 1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8 52%	7,375						
B.2.19.5 2.1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7 69%	13						
B.2 19.5.2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	4 29%	280	5.86%	222		0 01820	-0.8627	YES
B.2.19 6.1.2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	0.95%	317						
B.2 19 6.2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI								
B.2 19 6.2 2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI								
B.2 19 7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	9 34%	14,673	0 00%	22		0 06208	1 5041	YES
B.2 19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	8.52%	7,375	5 71%	70		0 03352	0.8357	YES
B.2.19 7.2 1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7 69%	13						
B 2 19 7 2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail								
B.2 19 8.1.1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5.12%	96,606	8 64%	324		0 01227	-2 8662	NO
B.2 19 8 1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5 12%	96,606						
B.2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8 10%	358	0 00%	1		0 27322	0.2965	YES
B.2 19 8 2.2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8 10%	358						
B.2 19 9.1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5 15%	95,974	8 25%	679		0 00852	-3 6322	NO
B.2 19.9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 62%	293,945	5 56%	18		0 04403	-0 4393	YES
B.2.19 9 2 1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8 54%	328	25 00%	4		0 14056	-1 1713	YES
B.2.19.9.2.4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7 69%	13	0.00%	1		0 27653	0 2782	YES
B.2.19.10 1 1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5 12%	96,606						
B 2 19 10 1 2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5 12%	96,606						
B.2.19.10.2.1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8 10%	358						
B.2 19.10.2.2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.10%	358						
B.2.19.11.1.1	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5 15%	95,974	0.00%	1		0 22111	0 2331	YES
B.2.19.11 1 4	P-9	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 62%	293,945						
B.2.19.11 2 1	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8 54%	328						
B 2 19 11 2.4	P-9	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7 69%	13						
B.2 19.12 1 1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	5 12%	96,606	7 66%	444		0 01049	-2 4147	NO
B 2 19.12.1.2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	5.12%	96,606						
B.2.19 12.2 1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	8.10%	358	0 00%	10		0 08748	0 9260	YES
B.2.19.12 2 2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8 10%	358						
B 2 19 13.1 1	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	5 15%	95,974	6 85%	861		0 00757	-2 2433	NO
B 2 19 13 1 4	P-9	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	3 62%	293,945	3 45%	1,363		0 00507	0 3407	YES
B 2 19 13 2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8 54%	328	7 69%	39		0 04733	0 1784	YES
B 2 19.13 2 4	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	7 69%	13	7 69%	26		0 09052	0 0000	YES
B 2 19 14 1 1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	2 58%	2,635	5.13%	39		0 02558	-0 9960	YES
B.2 19 14 1 2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1 10%	362						
B.2 19 14 2 1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.00%	25	0.00%	1		0 00000		YES

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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/FL(%)	Design	0 00%	39						
B.2.19 15.1 1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	5.12%	96,606	1 72%	116		0 02049	1 6601	YES
B.2.19 15.1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	3.68%	660,857	0.00%	8		0.06652	0 5525	YES
B.2.19 15.2 1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	8.10%	358	0 00%	12		0.08007	1 0117	YES
B.2.19 15.2 2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	1 01%	199						
B.2.19 16 1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983						
B.2 19 16 1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.68%	659,326	0.00%	5		0.08420	0.4371	YES
B.2.19.16.2.1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328						
B.2.19.16 2 2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12.50%	16						
B.2 19 17 1 1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.15%	95,983	0 00%	21		0.04825	1 0681	YES
B.2 19 17 1.2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3 68%	659,326	0 00%	2,676		0 00365	10 0917	YES
B.2.19.17 2 1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.54%	328						
B.2 19 17 2.2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	12 50%	16	0 00%	14		0.12103	1.0328	YES
B.2 19 18.1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8 97%	15,423	5 31%	414		0.01423	2.5711	YES
B.2 19 18 1 2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	7.67%	8,225						
B.2 19 18.2 1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	7.69%	13						
B.2 19 18.2.2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	2						
B.2 19 19 1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.21%	662	4 40%	409		0.00687	-4.6457	NO
B.2.19.19.1 2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0 45%	222						
B.2.19.19 2.1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	19						
B.2.19.19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	39						

Average Completion Notice Interval - Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 21.1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3 18	84,213			19 451			
B.2 21 1 1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1 35	713,726			6 659			
B.2.21 1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245			30.660			
B.2 21 1 2.2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2 41	12			6.399			
B.2 21.2 1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	88 78	1,720			305 117			
B.2 21.2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2 21.2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2 21.2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice								
B.2 21.3 1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	3 21	84,801	0 36	640	19 525	0 77469	3 6852	YES
B.2 21 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1 36	715,672	0 92	10,201	6 909	0 06890	6 3504	YES
B.2 21.3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1 72	416,971	0 85	5,049	7 762	0 10989	7 8850	YES
B.2 21.3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0 85	298,701	0 98	5,152	5 463	0 07676	-1 7438	NO
B.2 21 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6 05	263	0 90	18	30 339	7 39165	0 6974	YES
B.2 21.3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1 48	138			6.273			
B.2 21 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	0.84	26			0 594			
B.2 21 3 2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	1.63	112			6 955			
B.2 21 4.1 1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6 62	86,506			82.034			
B.2 21 4.1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.4.2.1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	6 01	269			30.029			
B.2 21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B.2.21.5.1.1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10.79	11,858			32 659			
B.2.21.5.1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1 36	6,965			10 599			
B.2.21.5.2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18.64	4			36.629			
B.2.21.5.2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2 21 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	46 44	279	9 56	16	77 046	19.80600	1 8620	YES
B.2 21.6.1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	4 51	649			23 107			
B.2 21 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN - BRI								
B.2 21 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI								
B.2 21 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	10 79	11,858	0 28	3	32.659	18 85825	0 5571	YES
B.2 21.7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1 36	6,965	0 61	6	10 599	4 32899	0 1744	YES
B.2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	18 64	4			36 629			
B.2 21.7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B.2 21.8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3 21	84,801	30 66	316	19 525	1 10040	-24 9404	NO
B.2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3 21	84,801			6 909			
B.2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 05	263	20 11	7	30 339	11 61869	-1 2095	YES
B.2 21 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263			6 273			
B.2 21 9 1.1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3 18	84,213	0 32	625	19 451	0 78093	3 6684	YES
B.2 21 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536	0 22	13	5.463	1 51508	0 4046	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.21.9.2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.82	245	0 25	10	30 660	9.89153	0 5633	YES
B.2 21 9.2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2 59	11			6.955			
B 2.21 10 1.1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3 21	84,801			19.525			
B 2.21 10.1.2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801			6.909			
B 2.21 10.2.1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 05	263			30.339			
B 2.21 10.2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6 05	263			6.273			
B.2.21.11.1.1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.18	84,213			19.451			
B.2 21 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536			5.463			
B 2 21 11 2.1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5.82	245			30.660			
B.2 21.11.2.4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.59	11			6.955			
B 2 21 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.21	84,801	25 22	321	19.525	1.09183	-20 1608	NO
B.2.21.12.1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.21	84,801			6.909			
B 2 21.12.2.1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 05	263	103 91	5	30.339	13.69641	-7.1449	NO
B.2.21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.05	263			6.273			
B 2 21.13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3 18	84,213	0 38	668	19.451	0.75557	3.7146	YES
B 2 21 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.83	297,536	0 39	787	5.463	0 19496	2.2451	YES
B.2 21 13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	5 82	245	0 39	40	30 660	5.22860	1.0402	YES
B.2.21.13.2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	2.59	11	0 36	27	6.955	2.46766	0.8988	YES
B 2 21 14 1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	176.19	1,705			541.562			
B.2.21.14.1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	31.13	319			115.401			
B 2.21.14 2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	4 20	8			9.791			
B 2.21 14 2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	5.14	88			25.541			
B.2.21.15 1.1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.21	84,801	0 02	1	19.525	19.52496	0 1635	YES
B.2.21.15.1.2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.36	715,672			6.909			
B 2.21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6.06	263			30 339			
B 2.21.15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	1.48	138			6.273			
B.2.21.16.1.1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213			19.451			
B.2.21 16.1.2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.35	713,726			6.659			
B 2 21 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245			30.660			
B 2.21 16.2.2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2 41	12			6.399			
B 2 21.17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.18	84,213	0 02	1	19.451	19.45139	0 1626	YES
B 2 21.17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1 35	713,726	0 78	3,503	6.659	0.11279	5.0561	YES
B.2.21.17.2.1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	5.82	245			30.660			
B.2.21 17 2.2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	2.41	12	0 52	2	6.399	4.88756	0.3875	YES
B.2.21.18.1.1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	14.00	12,499	9 56	16	58.490	14.63178	0.3034	YES
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.63	8,046			12.156			
B 2 21 18 2.1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	18.64	4			36.629			
B 2 21 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.72	1			0.000			
B 2 21.19.1.1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	141.83	162	36 47	75	283.522	39.59791	2.6608	YES
B 2 21.19 1.2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	27.98	219			130.411			
B.2.21.19.2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	0.04	2			0.021			
B 2 21.19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	5.14	88			25.541			

Average Completion Notice Interval - Non-Mechanized

				BST Measure	BST Volume	CLEC Measure	CLEC Volume				Equity
B 2.22.1.1.1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22 1.1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22 1.2.1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22 1.2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22 2.1.1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			33.63	21				Diagnostic
B.2.22 2.1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2.2.1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.2 2.2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.3 1.1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			28 39	105				Diagnostic
B.2.22.3.1.2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17 35	820				Diagnostic
B 2.22 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			17 70	569				Diagnostic
B.2.22.3.1.4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			16 56	251				Diagnostic
B.2.22.3 2.1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15 23	1				Diagnostic
B 2.22 3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			38 00	1				Diagnostic
B.2 22.3.2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic			38 00	1				Diagnostic
B.2.22.3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			38 30	118				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 4 1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			46.64	196				Diagnostic
B 2 22 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			41 35	267				Diagnostic
B 2 22 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 6 2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 7 1 1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			33 43	4				Diagnostic
B 2 22 7.1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			17 43	7				Diagnostic
B 2 22 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 8 1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			33 40	22				Diagnostic
B 2 22 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 8.2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22.9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			24 95	104				Diagnostic
B 2 22 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			18 68	5				Diagnostic
B 2 22 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			146 75	2				Diagnostic
B 2 22 9 2 4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22.10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			17 10	1				Diagnostic
B 2 22 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 10.2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			15 50	1				Diagnostic
B 2 22 11 1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			20 68	1				Diagnostic
B 2 22 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			17 82	2				Diagnostic
B 2 22 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			37 15	18				Diagnostic
B 2.22 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			19 38	2				Diagnostic
B 2 22 12 2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22 13 1.1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			23 89	37				Diagnostic
B.2 22 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			19 68	26				Diagnostic
B 2 22 13 2 1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			8 40	2				Diagnostic
B 2 22 13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			15 35	1				Diagnostic
B 2 22 14.1 1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			189 25	19				Diagnostic
B 2.22.14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2.22.15.1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			21 83	18				Diagnostic
B.2.22.15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 17	5				Diagnostic
B.2.22.15.2.1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			31 28	3				Diagnostic
B 2 22 15.2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16.1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			46 53	1				Diagnostic
B.2 22 16 2.1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			0.32	3				Diagnostic
B.2.22 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			6 31	433				Diagnostic
B 2 22 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			0 66	5				Diagnostic
B 2 22 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			43.78	456				Diagnostic
B.2.22 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22.19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			91 11	179				Diagnostic
B 2 22.19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic

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B 2 22 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 19.2 2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B 2.24 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 1 1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 80	296				Diagnostic
B 2 24 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 76	4,022				Diagnostic
B 2 24.3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 83	6				Diagnostic
B 2 24 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4.2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 5.1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24.5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11 25	8				Diagnostic
B 2 24 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 2.2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 99	154				Diagnostic
B 2 24 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 8.2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 33	3				Diagnostic
B 2 24 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 05	40				Diagnostic
B 2 24 9 1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic
B 2 24 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 2.1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 12.1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 27	15				Diagnostic
B 2 24 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 00	1				Diagnostic
B 2 24 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 50	2				Diagnostic
B 2 24 13.2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 15.1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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B 2 24 15 1.2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 24 15.2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.24.16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24.16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 16 2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 17.1.2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			0 69	2,290				Diagnostic
B 2 24 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			11 25	8				Diagnostic
B 2 24 18 1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 19 1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)	Diagnostic			6 73	22				Diagnostic
B 2 24 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24.19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 24 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Partially Mechanized

B 2 25.1.1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 25 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2.25 1.2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 25 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 2.2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 2.2.2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 3 1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)	Diagnostic			3 45	108				Diagnostic
B 2 25 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			1 51	2,224				Diagnostic
B 2.25 3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)	Diagnostic			5 17	6				Diagnostic
B 2 25 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2.25 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 4.2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 25 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 5 2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)	Diagnostic			10 14	7				Diagnostic
B.2 25 6 1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 25 6.2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 7.1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)	Diagnostic			4 00	2				Diagnostic
B 2 25 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6.80	5				Diagnostic
B.2 25 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B.2 25 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 8.1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)	Diagnostic			7 08	53				Diagnostic
B 2 25 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 8.2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			5 00	1				Diagnostic
B.2 25 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 9.1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)	Diagnostic			4 73	341				Diagnostic
B 2 25 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic			6 75	12				Diagnostic
B 2 25 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)	Diagnostic			5 00	2				Diagnostic
B 2 25 9 2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)	Diagnostic								Diagnostic
B 2 25 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2.25.11 1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25.11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 35	153				Diagnostic
B 2 25 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 18	238				Diagnostic
B 2 25.13 1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 09	223				Diagnostic
B.2 25 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 75	16				Diagnostic
B 2 25 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8 25	16				Diagnostic
B 2 25 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.15 1.1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25.17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 84	526				Diagnostic
B 2 25 17 2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.25.17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B.2 25 18.1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 14	7				Diagnostic
B.2 25 18.1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 18.2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 88	8				Diagnostic
B 2 25 19.1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time - Non-Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 26 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			28 15	13				Diagnostic
B.2 26.2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26.3.1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 72	61				Diagnostic
B 2 26 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 31	86				Diagnostic
B 2 26 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B.2 26 4.1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10 19	84				Diagnostic
B.2 26 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6 49	61				Diagnostic
B 2 26 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10 99	218				Diagnostic
B 2 26 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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	Code	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 26.6.2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 7.1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic
B 2.26 7.1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 47	5				Diagnostic
B 2.26 7 2.1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 7.2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 1.1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 82	11				Diagnostic
B.2 26 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26.8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 30	64				Diagnostic
B 2 26.9 1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 33	3				Diagnostic
B 2 26 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11.1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26.11.2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10 13	8				Diagnostic
B 2 26 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 12 2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10 00	1				Diagnostic
B 2 26 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 56	18				Diagnostic
B.2 26 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	11				Diagnostic
B.2 26.13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17.00	1				Diagnostic
B 2 26 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
B 2 26 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26.14.1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26.14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 14.2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 67	3				Diagnostic
B 2.26 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26.16 1.1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 16 1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.16.2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 17.1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	2				Diagnostic
B.2 26 17.1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 63	400				Diagnostic
B 2 26.17.2.1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 11	3				Diagnostic
B 2 26 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			9 99	276				Diagnostic
B 2 26 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 18.2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 18.2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11 00	83				Diagnostic
B 2 26 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 19 2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28.1 2.2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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Code	P-item	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 28 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 81	286				Diagnostic
B 2 28 3.1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 79	3,460				Diagnostic
B 2 28 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 83	6				Diagnostic
B 2 28 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.5 2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11 14	7				Diagnostic
B 2 28 6 1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 97	150				Diagnostic
B 2.28 8 1.2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			7 33	3				Diagnostic
B.2.28 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28 9.1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	38				Diagnostic
B 2 28 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic
B.2.28 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 10 1.1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 10.2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28 10 2.2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 27	15				Diagnostic
B 2 28 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 2.2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 00	1				Diagnostic
B 2 28 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 50	2				Diagnostic
B 2 28.13.2.1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28.14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14.2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.15.1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15.2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 69	2,290				Diagnostic
B 2 28 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 28 17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 18.1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			11.14	7				Diagnostic
B.2.28 18.1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6 73	22				Diagnostic
B.2.28.19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28.19.2.2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Total Service Order Cycle Time (offered) - Partially Mechanized

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 29 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2.1.2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2.2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29.3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			3 20	101				Diagnostic
B 2 29 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 46	1,931				Diagnostic
B.2 29.3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 17	6				Diagnostic
B 2 29 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5.1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5.2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			10 00	6				Diagnostic
B 2 29 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	2				Diagnostic
B 2 29 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 80	5				Diagnostic
B 2 29 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 10	52				Diagnostic
B 2 29 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B 2 29 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 67	337				Diagnostic
B 2 29 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 75	12				Diagnostic
B 2 29 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 00	2				Diagnostic
B 2 29.9.2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10.1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 38	149				Diagnostic
B 2.29 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 08	234				Diagnostic
B 2 29 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 10	221				Diagnostic

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B 2 29.13.2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 40	15				Diagnostic
B 2 29 13.2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			8 25	16				Diagnostic
B 2 29.14.1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14.1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14.2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14.2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16.1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17.1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 82	467				Diagnostic
B 2 29 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B 2 29 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 00	6				Diagnostic
B 2 29 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18.2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18.2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19.1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 88	8				Diagnostic
B 2 29 19.1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 30 1.1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2.1.1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			28 17	12				Diagnostic
B 2.30 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30.3 1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			5 07	49				Diagnostic
B 2 30 3.1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 07	72				Diagnostic
B 2 30 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			10 49	73				Diagnostic
B 2 30 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 4.2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6 60	57				Diagnostic
B 2 30 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30 5.2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			11 13	193				Diagnostic
B 2 30 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.30 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic
B 2 30 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 47	5				Diagnostic
B.2.30.7.2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 90	10				Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 42	60				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.2 30.9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 33	3				Diagnostic
B 2 30.9 2.1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 1.1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 1.2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10 14	7				Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			10 00	1				Diagnostic
B.2 30 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 65	17				Diagnostic
B 2 30 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	11				Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			17 00	1				Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
B 2 30 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 67	3				Diagnostic
B.2 30 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	2				Diagnostic
B.2 30 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 62	365				Diagnostic
B 2 30 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			11 00	1				Diagnostic
B 2 30 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 06	248				Diagnostic
B 2 30 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 91	78				Diagnostic
B 2 30 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

Disconnect Timeliness

B.2 31	P-13	LNP/FL(%)	>= 95% w in 15 min								

% Completions w/o Notice or < 24 hours

B 2 32 1 1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			58 82%	17				Diagnostic
B 2 32.2 2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32.3 1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			19 27%	524				Diagnostic
B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			69 85%	7,188				Diagnostic
B 2 32 4 1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			82 80%	93				Diagnostic
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 5 1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			72 73%	110				Diagnostic
B 2 32 5 2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 6 1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			55 87%	247				Diagnostic
B 2 32 6 2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 7 1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			100 00%	4				Diagnostic

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 32.7 2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			100 00%	11				Diagnostic
B.2 32 28 1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			8 37%	239				Diagnostic
B 2 32 82	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			6 61%	469				Diagnostic
B.2 32.9.2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			6 67%	15				Diagnostic
B.2 32.10 1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B.2 32 10.2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			96 17%	183				Diagnostic
B 2 32 12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2.32 13.1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			95 16%	289				Diagnostic
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			97 37%	266				Diagnostic
B 2 32 14 1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			100 00%	8				Diagnostic
B 2 32 14 2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 15 1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			100 00%	11				Diagnostic
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100 00%	6				Diagnostic
B 2 32 16 1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 16 2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100 00%	1				Diagnostic
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			100 00%	2				Diagnostic
B 2 32 17 2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100 00%	4,048				Diagnostic
B.2 32 18 1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			61 19%	353				Diagnostic
B.2 32.18 2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 19 1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			53 73%	134				Diagnostic
B 2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic

% Cooperative Test Attempts for xDSL

			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)/FL(%)	>= 95% of requests			100 00%	197				YES
B.2 33.2	P-8	xDSL Other/FL(%)	>= 95% of requests								

Service Order Accuracy

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 34 1 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			100 00%	75				YES
B 2 34 1 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	75				YES
B 2.34 1 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100 00%	13				YES
B 2 34 1 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
B 2 34 2 1 1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			97 33%	75				YES
B 2 34 2 1 2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			98 67%	75				YES
B 2 34 2 2 1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			98 26%	115				YES
B 2 34 2 2 2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			99 12%	114				YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3 1 1 1	M&R-1	Switch Ports/Dispatch/FL(%)	R&B (POTS)	8 71%	101,916						
B 3.1 1 2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	0 96%	60,305						
B 3.1 2 1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0 21%	933	0 00%	2		0.03274	0 0655	YES
B 3.1 2 2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0 00%	689	0 00%	10		0.00000		YES
B 3 1 3 1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	8 79%	103,527	6 27%	1,930		0 00650	3.8683	YES
B 3 1 3 2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1 00%	61,499	0 55%	912		0 00331	1.3497	YES
B 3 1 4 1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	8 72%	104,998	5 56%	18		0.06650	0.4767	YES
B 3 1 4 2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	8 72%	104,998	0 00%	18		0.06650	1 3111	YES
B 3 1 5 1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46 70%	2,867	2 00%	50		0 07117	6 2813	YES
B 3 1 5 2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4 55%	3,696	0 00%	20		0 04670	0 9733	YES
B 3 1 6 1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3 39%	236	2 65%	113		0 02070	0 3550	YES
B 3 1 6 2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0 44%	227	6 82%	44		0 01091	-5 8464	NO
B 3 1 7 1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	46 70%	2,867	18 18%	11		0 15072	1 8924	YES
B.3 1 7 2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4 55%	3,696	7 46%	67		0 02568	-1 1361	YES
B 3 1 8 1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	8 79%	103,527	1 93%	983		0 00907	7 5536	YES
B 3 18.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	8 79%	103,527	0 00%	297		0 01645	5 3407	YES
B 3 1 9 1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	8 70%	101,598	12 16%	1,028		0 00884	-3 9120	NO
B 3 1 9 2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0 84%	51,368	4 08%	49		0 01305	-2 4829	NO

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Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3.1 10 1	M&R-1	Other Design/Dispatch/FL(%)	Design	3 70%	2,730	0 00%	15		0 04887	0 7570	YES
B 3.1 10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	0 85%	3,652	0 00%	3		0 05299	0 1602	YES
B 3.1 11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	8 79%	103,527	2 13%	47		0 04130	1 6120	YES
B 3.1 11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1 00%	61,499	0 00%	49		0 01419	0 7015	YES
B 3.1 12 1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	8 71%	101,916						
B 3.1.12 2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0 96%	60,305						

Customer Trouble Report Rate

Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3.2 1 1	M&R-2	Swtch Ports/Dispatch/FL(%)	R&B (POTS)	1 82%	5,608,302						
B 3.2 1 2	M&R-2	Swtch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1 08%	5,608,302						
B 3.2 2 1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	1 81%	51,504	0 16%	1,287		0 00380	4 3601	YES
B 3.2 2 2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	1 34%	51,504	0 78%	1,287		0 00326	1 7180	YES
B 3.2 3 1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	1 74%	5,963,299	1 12%	172,217		0 00032	19 1083	YES
B 3.2 3 2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1 03%	5,963,299	0 53%	172,217		0 00025	20.2131	YES
B 3.2 4 1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1 59%	6,594,417	1 35%	1,334		0 00346	0 7030	YES
B 3.2 4 2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1 59%	6,594,417	1 35%	1,334		0 00346	- 0 7030	YES
B 3.2 5 1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	1.25%	229,359	0 96%	5,230		0.00156	1 8803	YES
B 3.2 5 2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.61%	229,359	0 38%	5,230		0 00178	6.9233	YES
B 3.2 6 1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0 95%	24,761	1 82%	6,207		0 00139	-6 2593	NO
B 3.2 6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0 92%	24,761	0 71%	6,207		0 00136	1 5296	YES
B 3.2 7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	1 25%	229,359	0 84%	1,316		0 00309	1 3399	YES
B 3.2 7 2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1 61%	229,359	5 09%	1,316		0 00351	-9 9157	NO
B 3.2 8 1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1 74%	5,963,299	1 27%	77,422		0 00048	9 7861	YES
B 3.2 8 2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1 74%	5,963,299	0 38%	77,422		0 00048	28 3773	YES
B 3.2 9 1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1 81%	5,608,302	1 67%	61,420		0 00055	2 5243	YES
B 3.2 9 2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0 92%	5,608,302	0 08%	61,420		0 00039	21 5349	YES
B 3.2 10 1	M&R-2	Other Design/Dispatch/FL(%)	Design	0 31%	892,059	1 16%	1,293		0 00154	-5 5474	NO
B 3.2 10 2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0 41%	892,059	0 23%	1,293		0 00178	0 9961	YES
B 3.2 11 1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1 74%	5,963,299	7 63%	616		0 00531	-11 1015	NO
B 3.2 11 2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	1 03%	5,963,299	7 95%	616		0 00409	-16 9195	NO
B 3.2 12 1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1 82%	5,608,302						
B 3.2 12 2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1 08%	5,608,302						

Maintenance Average Duration

Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3.3 1 1	M&R-3	Swtch Ports/Dispatch/FL(hours)	R&B (POTS)	17 89	101,916			23 839			
B 3.3 1 2	M&R-3	Swtch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	5 35	60,305			13 508			
B 3.3 2 1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3 38	933	1 78	2	2 790	1 97487	0 8085	YES
B 3.3 2 2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1 71	689	1 83	10	7 084	2 25632	-0 0526	YES
B 3.3 3 1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	17 87	103,527	13 85	1,930	23.907	0 54923	7 3238	YES
B 3.3 3 2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	5 31	61,499	3 34	912	13 422	0 44774	4 4005	YES
B 3.3 4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	17 71	104,998	5 14	18	24 522	5 78042	2 1747	YES
B 3.3 4 2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	17 71	104,998	2 83	18	12 897	3 04002	4 8941	YES
B 3.3 5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	55 59	2,867	4 62	50	179 680	25 63118	1 9888	YES
B 3.3 5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	4 27	3,696	1 95	20	32 774	7 34819	0 3150	YES
B 3.3 6 1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	6 69	236	6 03	113	10 131	1 15901	0 5704	YES
B 3.3 6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	2.60	227	7 27	44	3 630	0 59797	-7 8156	NO
B 3.3 7 1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	55 59	2,867	15 21	11	179.680	54 27932	0 7440	YES
B 3.3 7 2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	4 27	3,696	8 67	67	32 774	4 04005	-1 0893	YES
B 3.3 8 1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	17 87	103,527	4 76	983	23 907	0 76612	17 1173	YES
B 3.3 8 2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	17 87	103,527	2 53	297	13 422	0 77996	19 6741	YES
B 3.3 9 1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	17 88	101,598	14 68	1,028	19 778	0 61997	5 1553	YES
B 3.3 9 2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	5 53	51,368	6 22	49	9 904	1 41555	-0 4841	YES
B 3.3 10 1	M&R-3	Other Design/Dispatch/FL(hours)	Design	7 46	2,730	3 83	15	14 282	3 69782	0 9812	YES
B 3.3 10 2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	2 54	3,652	3 11	3	7 270	4 19923	-0 1353	YES
B 3.3 11 1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	17 87	103,527	11 17	47	19 784	2 88651	2 3239	YES
B 3.3 11 2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	5 31	61,499	3 94	49	9 717	1 38867	0 9871	YES
B 3.3 12 1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	17 89	101,916			23 839			
B 3.3 12 2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	5.35	60,305			13 508			

% Repeat Troubles within 30 Days

Code	M&R	Description	Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3.4 1 1	M&R-4	Swtch Ports/Dispatch/FL(%)	R&B (POTS)	16 53%	101,916						
B 3.4 1 2	M&R-4	Swtch Ports/Non-Dispatch/FL(%)	R&B (POTS)	13 89%	60,305						

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3 4 2 1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	20 15%	933	0 00%	2		0 28394	0 7097	YES
B 3 4 2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	16 26%	689	20 00%	10		0 11752	-0 3186	YES
B 3 4 3 1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	16 47%	103,527	12 64%	1,930		0 00852	4 4908	YES
B 3 4 3 2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	13 94%	61,499	12 28%	912		0 01155	1 4348	YES
B 3 4 4 1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	16 54%	104,998	11 11%	18		0 08759	0 6203	YES
B 3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	16 54%	104,998	22 22%	18		0 08759	-0 6483	YES
B 3 4.5 1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	16 25%	2,867	12 00%	50		0 05263	0 8083	YES
B 3 4 5 2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	16 23%	3,696	10 00%	20		0 08268	0 7540	YES
B.3 4 6 1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	19 07%	236	9 73%	113		0 04494	2 0769	YES
B 3 4 6 2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	13 66%	227	22 73%	44		0 05656	-1 6037	YES
B 3 4.7 1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	16 25%	2,867	27 27%	11		0 11145	-0 9886	YES
B 3 4 7 2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	16 23%	3,696	28 36%	67		0 04546	-2 6672	NO
B 3 4 8 1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	16.47%	103,527	9 87%	983		0 01189	5 5539	YES
B 3 4 8 2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	16 47%	103,527	12 12%	297		0.02155	2 0173	YES
B 3 4 9 1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	16.50%	101,598	10 60%	1,028		0 01163	5 0869	YES
B 3 4 9 2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	13 54%	51,368	16 33%	49		0 04890	-0.5708	YES
B 3 4 10 1	M&R-4	Other Design/Dispatch/FL(%)	Design	23.59%	2,730	0 00%	15		0 10992	2.1461	YES
B 3 4 10 2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	17.52%	3,652	0 00%	3		0 21959	0.7981	YES
B 3 4 11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	16 47%	103,527	12 77%	47		0 05411	0.6843	YES
B 3 4 11 2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	13 94%	61,499	16 33%	49		0 04950	-0 4825	YES
B 3 4 12 1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	16 53%	101,916						
B 3 4 12 2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	13 89%	60,305						

Out of Service > 24 hours

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 3 5 1 1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	15 75%	65,198						
B 3 5 1 2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	4 07%	17,702						
B 3 5 2 1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0 21%	933	0 00%	2		0 03274	0 0655	YES
B 3 5 2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0 00%	689	0 00%	10		0 00000		YES
B 3 5 3 1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	15 78%	66,317	9 14%	1,324		0 01012	6 5648	YES
B 3 5 3 2	M&R-5	Loop + Port Combinations/Non Dispatch/FL(%)	R&B	4 01%	18,269	1 22%	411		0 00979	2 8561	YES
B 3 5 4 1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	15 51%	68,080	5 56%	18		0 08533	1 1662	YES
B 3 5 4 2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	15 51%	68,080	0 00%	18		0 08533	1 8173	YES
B 3 5 5 1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	46 70%	2,867	2 00%	50		0 07117	6 2813	YES
B 3 5 5 2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	4 55%	3,696	0 00%	20		0 04670	0 9733	YES
B 3 5 6 1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	3 39%	236	2 65%	113		0 02070	0 3550	YES
B 3 5 6 2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0 44%	227	6 82%	44		0 01091	-5 8464	NO
B 3 5 7 1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	46 70%	2,867	0 00%	0				YES
B 3 5 7 2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	4 55%	3,696	0 00%	1		0 20833	0 2182	YES
B 3 5 8 1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	15 78%	66,317	1 93%	983		0 01171	11 8227	YES
B 3 5 8 2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	15 78%	66,317	0 00%	297		0 02120	7 4436	YES
B 3 5 9 1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	15 75%	65,172	17 46%	63		0 04591	-0 3730	YES
B 3 5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	4 04%	17,634	25 00%	4		0 09850	-2 1276	NO
B.3 5.10 1	M&R-5	Other Design/Dispatch/FL(%)	Design	3 70%	2,730	0 00%	15		0 04887	0 7570	YES
B 3 5.10 2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	0 85%	3,652	0 00%	3		0 05299	0 1602	YES
B 3.5 11 1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	15 78%	66,317	3 45%	29		0 06771	1 8214	YES
B.3.5.11 2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	4 01%	18,269	5 26%	19		0 04505	-0 2777	YES
B 3.5 12 1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	15 75%	65,198						
B.3 5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	4 07%	17,702						

Unbundled Network Elements - Billing

Invoice Accuracy

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 4 1	B-1	FL(%)	BST - State	98 37%	$503,464,778	98 10%	$9,029,129		0 00004	64 1797	NO

Mean Time to Deliver Invoices - CRIS

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 4 2	B-2	Region(business days)	BST - Region	4 87	1	4 14	1 493				YES

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Local Interconnection Trunks - Ordering										
	% Rejected Service Requests									
C 1 1	O-7 Local Interconnection Trunks/FL(%)	Diagnostic			43 82%	178				Diagnostic
	Reject Interval									
C.1 2	O-8 Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			98 72%	77				YES
	FOC Timeliness									
C 1 3	O-9 Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			92 45%	159				NO
	FOC & Reject Response Completeness									
C 1 4	O-11 Local Interconnection Trunks/FL(%)	>= 95%			98 75%	160				YES
	FOC & Reject Response Completeness (Multiple Responses)									
C 1 5	O-11 Local Interconnection Trunks/FL(%)	>= 95%								
Local Interconnection Trunks - Provisioning										
	Order Completion Interval									
C 2 1	P-4 Local Interconnection Trunks/FL(days)	Parity w Retail	19 70	44	23 17	36	13.250	2 97772	-1.1627	YES
	Held Orders									
C 2 2	P-1 Local Interconnection Trunks/FL(days)	Parity w Retail	0 00	0	0 00	0				YES
	% Jeopardies									
C 2 3	P-2 Local Interconnection Trunks/FL(%)	Parity w Retail	0 00%	48	0 00%	37		0 00000		YES
	Average Jeopardy Notice Interval									
C 2.4	P-2 Local Interconnection Trunks/FL(hours)	95% >= 48 hrs								
	% Missed Installation Appointments									
C 2 5	P-3 Local Interconnection Trunks/FL(%)	Parity w Retail	0 00%	46	0 00%	37		0 00000		YES
	% Provisioning Troubles within 30 Days									
C 2 6	P-9 Local Interconnection Trunks/FL(%)	Parity w Retail	0 00%	1,656	0 00%	1,704		0 00000		YES
	Average Completion Notice Interval									
C 2 7	P-5 Local Interconnection Trunks/FL(hours)	Parity w Retail	88 07	37	16 69	35	193 714	45 67634	1 5629	YES
	Total Service Order Cycle Time									
C 2 8	P-10 Local Interconnection Trunks/FL(days)	Diagnostic			25 26	35				Diagnostic
	Total Service Order Cycle Time (offered)									
C 2.9	P-10 Local Interconnection Trunks/FL(days)	Diagnostic	Under development							
	% Completions w/o Notice or < 24 hours									
C 2 10 1	P-6 Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			100 00%	36				Diagnostic
C 2 10.2	P-6 Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
	de tra									
C 2 11 1 1	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100 00%	29				YES
C.2 11 1 2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	48				YES
C 2 11 2 1	P-11 Local Interconnection Trunks/>=10 circuits/Dispatch/FL(%)	>= 95%			100 00%	3				YES
C.2 11.2.2	P-11 Local Interconnection Trunks/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	11				YES
Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments									
C 3 1 1	M&R-1 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	3	0 00%	3		0 00000		YES
C 3 1 2	M&R-1 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 00%	110	0 00%	53		0 00000		YES
	Customer Trouble Report Rate									
C 3 2 1	M&R-2 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	417,580	0 00%	142,560		0 00001	-1 6857	NO
C 3 2 2	M&R-2 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 03%	417,580	0 04%	142,560		0 00005	-2 1763	NO

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		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration									
C 3 3.1	M&R-3 Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	8 28	3	1 89	3	3 859	3 15052	2 0279	YES
C 3 3.2	M&R-3 Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0 57	110	1 27	53	1 553	0 25966	-2 6987	NO
	% Repeat Troubles within 30 Days									
C 3 4.1	M&R-4 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	3	0 00%	3		0 00000		YES
C 3.4 2	M&R-4 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 00%	110	7 55%	53		0 00000		NO
	Out of Service > 24 hours									
C 3 5 1	M&R-5 Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	3	0 00%	3		0 00000		YES
C 3 5 2	M&R-5 Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 00%	110	0 00%	53		0 00000		YES

Local Interconnection Trunks - Billing

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Invoice Accuracy									
C 4 1	B-1 FL(%)	BST - State	98 37%	$503,464,778	99 67%	$8,394,813		0 00004	-296 1849	YES
	Mean Time to Deliver Invoices - CABS									
C 4 2	B-2 Region(calendar days)	BST - Region	5 34	1	4 85	4,800				YES

LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING

		Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Trunk Group Performance - Aggregate									
C 5 1	TGP-1 FL	>0 5% dif 2 consec Hrs			0					YES

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

Operations Support Systems - Pre-Ordering

% Interface Availability - CLEC

D 1 1 1	OSS-2	EDI/Region(%)	>= 99 5%		100 00%		YES
D.1 1 2	OSS-2	HAL/Region(%)	>= 99 5%		100 00%		YES
D 1 1 3	OSS-2	LENS/Region(%)	>= 99 5%		99 97%		YES
D 1 1 4	OSS-2	LEO MAINFRAME/Region(%)	>= 99 5%		99 85%		YES
D 1 1 5	OSS-2	LEO UNIX/Region(%)	>= 99 5%				
D 1 1 6	OSS-2	LESOG/Region(%)	>= 99 5%		100 00%		YES
D 1 1 7	OSS-2	TAG/Region(%)	>= 99 5%		99 98%		YES
D 1 1 8	OSS-2	PSIMS/Region(%)	>= 99 5%		100 00%		YES

% Interface Availability - BST & CLEC

D 1 2 1	OSS-2	ATLAS/COFFI/Region(%)	>= 99 5%	99 99%	YES
D 1 2 2	OSS-2	BOCRIS/Region(%)	>= 99 5%	99 99%	YES
D 1 2 3	OSS-2	DSAP/Region(%)	>= 99 5%	99 98%	YES
D 1 2 4	OSS-2	RSAG/Region(%)	>= 99 5%	99 99%	YES
D 1 2 5	OSS-2	SOCS/Region(%)	>= 99 5%	99 99%	YES
D 1 2 6	OSS-2	SONGS/Region(%)	>= 99 5%	99 99%	YES
D.1 2 7	OSS-2	DOE/Region(%)	>= 99 5%	100.00%	YES
D.1 2.8	OSS-2	LNP Gateway/Region(%)	>= 99 5%	100 00%	YES
D 1 2 9	OSS-2	COG/Region(%)	>= 99 5%	100 00%	YES
D 1 2.10	OSS-2	DOM/Region(%)	>= 99 5%	100 00%	YES
D 1 2 11	OSS-2	SOG/Region(%)	>= 99 5%	100 00%	YES

Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)

D 1 3 1 1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2 95	3,160,405	1 19	481,475	YES
D 1 3.1 2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3 25	8,626	1 19	481,475	YES
D 1 3 2 1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3 16	9,008,384	1 21	249,243	YES
D 1 3.2 2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5 16	803,093	1 21	249,243	YES
D 1 3 3 1	OSS-1	ATLAS/Region(seconds)	RNS - ATLAS + 2 sec	3 20	884,595	1 05	91,322	YES
D 1 3 3 2	OSS-1	ATLAS/Region(seconds)	ROS - ATLAS + 2 sec	2 77	293,270	1 05	91,322	YES
D 1 3.4 1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2 84	1,686,299	0 69	2,304	YES
D 1 3.4 2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2 72	326,682	0 69	2,304	YES
D 1 3 5 1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10 07	5,392,348	2 28	1,336,181	YES
D 1 3 5 2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3 39	580,889	2 28	1,336,181	YES
D 1 3 6 1	OSS-1	COFFI/Region(seconds)	RNS - OASISBIG + 2 sec	4 66	11,256,738	0 77	55,729	YES
D 1 3 6 2	OSS-1	COFFI/Region(seconds)	ROS - OASISBIG + 2 sec	4 93	704,599	0 77	55,729	YES
D 1 3 7 1	OSS-1	PSIMS/ORB/Region(seconds)	RNS - OASISBIG + 2 sec	4 66	11,256,738	0 04	110,374	YES
D 1 3 7 2	OSS-1	PSIMS/ORB/Region(seconds)	ROS - OASISBIG + 2 sec	4 93	704,599	0 04	110,374	YES

Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)

D 1 4.1 1	OSS-1	RSAG, by TN/Region(seconds)	RNS - RSAG, by TN + 2 sec	2 95	3,160,405	1 35	230,416	YES
D 1 4 1 2	OSS-1	RSAG, by TN/Region(seconds)	ROS - RSAG, by TN + 2 sec	3 25	8,626	1 35	230,416	YES
D 1.4 2 1	OSS-1	RSAG, by ADDR/Region(seconds)	RNS - RSAG, by ADDR + 2 sec	3 16	9,008,384	1 99	52,384	YES
D 1.4 2 2	OSS-1	RSAG, by ADDR/Region(seconds)	ROS - RSAG, by ADDR + 2 sec	5 16	803,093	1 99	52,384	YES
D 1 4 3 1	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic					Diagnostic
D 1 4 3.2	OSS-1	ATLAS - MLH/Region(seconds)	Diagnostic					Diagnostic
D 1.4 4 1	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1 83	4	Diagnostic
D 1 4 4 2	OSS-1	ATLAS - DID/Region(seconds)	Diagnostic			1 83	4	Diagnostic
D 1 4 5 1	OSS-1	ATLAS - TN/Region(seconds)	RNS - ATLAS - TN + 2 sec	3 20	884,595	1 99	11,060	YES
D 1 4 5 2	OSS-1	ATLAS - TN/Region(seconds)	ROS - ATLAS - TN + 2 sec	2 77	293,270	1 99	11,060	YES
D 1 4 6 1	OSS-1	DSAP/Region(seconds)	RNS - DSAP + 2 sec	2 84	1,686,299	1 94	302,940	YES
D 1 4 6 2	OSS-1	DSAP/Region(seconds)	ROS - DSAP + 2 sec	2 72	326,682	1 94	302,940	YES
D 1 4 7 1	OSS-1	HAL/CRIS/Region(seconds)	RNS - CRSACCTS + 2 sec	10 07	5,392,348	2 35	192,574	YES
D 1 4 7 2	OSS-1	HAL/CRIS/Region(seconds)	ROS - CRSOCSR + 2 sec	3 39	580,889	2 35	192,574	YES
D 1.4 8 1	OSS-1	CRSEINT/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 5-1-2001, see D.1.4.7.1
D 1.4 8 2	OSS-1	CRSEINT/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 6-1-2001, see D.1.4.7.2
D 1.4 9 1	OSS-1	CRSECSRL/Region(seconds)	RNS - CRSACCTS + 2 sec	This data not applicable after 7-1-2001, see D.1.4 7 1
D 1.4 9 2	OSS-1	CRSECSRL/Region(seconds)	ROS - CRSOCSR + 2 sec	This data not applicable after 7-1-2001; see D.1 4 7.2

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Operations Support Systems - Maintenance and Repair											
% Interface Availability - BST											
D 2 1	OSS-3	TAFI/Region(%)	>= 99 5%	100 00%							YES
% Interface Availability - CLEC											
D 2 2 1	OSS-3	CLEC TAFI/Region(%)	>= 99 5%			100 00%					YES
D 2 2 2	OSS-3	ECTA/Region(%)	>= 99 5%			100 00%					YES
% Interface Availability - BST & CLEC											
D 2 3 1	OSS-3	CRIS/Region(%)	>= 99 5%			99 99%					YES
D 2 3 2	OSS-3	LMOS HOST/Region(%)	>= 99 5%			100 00%					YES
D 2 3 3	OSS-3	LNP/Region(%)	>= 99 5%			99 96%					YES
D 2 3 4	OSS-3	MARCH/Region(%)	>= 99 5%			99 99%					YES
D 2 3 5	OSS-3	OSPCM/Region(%)	>= 99 5%			100 00%					YES
D 2 3 6	OSS-3	Predictor/Region(%)	>= 99 5%			99 97%					YES
D 2 3.7	OSS-3	SOCS/Region(%)	>= 99 5%			99 99%					YES
Average Response Interval <= 4 Seconds											
D 2.4 1	OSS-4	CRIS/Region(%)	Parity w Retail	93 93%	1,575,671	92 84%	109,063		0 00075	14 5923	NO
D 2 4 2	OSS-4	DLETH/Region(%)	Parity w Retail	2 95%	43,626	4 88%	1,046		0 00530	-3 6316	YES
D 2 4 3	OSS-4	DLR/Region(%)	Parity w Retail	4 05%	32,433	2 61%	48,010		0 00142	10 1611	NO
D 2 4 4	OSS-4	LMOS/Region(%)	Parity w Retail	99 57%	1,575,618	99 62%	110,423		0 00020	-2 6438	YES
D 2 4 5	OSS-4	LMOSupd/Region(%)	Parity w Retail	95 99%	1,145,030	91 73%	63,667		0 00080	53 3476	NO
D 2 4 6	OSS-4	LNP/Region(%)	Parity w Retail	99 61%	115,489	99 18%	5,945		0 00083	5 2940	NO
D 2 4 7	OSS-4	MARCH/Region(%)	Parity w Retail	31 31%	7,125	34 90%	553		0 02047	-1 7527	YES
D.2 4 8	OSS-4	OSPCM/Region(%)	Parity w Retail	26 31%	4,496	13 92%	79		0 04997	2 4789	NO
D 2 4 9	OSS-4	Predictor/Region(%)	Parity w Retail	17 20%	76,019	24 07%	7,022		0 00471	14 5938	YES
D 2 4 10	OSS-4	SOCS/Region(%)	Parity w Retail	99 76%	227,763	99 72%	17,969		0 00038	0 9175	YES
D 2 4 11	OSS-4	NIW/Region(%)	Parity w Retail	87 02%	64,162	85 67%	3,775		0 00563	2 4040	NO
Average Response Interval <= 10 Seconds											
D 2 5 1	OSS-4	CRIS/Region(%)	Parity w Retail	98 82%	1,575,671	99 24%	109,063		0 00034	-12 2383	YES
D 2 5 2	OSS-4	DLETH/Region(%)	Parity w Retail	77 65%	43,626	84 99%	1,046		0 01304	-5 6341	YES
D 2 5 3	OSS-4	DLR/Region(%)	Parity w Retail	80 31%	32,433	91 17%	48,010		0 00286	-38 0036	YES
D 2 5 4	OSS-4	LMOS/Region(%)	Parity w Retail	99 77%	1,575,618	99 82%	110,423		0 00015	-3 6629	YES
D.2 5 5	OSS-4	LMOSupd/Region(%)	Parity w Retail	98 59%	1,145,030	95 17%	63,667		0 00048	71 1949	NO
D 2 5 6	OSS-4	LNP/Region(%)	Parity w Retail	99 88%	115,489	99 83%	5,945		0 00045	1 1525	YES
D 2 5 7	OSS-4	MARCH/Region(%)	Parity w Retail	31 31%	7,125	34 90%	553		0 02047	-1 7527	YES
D 2 5 8	OSS-4	OSPCM/Region(%)	Parity w Retail	96 71%	4,496	94 94%	79		0 02025	0 8748	YES
D 2 5 9	OSS-4	Predictor/Region(%)	Parity w Retail	17 20%	76,019	24 07%	7,022		0 00471	-14 5938	YES
D 2 5 10	OSS-4	SOCS/Region(%)	Parity w Retail	99 98%	227,763	99 98%	17,969		0 00012	-0 6496	YES
D 2 5 11	OSS-4	NIW/Region(%)	Parity w Retail	99 52%	64,162	99 60%	3,775		0 00116	-0 7020	YES
Average Response Interval > 10 Seconds											
D 2.6 1	OSS-4	CRIS/Region(%)	Parity w Retail	1 18%	1,575,671	0 76%	109,063		0 00034	12 2383	YES
D 2.6 2	OSS-4	DLETH/Region(%)	Parity w Retail	22 35%	43,626	15 01%	1,046		0 01304	5 6341	YES
D 2.6 3	OSS-4	DLR/Region(%)	Parity w Retail	19 69%	32,433	8 83%	48,010		0 00286	38 0036	YES
D 2 6 4	OSS-4	LMOS/Region(%)	Parity w Retail	0 23%	1,575,618	0 18%	110,423		0 00015	3 6629	YES
D 2 6 5	OSS-4	LMOSupd/Region(%)	Parity w Retail	1 41%	1,145,030	4 83%	63,667		0 00048	-71 1949	NO
D 2.6 6	OSS-4	LNP/Region(%)	Parity w Retail	0 12%	115,489	0 17%	5,945		0 00045	-1 1525	YES
D 2.6.7	OSS-4	MARCH/Region(%)	Parity w Retail	68 69%	7,125	65 10%	553		0 02047	1 7527	YES
D 2 6 8	OSS-4	OSPCM/Region(%)	Parity w Retail	3 29%	4,496	5 06%	79		0 02025	-0 8748	YES
D 2 6 9	OSS-4	Predictor/Region(%)	Parity w Retail	82 80%	76,019	75 93%	7,022		0 00471	14 5938	YES
D 2 6 10	OSS-4	SOCS/Region(%)	Parity w Retail	0 02%	227,763	0 02%	17,969		0 00012	0 6496	YES
D 2.6.11	OSS-4	NIW/Region(%)	Parity w Retail	0 48%	64,162	0 40%	3,775		0 00116	0 7020	YES

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			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Collocation - Collocation											
Average Response Time											
E 1 1 1	C-1	Virtual/FL(calendar days)	<= 15 days			8	8				YES
E 1 1 2	C-1	Physical Caged/FL(calendar days)	<= 15 days			6	38				YES
E 1 1 3	C-1	Physical Cageless/FL(calendar days)	<= 15 days			6	15				YES
Average Arrangement Time											
E 1 2 1	C-2	Virtual/FL(calendar days)	<= 60 days								
E 1 2 2	C-2	Virtual-Augments/FL(calendar days)	<= 45 days			11	2				YES
E.1 2 3	C-2	Virtual-Augments - Additional Space Required/FL(calendar days)	<= 60 days			43	1				YES
E 1 2 4	C-2	Physical Caged-Ordinary/FL(calendar days)	<= 90 days								
E 1 2 5	C-2	Physical Caged-Augments/FL(calendar days)	<= 45 days			8	13				YES
E 1 2 6	C-2	Physical Caged-Augments Additional Space Required/FL(calendar days)	<= 90 days								
E 1 2.7	C-2	Physical Cageless-Ordinary/FL(calendar days)	<= 90 days			70	1				YES
E 1 2.8	C-2	Physical Cageless-Augments/FL(calendar days)	<= 45 days			4	22				YES
E 1 2 9	C-2	Physical Cageless-Augments Additional Space Required/FL(calendar days)	<= 90 days								
% Due Dates Missed											
E 1.3 1	C-3	Virtual/FL(%)	< 10% missed			0.00%	3				YES
E 1 3 2	C-3	Physical/FL(%)	< 10% missed			0.00%	36				YES

BellSouth Monthly State Summary
Florida, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
General - Flow Through											
% Flow Through Service Requests											
F 1 1 1	O-3	Summary/Region(%)	Diagnostic			87 26%	327,495				Diagnostic
F 1 1 2	O-3	Aggregate/Region(%)	Diagnostic			87 26%	327,495				Diagnostic
F 1 1 3	O-3	Residence/Region(%)	>= 95%			88 56%	212,656				NO
F 1 1 4	O-3	Business/Region(%)	>= 90%			74 56%	6,848				NO
F 1 1 5	O-3	UNE/Region(%)	>= 85%			85 50%	107,991				YES
% Flow Through Service Requests - Achieved											
F 1 2 1	O-3	Summary/Region(%)	Diagnostic			78 28%	365,034				Diagnostic
F 1 2.2	O-3	Aggregate/Region(%)	Diagnostic			78 28%	365,034				Diagnostic
F 1 2 3	O-3	Residence/Region(%)	Diagnostic			80 82%	233,001				Diagnostic
F 1 2 4	O-3	Business/Region(%)	Diagnostic			54 31%	9,401				Diagnostic
F 1 2 5	O-3	UNE/Region(%)	Diagnostic			75 30%	122,632				Diagnostic
% Flow Through Service Requests - LNP											
F 1 3 1	O-3	Summary/Region(%)	>= 85%			92 81%	9,952				YES
F 1 3.2	O-3	Aggregate/Region(%)	>= 85%			92 81%	9,952				YES
F 1 3 3	O-3	Residence/Region(%)	Diagnostic								Diagnostic
F 1 3 4	O-3	Business/Region(%)	Diagnostic								Diagnostic
General - Pre-Ordering											
Loop Makeup Inquiry (Manual)											
F 2 1	PO-1	Loops/FL(%)	>= 95% w in 3 bus days			100 00%	6				YES
Loop Makeup Inquiry (Electronic)											
F 2 2	PO-2	Loops/FL(%)	>= 95% w in 1 min			93 08%	1,401				NO
General - Ordering											
Service Inquiry with Firm Order											
F 3 1 1	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% w in 5 bus days			100 00%	76				YES
F 3 1.2	O-10	Local Interoffice Transport/FL(%)	>= 95% w in 5 bus days			100 00%	5				YES
General - Ordering											
Average Speed of Answer											
F 4 1	O-12	Region(seconds)	Parity w Retail	221 26	7,043,987	24 06	37,148				YES
General - Maintenance Center											
Average Answer Time											
F 5.1	M&R-6	Region(seconds)	Parity w Retail	33.50	2,126,673	25 43	84,124				YES
General - Operator Services (Toll)											
Average Speed to Answer											
F 6 1	OS-1	FL(seconds)	PBD			5 31					PBD
% Answered in 30 seconds											
F 6 2	OS-2	FL(%)	PBD			96 30%					PBD
General - Directory Assistance											
Average Speed to Answer											
F 7 1	DA-1	FL(seconds)	PBD			5 89					PBD
% Answered in 20 seconds											

BellSouth Monthly State Summary
Florida, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 7 2	DA-2	FL(%)	PBD			93 70%					PBD
	General - E911										
	Mean Interval										
F.8 1	E-3	FL(hours)	PBD			1 98	1,221				PBD
	% Accuracy										
F 8.2	E-2	FL(%)	PBD			96 93%	678,463				PBD
	% Timeliness										
F 8 3	E-1	FL(%)	PBD			100 00%	1,221				PBD
	General - Billing										
	Usage Data Delivery Accuracy										
F 9 1	B-3	Region(%)	Parity w Retail	99 96%	5,215	100 00%	19,904		0 00030	-1 2591	YES
	Usage Data Delivery Timeliness										
F 9 2	B-5	Region(%)	Parity w Retail	96 95%	30,213	98 30%	325,755,575		0 00099	-13 6405	YES
	Usage Data Delivery Completeness										
F 9 3	B-4	Region(%)	Parity w Retail	98 75%	30,213	99 67%	325,755,575		0 00064	-14 4648	YES
	Mean Time to Deliver Usage										
F.9 4	B-6	Region(days)	Parity w Retail	3 78	30,213	2 76	325,755,575				YES
F 9 5 1	B-7	Resale/FL(%)	Parity w Retail	85 32%	$20,170,734	97 79%	$1,284,963		0 00084	-148 3688	YES
F 9 5 2	B-7	UNE/FL(%)	>= 90%			96 80%	$602,118				YES
F 9.5 3	B-7	Interconnection/FL(%)	>= 90%			98 62%	$12,278				YES
F 9 6 1	B-8	Resale/FL(%)	Parity w Retail	88 22%	$26,557,499	91 05%	$1,016,266		0 00095	-29 7311	YES
F 9.6 2	B-8	UNE/FL(%)	>= 90%			89 43%	$1,566,982				NO
F 9 6 3	B-8	Interconnection/FL(%)	>= 90%			79 45%	$1,110,104				NO
	General - Change Management										
	% Software Release Notices Sent On Time										
F 10 1	CM-1	FL(%)	>= 98% w in 30 days			50 00%	2				NO
	Average Software Release Notice Delay Days										
F 10 2	CM-2	FL(average)	>= 25 days prior to release			26	1				YES
	% Change Management Documentation Sent On Time										
F.10 3	CM-3	FL(%)	>= 98% w in 30 days			100 00%	2				YES
	Average Documentation Release Delay Days										
F 10.5	CM-4	FL(average)	>= 25 days prior to release								
	% CLEC Interface Outages Sent within 15 Minutes										
F 10 6	CM-5	FL(%)	>= 97% w in 15 min			100 00%	20				YES
	General - New Business Requests										
	% New Business Requests Processed within 30 Business Days										
F 11 1	BFR-1	Region(%)	>= 90% w in 30 bus days								
F 11 2 1	BFR-2A	Region(%)	>= 90% w in 10 bus days								
F 11 2 2	BFR-2B	Region(%)	>= 90% w in 30 bus days								
F 11 2 3	BFR-2C	Region(%)	>= 90% w in 60 bus days								
	General - Ordering										

BellSouth Monthly State Summary
Florida, January 2002

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		Acknowledgement Message Timeliness									
F 12 1 1	O-1	EDI/Region(%)	>= 95% w in 30 min			100 00%	92,808				YES
F 12 1 2	O-1	TAG/Region(%)	>= 95% w in 30 min			100 00%	379,170				YES
		Acknowledgement Message Completeness									
F.12 2 1	O-2	EDI/Region(%)	100%			100 00%	92,808				YES
F 12.2.2	O-2	TAG/Region(%)	100%			100 00%	379,170				NO
		General - Database Updates									
		Average Database Update Interval									
F 13 1 1	D-1	LIDB/FL(hours)	PBD	3 40	24	3 40	24				PBD
F 13 1 2	D-1	Directory Listings/FL(hours)	PBD	0 08	27	0 08	27				PBD
F 13 1 3	D-1	Directory Assistance/FL(hours)	PBD	4 14	27	3 66	27				PBD
		% Update Accuracy									
F 13 2 1	D-2	LIDB/FL(%)	>= 95%			100 00%	233				YES
F 13 2 2	D-2	Directory Listings/FL(%)	>= 95%			100 00%	212				YES
F 13 2 3	D-2	Directory Assistance/FL(%)	>= 95%			100 00%	74				YES
		% NXXs / LRNs Loaded by LERG Effective Date									
F.13 3	D-3	Region(%)	100%			100 00%	32				YES
		General - Network Outage Notification									
		Mean Time to Notify CLEC of Major Network Outages									
F 14 1	M&R-7	Region(minutes)	Parity w Retail	195	4	180	4				YES

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

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
	Collocation - Collocation										
	Average Response Time										
E 1 1.1	C-1	Virtual/FL (calendar days)	<= 20 days			8	8				YES
E.1 1.2	C-1	Physical Caged/FL (calendar days)	<= 30 days			6	38				YES
E 1 1 3	C-1	Physical Cageless/FL (calendar days)	<= 30 days			6	15				YES
	Average Arrangement										
E.1 2 1	C-2	Virtual-Ordinary/FL (calendar days)	<= 50 days			21	3				YES
E 1 2 2	C-2	Virtual-Extraordinary/FL (calendar days)	<= 75 days								
E 1 2 3	C-2	Physical Caged/FL (calendar days)	<= 90 days			8	13				YES
E 1 2 4	C-2	Physical Cageless/FL (calendar days)	<= 60 days			7	23				YES
E 1 2 5	C-2	Physical Cageless-Extraordinary/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E 1 3 1	C-3	Virtual/FL (%)	< 5% missed			0 00%	3				YES
E.1 3 2	C-3	Physical/FL (%)	< 5% missed			0 00%	36				YES

		PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOWTHROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		78.28%	87.26%
		FLOWTHROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.60%	
- RETAIL BUSINESS*		TBD	

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
1	0	0	2	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
2	20	0	0	20	1	0	1	18	3	2	1	15	83.33%	83 33%	88 24%
3	106	0	0	106	18	5	0	83	17	12	5	66	68 75%	79.52%	84 62%
4	12	0	0	12	4	0	0	8	5	2	3	3	33.33%	37.50%	60 00%
5	7	0	0	7	1	0	0	6	0	0	0	6	85.71%	100 00%	100 00%
6	9	0	0	9	1	0	1	7	2	1	1	5	71.43%	71 43%	83 33%
7	3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100.00%	100 00%
8	16	0	0	16	0	0	0	16	10	1	9	6	85.71%	37 50%	85 71%
9	4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
10	29	0	0	29	0	4	5	20	11	7	4	9	56 25%	45 00%	56 25%
11	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0 00%	0.00%
12	248	0	0	248	7	25	0	216	45	37	8	171	79.53%	79 17%	82 21%
13	247	0	0	247	13	24	0	210	41	24	17	169	82 04%	80 48%	87 56%
14	16	0	0	16	0	1	2	13	1	1	0	12	92 31%	92 31%	92 31%
15	0	0	31	31	14	1	0	16	1	0	1	15	51 72%	93 75%	100 00%
16	46	0	0	46	7	11	1	27	12	11	1	15	45 45%	55 56%	57 69%
17	29	0	0	29	3	1	0	25	7	5	2	18	69 23%	72 00%	78 26%
18	0	0	500	500	64	20	5	411	17	15	2	394	83 30%	95 86%	96 33%
19	0	0	3	3	0	1	0	2	2	0	2	0	0 00%	0 00%	0 00%
20	13	0	0	13	0	0	0	13	3	2	1	10	83 33%	76 92%	83 33%
21	0	0	52	52	16	9	0	27	11	4	7	16	44 44%	59.26%	80 00%
22	4	0	0	4	1	0	0	3	1	0	1	2	66 67%	66 67%	100 00%
23	0	0	29	29	12	4	0	13	10	7	3	3	13 64%	23 08%	30 00%
24	11,563	0	0	11,563	282	290	48	10,943	439	393	46	10,504	93 96%	95 99%	96 39%
25	0	0	3,029	3,029	333	278	33	2,385	393	189	204	1,992	79 24%	83 52%	91 33%
26	101	0	0	101	12	10	1	78	10	9	1	68	76 40%	87 18%	88 31%
27	0	331	0	331	35	32	1	263	65	56	9	198	68 51%	75 29%	77 95%
28	10	0	0	10	2	3	0	5	2	2	0	3	42 86%	60 00%	60 00%
29	125	0	0	125	1	12	0	112	29	23	6	83	77 57%	74 11%	78 30%
30	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
31	102	0	0	102	28	12	1	61	20	10	10	41	51 90%	67 21%	80 39%
32	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
33	90	0	0	90	14	17	0	59	3	3	0	56	76 71%	94 92%	94 92%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
34	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
35	10	0	0	10	0	1	0	9	3	2	1	6	75 00%	66 67%	75 00%
36	35	0	0	35	5	7	0	23	12	7	5	11	47 83%	47.83%	61 11%
37	29	0	0	29	4	0	0	25	10	7	3	15	57 69%	60 00%	68 18%
38	26	0	0	26	2	2	0	22	3	1	2	19	86 36%	86 36%	95 00%
39	0	132	0	132	13	16	3	100	32	22	10	68	66 02%	68 00%	75 56%
40	0	0	8	8	0	4	0	4	0	0	0	4	100.00%	100 00%	100.00%
41	807	0	0	807	110	132	8	557	147	114	33	410	64.67%	73.61%	78.24%
42	1,805	0	0	1,805	216	38	12	1,539	202	180	22	1,337	77 15%	86 87%	88 13%
43	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
44	2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0.00%	0 00%
45	7	0	0	7	3	0	0	4	1	0	1	3	50 00%	75 00%	100 00%
46	0	0	34	34	9	6	0	19	12	1	11	7	41 18%	36 84%	87 50%
47	927	0	0	927	107	86	17	717	170	142	28	547	68 72%	76 29%	79 39%
48	477	0	0	477	349	22	2	104	13	6	7	91	20 40%	87 50%	93 81%
49	127	0	0	127	12	4	1	110	22	21	1	88	72 73%	80 00%	80 73%
50	534	0	0	534	21	25	2	486	80	72	8	406	81 36%	83 54%	84 94%
51	1,180	0	0	1,180	256	114	18	792	224	164	60	568	57 49%	71 72%	77 60%
52	0	1,129	0	1,129	334	175	8	612	226	192	34	386	42.32%	63 07%	66 78%
53	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
54	0	148	0	148	15	30	2	101	49	30	19	52	53 61%	51.49%	63 41%
55	399	0	0	399	49	43	2	305	32	27	5	273	78 22%	89 51%	91 00%
56	76	0	0	76	21	14	0	41	15	6	9	26	49 06%	63 41%	81 25%
57	0	0	5	5	2	1	0	2	0	0	0	2	50 00%	100 00%	100 00%
58	67	0	0	67	12	12	1	42	12	3	9	30	66 67%	71 43%	90 91%
59	0	177	0	177	1	33	3	140	26	21	5	114	83 82%	81 43%	84 44%
60	41	0	0	41	11	4	3	23	14	9	5	9	31 03%	39.13%	50 00%
61	737	0	0	737	67	89	0	581	37	30	7	544	84 87%	93 63%	94 77%
62	0	0	6	6	0	1	0	5	2	2	0	3	60 00%	60 00%	60 00%
63	0	0	2	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
64	0	0	15	15	0	5	0	10	4	4	0	6	60 00%	60 00%	60 00%
65	0	0	28	28	0	3	0	25	3	3	0	22	88 00%	88 00%	88 00%
66	0	0	120	120	0	25	0	95	16	16	0	79	83 16%	83 16%	83 16%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
67	24	0	0	24	20	1	0	3	0	0	0	3	13.04%	100 00%	100 00%
68	702	0	0	702	62	42	0	598	58	36	22	540	84 64%	90 30%	93.75%
69	515	0	0	515	40	10	2	463	24	21	3	439	87 80%	94.82%	95 43%
70	2,263	0	0	2,263	194	167	11	1,891	165	128	37	1,726	84 28%	91 27%	93 10%
71	0	485	0	485	42	69	8	366	93	78	15	273	69 47%	74 59%	77 78%
72	1,082	0	0	1,082	88	92	25	877	236	174	62	641	70 99%	73 09%	78 65%
73	131	0	0	131	15	14	1	101	9	8	1	92	80 00%	91 09%	92 00%
74	176	0	0	176	15	27	1	133	18	15	3	115	79 31%	86 47%	88.46%
75	26	0	0	26	1	5	0	20	2	2	0	18	85.71%	90 00%	90 00%
76	110	0	0	110	11	8	1	90	7	7	0	83	82.18%	92 22%	92 22%
77	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
78	331	0	0	331	13	24	0	294	15	15	0	279	90 88%	94 90%	94 90%
79	85	0	0	85	5	10	0	70	4	4	0	66	88 00%	94 29%	94.29%
80	144	0	0	144	36	21	1	86	15	11	4	71	60.17%	82 56%	86 59%
81	152	0	0	152	18	27	0	107	13	11	2	94	76 42%	87 85%	89 52%
82	510	0	0	510	122	26	1	361	45	27	18	316	67 96%	87 53%	92 13%
83	90	0	0	90	21	0	0	69	10	9	1	59	66 29%	85 51%	86 76%
84	448	0	0	448	33	23	5	387	22	20	2	365	87 32%	94 32%	94 81%
85	162	0	0	162	13	21	3	125	31	25	6	94	71 21%	75 20%	78 99%
86	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100.00%	100 00%
87	32,469	0	0	32,469	2,452	1,859	51	28,107	2,082	1,820	262	26,025	85 90%	92 59%	93 46%
88	32	0	0	32	2	3	1	26	5	5	0	21	75 00%	80 77%	80 77%
89	31	0	0	31	4	4	0	23	4	3	1	19	73.08%	82 61%	86 36%
90	101	0	0	101	15	16	1	69	10	9	1	59	71 08%	85 51%	86 76%
91	28	0	0	28	0	2	4	22	16	12	4	6	33 33%	27 27%	33.33%
92	6,029	0	0	6,029	433	530	9	5,057	485	416	69	4,572	84 34%	90 41%	91 66%
93	562	0	0	562	34	13	2	513	30	27	3	483	88 79%	94 15%	94.71%
94	118	0	0	118	25	24	1	68	12	9	3	56	62 22%	82.35%	86 15%
95	22	0	0	22	3	3	0	16	1	1	0	15	78 95%	93 75%	93 75%
96	0	97	0	97	79	7	2	9	4	2	2	5	5 81%	55 56%	71 43%
97	63	0	0	63	3	7	3	50	10	9	1	40	76 92%	80 00%	81 63%
98	71	0	0	71	6	2	0	63	5	5	0	58	84 06%	92 06%	92 06%
99	482	0	0	482	111	17	6	348	113	80	33	235	55 16%	67 53%	74 60%

AGGREGATE ORDER TYPES													FLOWTHROUGH		
Company Info					LSR PROCESSING										
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
100	410	0	0	410	58	18	6	328	121	93	28	207	57.82%	63 11%	69 00%
101	72	0	0	72	15	12	0	45	3	3	0	42	70 00%	93 33%	93 33%
102	0	326	0	326	275	21	2	28	16	9	7	12	4 05%	42 86%	57 14%
103	5,181	0	0	5,181	715	495	54	3,917	695	557	138	3,222	71 70%	82 26%	85 26%
104	528	0	0	528	35	165	0	328	42	34	8	286	80 56%	87 20%	89 38%
105	0	1,774	0	1,774	50	119	1	1,604	518	484	34	1,086	67 04%	67 71%	69 17%
106	5	0	0	5	0	0	0	5	1	1	0	4	80 00%	80 00%	80 00%
107	0	0	86	86	6	8	1	71	4	3	1	67	88.16%	94 37%	95.71%
108	32	0	0	32	1	2	0	29	3	2	1	26	89 66%	89.66%	92 86%
109	0	0	105	105	38	12	0	55	22	10	12	33	40 74%	60.00%	76.74%
110	370	0	0	370	22	12	0	336	17	17	0	319	89 11%	94 94%	94 94%
111	90	0	0	90	3	14	3	70	26	21	5	44	64 71%	62 86%	67.69%
112	811	0	0	811	112	60	7	632	140	129	11	492	67 12%	77 85%	79.23%
113	2,239	0	0	2,239	525	210	18	1,486	412	349	63	1,074	55 13%	72 27%	75 47%
114	75	0	0	75	6	12	0	57	9	5	4	48	81 36%	84 21%	90 57%
115	0	0	78	78	0	14	1	63	1	0	1	62	100 00%	98 41%	100 00%
116	9	0	0	9	1	1	0	7	0	0	0	7	87 50%	100.00%	100 00%
117	19	0	0	19	0	3	0	16	2	1	1	14	93 33%	87.50%	93 33%
118	0	0	375	375	27	21	2	325	42	32	10	283	82 75%	87 08%	89.84%
119	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
120	0	193	0	193	153	16	1	23	10	8	2	13	7.47%	56 52%	61 90%
121	38	0	0	38	12	4	0	22	7	5	2	15	46 88%	68 18%	75 00%
122	815	0	0	815	81	49	0	685	79	66	13	606	80.48%	88 47%	90 18%
123	5	0	0	5	2	0	0	3	0	0	0	3	60.00%	100 00%	100 00%
124	17	0	0	17	3	1	0	13	1	1	0	12	75 00%	92 31%	92 31%
125	0	0	265	265	9	24	0	232	2	2	0	230	95 44%	99 14%	99 14%
126	46	0	0	46	15	11	3	17	8	7	1	9	29 03%	52 94%	56 25%
127	1,685	0	0	1,685	112	80	11	1,482	314	257	57	1,168	75 99%	78 81%	81 96%
128	0	1,669	0	1,669	153	145	0	1,371	155	136	19	1,216	80 80%	88 69%	89 94%
129	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
130	0	0	1,501	1,501	259	128	7	1,107	220	188	32	887	66 49%	80 13%	82 51%
131	6	0	0	6	1	0	0	5	0	0	0	5	83 33%	100 00%	100 00%
132	1,309	0	0	1,309	84	99	9	1,117	183	144	39	934	80 38%	83 62%	86 64%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated		Errors					
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
133	82	0	0	82	9	1	0	72	11	10	1	61	76.25%	84.72%	85 92%
134	0	491	0	491	15	173	2	301	128	88	40	173	62.68%	57 48%	66 28%
135	975	0	0	975	54	33	5	883	318	215	103	565	67.75%	63.99%	72.44%
136	6	0	0	6	0	1	0	5	1	1	0	4	80 00%	80 00%	80.00%
137	13	0	0	13	1	2	0	10	3	2	1	7	70.00%	70 00%	77.78%
138	310	0	0	310	80	28	4	198	29	22	7	169	62.36%	85.35%	88.48%
139	58	0	0	58	3	5	0	50	8	7	1	42	80.77%	84.00%	85.71%
140	0	0	772	772	10	70	0	692	6	4	2	686	98.00%	99.13%	99 42%
141	138	0	0	138	4	15	0	119	10	3	7	109	93 97%	91 60%	97 32%
142	1,057	0	0	1,057	144	62	4	847	54	42	12	793	81.00%	93.62%	94 97%
143	33	0	0	33	2	7	2	22	3	3	0	19	79 17%	86 36%	86 36%
144	0	1	0	1	0	0	0	1	1	0	1	0	0 00%	0.00%	0 00%
145	511	0	0	511	60	71	2	378	110	85	25	268	64 89%	70.90%	75 92%
146	0	515	0	515	144	58	2	311	85	56	29	226	53.05%	72 67%	80 14%
147	884	0	0	884	197	93	10	584	119	85	34	465	62.25%	79 62%	84 55%
148	121	0	0	121	21	13	0	87	24	19	5	63	61.17%	72 41%	76 83%
149	190	0	0	190	19	21	5	145	31	25	6	114	72 15%	78 62%	82 01%
150	1,361	0	0	1,361	93	179	18	1,071	140	104	36	931	82.54%	86.93%	89 95%
151	0	0	8,660	8,660	173	843	17	7,627	734	611	123	6,893	89.79%	90.38%	91 86%
152	0	0	5	5	0	3	0	2	0	0	0	2	100.00%	100 00%	100 00%
153	22	0	0	22	4	0	0	18	9	5	4	9	50.00%	50 00%	64 29%
154	145	0	0	145	36	9	1	99	53	36	17	46	38.98%	46 46%	56 10%
155	0	2,342	0	2,342	306	252	21	1,763	617	450	167	1,146	60.25%	65 00%	71 80%
156	228	0	0	228	28	22	3	175	31	25	6	144	73 10%	82.29%	85 21%
157	448	0	0	448	13	11	0	424	55	42	13	369	87 03%	87.03%	89 78%
158	0	42	0	42	0	8	0	34	7	7	0	27	79 41%	79 41%	79 41%
159	80	0	0	80	2	3	1	74	7	5	2	67	90 54%	90 54%	93.06%
160	8,690	0	0	8,690	347	645	25	7,673	366	277	89	7,307	92 13%	95.23%	96 35%
161	0	51	0	51	1	8	1	41	18	10	8	23	67 65%	56.10%	69 70%
162	3,203	0	0	3,203	235	191	5	2,772	269	234	35	2,503	84 22%	90.30%	91 45%
163	22	0	0	22	0	9	0	13	1	1	0	12	92 31%	92 31%	92 31%
164	1,057	0	0	1,057	208	214	16	619	270	191	79	349	46 66%	56 38%	64 63%
165	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0.00%

AGGREGATE ORDER TYPES															
Company Info						LSR PROCESSING									FLOWTHROUGH
						LESOG									
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
166	0	0	294	294	14	34	2	244	137	75	62	107	54.59%	43.85%	58 79%
167	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0.00%	0.00%
168	41	0	0	41	9	2	0	30	6	4	2	24	64.86%	80.00%	85 71%
169	713	0	0	713	17	35	0	661	54	49	5	607	90 19%	91.83%	92 53%
170	28	0	0	28	10	1	0	17	6	5	1	11	42.31%	64 71%	68 75%
171	0	0	67	67	1	15	0	51	9	5	4	42	87.50%	82.35%	89 36%
172	0	0	119	119	15	21	1	82	29	14	15	53	64.63%	64.63%	79 10%
173	0	0	191	191	2	43	5	141	57	24	33	84	76.36%	59 57%	77 78%
174	0	0	554	554	213	58	10	273	112	78	34	161	35.62%	58.97%	67 36%
175	11	0	0	11	0	0	0	11	0	0	0	11	100 00%	100 00%	100 00%
176	89	0	0	89	2	14	0	73	0	0	0	73	97.33%	100 00%	100 00%
177	11	0	0	11	3	0	0	8	3	3	0	5	45.45%	62 50%	62 50°
178	20	0	0	20	2	1	0	17	8	3	5	9	64.29%	52.94%	75 00%
179	0	12,323	0	12,323	220	4,111	5	7,987	4,836	589	4,247	3,151	79.57%	39 45%	84 25%
180	8	0	0	8	0	1	0	7	4	3	1	3	50.00%	42 86%	50 00%
181	740	0	0	740	84	144	2	510	110	86	24	400	70.18%	78 43%	82 30%
182	392	0	0	392	53	22	6	311	59	46	13	252	71.79%	81.03%	84.56%
183	606	0	0	606	40	39	2	525	91	76	15	434	78.91%	82.67%	85.10%
184	13	0	0	13	4	7	0	2	0	0	0	2	33.33%	100.00%	100 00%
185	0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50 00%	100 00%
186	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50 00%
187	69	0	0	69	11	7	0	51	15	9	6	36	64.29%	70.59%	80 00%
188	0	0	729	729	217	102	3	407	52	35	17	355	58.48%	87.22%	91 03%
189	2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50 00%	100 00%
190	0	0	107	107	18	7	8	74	23	17	6	51	59.30%	68.92%	75 00%
191	1,244	0	0	1,244	82	369	0	793	30	20	10	763	88.21%	96 22%	97 45%
192	0	4,349	0	4,349	99	454	2	3,794	1,340	1,221	119	2,454	65.02%	64 68%	66 78%
193	38	0	0	38	9	3	1	25	6	1	5	19	65.52%	76.00%	95 00%
194	0	3,064	0	3,064	43	425	0	2,596	752	686	66	1,844	71 67%	71 03%	72 89%
195	805	0	0	805	62	295	0	448	14	8	6	434	86.11%	96.88%	98 19%
196	43	0	0	43	4	0	0	39	5	3	2	34	82.93%	87.18%	91 89%
197	0	259	0	259	8	25	0	226	53	20	33	173	86.07%	76 55%	89 64%
198	58	0	0	58	25	1	3	29	6	4	2	23	44.23%	79 31%	85 19%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
199	25	0	0	25	7	0	1	17	13	9	4	4	20 00%	23 53%	30 77%
200	0	723	0	723	36	61	15	611	152	120	32	459	74 63%	75 12%	79 27%
201	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
202	10	0	0	10	0	0	0	10	1	0	1	9	100 00%	90 00%	100 00%
203	0	0	5	5	3	0	0	2	0	0	0	2	40 00%	100 00%	100 00%
204	0	147	0	147	30	28	1	88	61	39	22	27	28 13%	30 68%	40 91%
205	5	0	0	5	1	3	0	1	1	1	0	0	0 00%	0 00%	0 00%
206	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
207	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
208	4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
209	94	0	0	94	2	26	0	66	13	4	9	53	89 83%	80 30%	92 98%
210	0	43,712	0	43,712	2,410	4,426	110	36,766	4,939	3,475	1,464	31,827	84 39%	86 57%	90 16%
211	3	0	0	›3	0	3	0	0	0	0	0	0	0 00%	0 00%	0 00%
212	6	0	0	6	0	4	0	2	0	0	0	2	100 00%	100 00%	100 00%
213	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
214	0	0	1	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
215	141	0	0	141	23	33	1	84	21	13	8	63	63 64%	75 00%	82 89%
216	0	4,342	0	4,342	70	956	1	3,315	1,567	901	666	1,748	64 29%	52 73%	65 99%
217	24	0	0	24	3	5	0	16	3	2	1	13	72 22%	81 25%	86 67%
218	0	0	77	77	32	16	0	29	22	11	11	7	14 00%	24 14%	38 89%
219	22	0	0	22	0	1	1	20	6	3	3	14	82 35%	70 00%	82 35%
220	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
221	0	1,902	0	1,902	70	512	7	1,313	169	85	84	1,144	88 07%	87 13%	93 08%
222	3,372	0	0	3,372	212	378	4	2,778	120	99	21	2,658	89 53%	95 68%	96 41%
223	29	0	0	29	4	1	0	24	5	4	1	19	70 37%	79 17%	82.61%
224	705	0	0	705	80	35	0	590	45	37	8	545	82 33%	92 37%	93 64%
225	363	0	0	363	21	5	3	334	16	13	3	318	90 34%	95 21%	96 07%
226	5	0	0	5	2	0	0	3	2	0	2	1	33 33%	33 33%	100 00%
227	4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
228	18	0	0	18	1	2	0	15	6	4	2	9	64 29%	60 00%	69 23%
229	0	0	6	6	2	2	0	2	2	1	1	0	0 00%	0 00%	0 00%
230	0	12	0	12	1	2	0	9	5	3	2	4	50 00%	44 44%	57 14%
231	94	0	0	94	8	17	2	67	9	6	3	58	80 56%	86 57%	90 63%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
232	0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
233	0	0	498	498	85	15	15	383	87	50	37	296	68 68%	77 28%	85 55%
234	0	0	267	267	63	32	2	170	55	42	13	115	52 27%	67.65%	73 25%
235	563	0	0	563	86	93	8	376	77	59	18	299	67 34%	79 52%	83 52%
236	514	0	0	514	36	52	0	426	19	16	3	407	88 67%	95 54%	96 22%
237	48	0	0	48	9	14	2	23	8	4	4	15	53 57%	65 22%	78 95%
238	67,878	0	0	67,878	5,983	12,323	559	49,013	11,754	8,667	3,087	37,259	71 78%	76 02%	81 13%
239	1,081	0	0	1,081	94	532	21	434	176	135	41	258	52 98%	59 45%	65 65%
240	494	0	0	494	49	28	1	416	34	27	7	382	83 41%	91 83%	93 40%
241	0	0	238	238	1	38	0	199	4	4	0	195	97 50%	97 99%	97 99%
242	17	0	0	17	3	0	0	14	0	0	0	14	82 35%	100 00%	100 00%
243	285	0	0	285	9	44	4	228	78	62	16	150	67 87%	65 79%	70 75%
244	86	0	0	86	13	8	2	63	15	11	4	48	66 67%	76 19%	81 36%
245	1,256	0	0	1,256	108	67	5	1,076	37	31	6	1,039	88 20%	96 56%	97 10%
246	328	0	0	328	6	6	0	316	21	20	1	295	91 90%	93 35%	93 65%
247	287	0	0	287	18	59	6	204	121	90	31	83	43 46%	40 69%	47 98%
248	478	0	0	478	41	35	1	401	44	41	3	357	81 32%	89 03%	89 70%
249	370	0	0	370	49	10	0	311	20	19	1	291	81 06%	93 57%	93 87%
250	863	0	0	863	54	19	2	788	57	49	8	731	87 65%	92 77%	93 72%
251	13	0	0	13	1	0	0	12	2	1	1	10	83 33%	83 33%	90 91%
252	1,311	0	0	1,311	95	19	1	1,196	25	23	2	1,171	90 85%	97 91%	98 07%
253	8	0	0	8	4	0	0	4	3	2	1	1	14 29%	25 00%	33 33%
254	13	0	0	13	4	4	0	5	3	3	0	2	22 22%	40 00%	40 00%
255	0	92	0	92	0	6	6	80	51	28	23	29	50 88%	36 25%	50 88%
256	0	0	3,300	3,300	18	494	31	2,757	1,033	510	523	1,724	76 55%	62 53%	77 17%
257	7	0	0	7	3	0	1	3	1	0	1	2	40 00%	66 67%	100 00%
258	0	0	3,441	3,441	112	45	17	3,267	655	580	75	2,612	79 06%	79 95%	81 83%
259	12,164	0	0	12,164	728	531	8	10,897	551	500	51	10,346	89 39%	94 94%	95 39%
260	662	0	0	662	33	51	2	576	32	25	7	544	90 37%	94 44%	95 61%
261	357	0	0	357	32	65	1	259	51	32	19	208	76 47%	80 31%	86 67%
262	394	0	0	394	20	34	4	336	71	51	20	265	78 87%	78 87%	83 86%
263	19	0	0	19	0	3	0	16	11	7	4	5	41 67%	31 25%	41 67%
264	12	0	0	12	0	8	0	4	2	1	1	2	66 67%	50 00%	66 67%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
265	9	0	0	9	0	7	0	2	1	1	0	1	50 00%	50 00%	50 00%
266	136	0	0	136	27	10	1	98	25	20	5	73	60 83%	74 49%	78 49%
267	38	0	0	38	11	3	3	21	5	2	3	16	55 17%	76 19%	88 89%
268	0	84	0	84	22	10	0	52	16	12	4	36	51 43%	69 23%	75.00%
269	129	0	0	129	19	11	1	98	12	10	2	86	74 78%	87 76%	89 58%
270	409	0	0	409	39	15	5	350	47	37	10	303	79 95%	86 57%	89 12%
271	95	0	0	95	19	6	2	68	7	6	1	61	70 93%	89 71%	91 04%
272	1,079	0	0	1,079	73	76	29	901	250	198	52	651	70 61%	72 25%	76 68%
273	3	0	0	3	1	0	0	2	1	1	0	1	33 33%	50 00%	50 00%
274	34	0	0	34	2	3	0	29	6	4	2	23	79 31%	79 31%	85 19%
275	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
276	0	51	0	51	4	13	0	34	6	4	2	28	77 78%	82 35%	87 50%
277	21	0	0	21	7	0	0	14	7	1	6	7	46 67%	50 00%	87 50%
278	69	0	0	69	7	10	0	52	13	10	3	39	69 64%	75 00%	79 59%
279	4,165	0	0	4,165	157	127	20	3,861	165	129	36	3,696	92 82%	95 73%	96 63%
280	6	0	0	6	1	0	1	4	0	0	0	4	80 00%	100 00%	100 00%
281	0	30	0	30	4	4	0	22	12	6	6	10	50 00%	45 45%	62 50%
282	451	0	0	451	82	25	1	343	66	57	9	277	66 59%	80.76%	82 93%
283	26	0	0	26	7	1	3	15	5	4	1	10	47 62%	66 67%	71 43%
284	3,839	0	0	3,839	167	338	12	3,322	2,260	2,088	172	1,062	32 02%	31.97%	33 71%
285	6	0	0	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100.00%
286	36	0	0	36	4	10	0	22	0	0	0	22	84 62%	100 00%	100 00%
287	79	0	0	79	6	7	0	66	6	3	3	60	86 96%	90 91%	95 24%
288	18	0	0	18	0	0	0	18	2	2	0	16	88 89%	88 89%	88 89%
289	5	0	0	5	0	0	0	5	2	2	0	3	60 00%	60 00%	60 00%
290	355	0	0	355	28	18	1	308	45	42	3	263	78 98%	85 39%	86 23%
291	4	0	0	4	0	1	0	3	1	1	0	2	66 67%	66 67%	66 67%
292	131	0	0	131	14	3	3	111	16	13	3	95	77 87%	85 59%	87 96%
293	4	0	0	4	1	0	0	3	0	0	0	3	75 00%	100 00%	100 00%
294	23	0	0	23	1	5	0	17	8	5	3	9	60 00%	52 94%	64 29%
295	11	0	0	11	0	1	0	10	1	1	0	9	90 00%	90 00%	90 00%
296	6	0	0	6	0	0	3	3	3	2	1	0	0 00%	0 00%	0 00%
297	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
298	0	0	73	73	7	15	0	51	12	9	3	39	70 91%	76 47%	81 25%
299	18	0	0	18	2	3	0	13	2	2	0	11	73 33%	84 62%	84 62%
300	26	0	0	26	10	1	2	13	5	1	4	8	42 11%	61 54%	88 89%
301	381	0	0	381	36	41	3	301	103	85	18	198	62.07%	65 78%	69 96%
302	1,556	0	0	1,556	107	30	4	1,415	62	51	11	1,353	89 54%	95 62%	96 37%
303	2,061	0	0	2,061	192	86	2	1,781	191	119	72	1,590	83 64%	89 28%	93 04%
304	4	0	0	4	0	0	0	4	2	2	0	2	50 00%	50 00%	50 00%
305	9	0	0	9	1	1	0	7	4	3	1	3	42 86%	42 86%	50.00%
306	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
307	2,505	0	0	2,505	327	133	8	2,037	238	181	57	1,799	77 98%	88 32%	90 86%
308	2,229	0	0	2,229	143	65	8	2,013	84	68	16	1,929	90 14%	95 83%	96 59%
309	0	0	13,097	13,097	963	4,347	73	7,714	2,083	1,251	832	5,631	71 78%	73 00%	81 82%
310	0	0	7	7	0	1	0	6	0	0	0	6	100 00%	100 00%	100 00%
311	267	0	0	267	41	15	1	210	18	18	0	192	76 49%	91 43%	91 43%
312	47	0	0	47	16	3	0	28	0	0	0	28	63 64%	100 00%	100 00%
313	63	0	0	63	13	2	0	48	1	0	1	47	78 33%	97 92%	100 00%
314	20	0	0	20	2	3	0	15	0	0	0	15	88 24%	100 00%	100 00%
315	79	0	0	79	18	8	3	50	8	4	4	42	65 63%	84 00%	91 30%
316	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
317	0	0	113	113	3	14	0	96	3	2	1	93	94 90%	96 88%	97 89%
318	1,663	0	0	1,663	139	137	0	1,387	85	71	14	1,302	86 11%	93 87%	94 83%
319	394	0	0	394	37	30	3	324	47	46	1	277	76.94%	85 49%	85 76%
320	8,391	0	0	8,391	390	572	14	7,415	818	638	180	6,597	86 52%	88 97%	91 18%
321	115	0	0	115	23	6	0	86	2	2	0	84	77 06%	97 67%	97 67%
322	7	0	0	7	3	0	0	4	2	2	0	2	28 57%	50 00%	50 00%
323	42	0	0	42	8	2	3	29	4	3	1	25	69 44%	86 21%	89 29%
324	668	0	0	668	89	71	1	507	41	36	5	466	78 85%	91 91%	92 83%
325	1,604	0	0	1,604	106	96	1	1,401	85	76	9	1,316	87 85%	93 93%	94 54%
326	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
327	0	0	82	82	2	12	2	66	31	14	17	35	68 63%	53 03%	71 43%
328	105	0	0	105	4	18	1	82	17	12	5	65	80 25%	79 27%	84 42%
329	25	0	0	25	1	0	1	23	1	0	1	22	95 65%	95 65%	100 00%
330	377	0	0	377	48	39	9	281	60	52	8	221	68 85%	78 65%	80 95%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects			Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
331	2,517	0	0	2,517	279	186	7	2,045	181	145	36	1,864	81 47%	91 15%	92 78%
332	59	0	0	59	2	23	1	33	10	4	6	23	79 31%	69 70%	85 19%
333	33	0	0	33	4	0	0	29	8	8	0	21	63 64%	72 41%	72 41%
334	3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100 00%	100 00%
335	0	0	47	47	14	9	0	24	10	2	8	14	46 67%	58 33%	87 50%
336	14	0	0	14	0	6	0	8	4	3	1	4	57 14%	50 00%	57 14%
337	1,106	0	0	1,106	112	130	11	853	194	142	52	659	72 18%	77 26%	82.27%
338	504	0	0	504	43	19	1	441	32	24	8	409	85 92%	92 74%	94 46%
339	0	0	84	84	2	9	2	71	18	9	9	53	82 81%	74 65%	85.48%
340	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
341	0	0	20	20	4	7	0	9	5	1	4	4	44 44%	44 44%	80 00%
342	0	0	253	253	59	26	1	167	36	31	5	131	59 28%	78 44%	80 86%
343	847	0	0	847	84	63	12	688	124	93	31	564	76 11%	81 98%	85 84%
344	135	0	0	135	25	13	3	94	34	27	7	60	53 57%	63 83%	68 97%
345	10	0	0	10	0	1	0	9	0	0	0	9	100 00%	100 00%	100 00%
346	0	8	0	8	0	2	0	6	3	2	1	3	60 00%	50 00%	60 00%
347	965	0	0	965	79	85	4	797	62	38	24	735	86 27%	92 22%	95 08%
348	13	0	0	13	6	0	0	7	4	2	2	3	27 27%	42 86%	60 00%
349	11	0	0	11	1	0	0	10	2	2	0	8	72 73%	80 00%	80 00%
350	385	0	0	385	49	20	0	316	23	13	10	293	82 54%	92 72%	95 75%
351	170	0	0	170	7	13	0	150	4	4	0	146	92 99%	97 33%	97 33%
352	4	0	0	4	0	1	1	2	1	1	0	1	50 00%	50 00%	50 00%
353	1,412	0	0	1,412	1,222	60	1	129	13	6	7	116	8 63%	89 92%	95 08%
354	379	0	0	379	291	7	0	81	7	3	4	74	20 11%	91 36%	96 10%
355	0	7	0	7	0	5	0	2	1	1	0	1	50 00%	50 00%	50 00%
356	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
357	4	0	0	4	1	0	0	3	1	1	0	2	50 00%	66 67%	66 67%
358	41	0	0	41	35	2	0	4	1	1	0	3	7 69%	75 00%	75 00%
359	5	0	0	5	0	3	0	2	2	1	1	0	0 00%	0 00%	0 00%
360	3,117	0	0	3,117	329	203	14	2,571	175	133	42	2,396	83 83%	93 19%	94 74%
361	1,625	0	0	1,625	114	68	6	1,437	92	68	24	1,345	88 08%	93 60%	95 19%
362	1,088	0	0	1,088	134	45	9	900	130	115	15	770	75 56%	85 56%	87 01%
363	0	0	2,244	2,244	339	53	80	1,772	398	349	49	1,374	66 63%	77 54%	79 74%

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING								FLOWTHROUGH	
					LESOG									
	Mechanized Interface Used				Manual	Rejects		Validated	Errors					
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
364	2,284	0	0	2,284	247	70	5	1,962	124	110	14	1,838	83 74%	93 68%	94 35%
365	219	0	0	219	20	11	4	184	21	13	8	163	83 16%	88 59%	92 61%
366	100	0	0	100	18	1	0	81	2	2	0	79	79 80%	97 53%	97 53%
367	0	72	0	72	8	7	0	57	13	12	1	44	68 75%	77 19%	78 57%
368	33	0	0	33	13	3	1	16	4	4	0	12	41 38%	75 00%	75 00%
369	30	0	0	30	2	2	2	24	3	1	2	21	87 50%	87 50%	95 45%
370	237	0	0	237	29	23	4	181	104	79	25	77	41 62%	42 54%	49.36%
371	129	0	0	129	10	8	1	110	9	7	2	101	85 59%	91 82%	93 52%
372	341	0	0	341	44	31	3	263	54	36	18	209	72 32%	79 47%	85 31%
373	7	0	0	7	0	0	0	7	2	0	2	5	100 00%	71 43%	100 00%
374	35	0	0	35	6	1	1	27	7	6	1	20	62 50%	74 07%	76 92%
375	150	0	0	150	12	7	1	130	53	44	9	77	57 89%	59 23%	63 64%
376	0	196	0	196	20	47	0	129	41	26	15	88	65 67%	68 22%	77 19%
377	70	0	0	70	22	6	0	42	7	3	4	35	58 33%	83 33%	92 11%
378	771	0	0	771	130	34	1	606	40	32	8	566	77 75%	93 40%	94 65%
379	192	0	0	192	18	6	1	167	14	12	2	153	83 61%	91 62%	92 73%
380	0	0	917	917	49	96	2	770	30	22	8	740	91 25%	96 10%	97 11%
381	3,538	0	0	3,538	180	196	47	3,115	335	105	230	2,780	90 70%	89 25%	96 36%
382	0	0	528	528	7	46	0	475	5	3	2	470	97 92%	98 95%	99 37%
383	565	0	0	565	63	23	0	479	45	39	6	434	80 97%	90 61%	91 75%
384	0	0	2	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
385	72	0	0	72	6	31	0	35	3	2	1	32	80 00%	91 43%	94 12%
386	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
387	394	0	0	394	42	21	2	329	34	24	10	295	81 72%	89 67%	92 48%
388	311	0	0	311	53	8	3	247	36	30	6	211	71 77%	85 43%	87 55%
389	168	0	0	168	16	6	1	145	13	12	1	132	82 50%	91 03%	91 67%
390	142	0	0	142	23	8	0	111	5	4	1	106	79 70%	95 50%	96 36%
391	12	0	0	12	1	2	1	8	2	2	0	6	66 67%	75 00%	75 00%
392	0	0	320	320	10	38	0	272	14	13	1	258	91 81%	94 85%	95 20%
393	613	0	0	613	44	38	3	528	44	39	5	484	85 36%	91 67%	92 54%
394	0	29	0	29	15	2	1	11	8	5	3	3	13 04%	27 27%	37 50%
395	24	0	0	24	6	0	2	16	8	6	2	8	40 00%	50 00%	57 14%
396	813	0	0	813	77	73	2	661	69	61	8	592	81 10%	89 56%	90 66%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
397	44	0	0	44	3	1	0	40	7	5	2	33	80 49%	82 50%	86 84%
398	248	0	0	248	21	8	2	217	31	26	5	186	79 83%	85 71%	87 74%
399	24	0	0	24	9	6	0	9	7	7	0	2	11 11%	22 22%	22 22%
400	0	74	0	74	15	12	0	47	13	9	4	34	58 62%	72 34%	79 07%
401	0	35	0	35	3	6	0	26	7	6	1	19	67 86%	73 08%	76 00%
402	10	0	0	10	3	2	0	5	1	0	1	4	57 14%	80 00%	100 00%
403	98	0	0	98	6	5	0	87	20	18	2	67	73 63%	77 01%	78 82%
404	163	0	0	163	44	5	6	108	49	40	9	59	41 26%	54 63%	59 60%
405	282	0	0	282	24	21	2	235	45	36	9	190	76 00%	80 85%	84 07%
406	0	0	256	256	48	12	1	195	58	45	13	137	59 57%	70 26%	75 27%
407	285	0	0	285	67	14	12	192	46	31	15	146	59 84%	76 04%	82 49%
408	23	0	0	23	2	2	0	19	10	3	7	9	64 29%	47 37%	75 00%
409	0	0	11	11	6	0	1	4	0	0	0	4	40 00%	100 00%	100 00%
410	8	0	0	8	0	2	1	5	3	2	1	2	50 00%	40 00%	50 00%
411	303	0	0	303	27	21	1	254	14	13	1	240	85 71%	94 49%	94 86%
412	20	0	0	20	0	1	0	19	1	1	0	18	94 74%	94 74%	94 74%
413	13	0	0	13	2	0	0	11	3	1	2	8	72 73%	72.73%	88 89%
414	6	0	0	6	0	0	0	6	0	0	0	6	100 00%	100 00%	100 00%
415	165	0	0	165	35	39	5	86	29	16	13	57	52 78%	66 28%	78 08%
416	180	0	0	180	31	13	0	136	35	23	12	101	65 16%	74 26%	81 45%
417	0	0	126	126	33	13	1	79	18	14	4	61	56 48%	77 22%	81 33%
418	1,779	0	0	1,779	264	147	11	1,357	106	90	16	1,251	77 94%	92 19%	93 29%
419	116	0	0	116	23	6	1	86	16	11	5	70	67 31%	81 40%	86 42%
420	0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
421	17	0	0	17	2	6	0	9	3	3	0	6	54 55%	66 67%	66 67%
422	76	0	0	76	11	6	0	59	12	10	2	47	69 12%	79 66%	82.46%
423	74	0	0	74	15	5	1	53	11	9	2	42	63 64%	79 25%	82 35%
424	17	0	0	17	2	1	0	14	2	1	1	12	80 00%	85 71%	92 31%
425	4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
426	0	182	0	182	46	28	0	108	33	32	1	75	49 02%	69 44%	70 09%
427	57	0	0	57	5	5	0	47	8	6	2	39	78 00%	82 98%	86 67%
428	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
429	26	0	0	26	4	3	0	19	4	2	2	15	71 43%	78 95%	88 24%

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
430	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
431	0	22	0	22	5	2	0	15	6	3	3	9	52 94%	60 00%	75 00%
432	7	0	0	7	0	0	0	7	5	2	3	2	50.00%	28 57%	50 00%
433	30	0	0	30	3	7	0	20	9	7	2	11	52 38%	55 00%	61 11%
434	1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
435	49	0	0	49	2	6	0	41	12	12	0	29	67 44%	70 73%	70 73%
436	0	20	0	20	11	3	0	6	0	0	0	6	35 29%	100 00%	100 00%
437	203	0	0	203	26	18	1	158	18	13	5	140	78 21%	88 61%	91 50%
438	0	0	61	61	7	10	0	44	9	3	6	35	77 78%	79 55%	92 11%
439	266	0	0	266	25	9	0	232	15	13	2	217	85 10%	93 53%	94 35%
440	5,174	0	0	5,174	368	415	19	4,372	670	467	203	3,702	81 60%	84 68%	88 80%
441	2,262	0	0	2,262	244	154	15	1,849	126	92	34	1,723	83.68%	93 19%	94 93%
442	0	0	582	582	70	78	3	431	118	97	21	313	65 21%	72 62%	76 34%
443	992	0	0	992	138	68	12	774	135	105	30	639	72 45%	82 56%	85 89%
444	75	0	0	75	16	5	0	54	6	2	4	48	72 73%	88 89%	96 00%
445	2,150	0	0	2,150	199	113	6	1,832	410	372	38	1,422	71 35%	77 62%	79 26%
446	0	0	18	18	0	8	1	9	7	6	1	2	25 00%	22 22%	25 00%
447	599	0	0	599	13	23	59	504	341	261	80	163	37 30%	32 34%	38 44%
448	0	0	37	37	7	13	4	13	6	2	4	7	43 75%	53 85%	77 78%
449	740	0	0	740	34	56	5	645	62	33	29	583	89 69%	90 39%	94 64%
450	2,282	0	0	2,282	156	172	6	1,948	185	142	43	1,763	85 54%	90 50%	92 55%
451	868	0	0	868	133	15	5	715	185	183	2	530	62 65%	74 13%	74 33%
452	36	0	0	36	2	1	0	33	5	4	1	28	82 35%	84 85%	87 50%
453	56	0	0	56	4	3	1	48	3	3	0	45	86 54%	93 75%	93 75%
454	2,709	0	0	2,709	311	295	39	2,064	435	291	144	1,629	73 02%	78 92%	84 84%
455	1,071	0	0	1,071	128	133	19	791	182	118	64	609	71 23%	76 99%	83 77%
456	366	0	0	366	16	27	4	319	18	16	2	301	90 39%	94 36%	94 95%
457	0	0	20	20	7	2	1	10	1	0	1	9	56 25%	90 00%	100 00%
458	48	0	0	48	8	6	0	34	2	2	0	32	76 19%	94 12%	94 12%
459	9	0	0	9	1	2	0	6	0	0	0	6	85 71%	100 00%	100 00%
460	0	286	0	286	1	32	5	248	118	79	39	130	61 90%	52 42%	62 20%
461	594	0	0	594	156	69	2	367	82	71	11	285	55 66%	77 66%	80 06%
462	1,398	0	0	1,398	294	103	0	1,001	130	112	18	871	68 21%	87 01%	88 61%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
						LESOG									
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
463	67	0	0	67	14	9	0	44	1	1	0	43	74 14%	97 73%	97 73%
464	1,390	0	0	1,390	146	117	6	1,121	129	76	53	992	81 71%	88 49%	92 88%
465	0	0	907	907	160	90	8	649	219	179	40	430	55 92%	66 26%	70 61%
466	0	0	748	748	105	77	4	562	196	168	28	366	57 28%	65 12%	68 54%
467	9	0	0	9	3	0	1	5	0	0	0	5	62 50%	100 00%	100 00%
468	8	0	0	8	1	3	0	4	1	1	0	3	60 00%	75 00%	75 00%
469	8	0	0	8	5	0	0	3	0	0	0	3	37 50%	100 00%	100 00%
470	978	0	0	978	85	57	7	829	47	41	6	782	86 12%	94 33%	95 02%
471	0	220	0	220	99	33	1	87	42	32	10	45	25 57%	51 72%	58 44%
472	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
473	8	0	0	8	2	1	0	5	1	1	0	4	57 14%	80 00%	80 00%
474	6	0	0	6	0	0	0	6	3	1	2	3	75 00%	50 00%	75 00%
475	0	0	2,196	2,196	405	264	32	1,495	408	312	96	1,087	60 25%	72 71%	77 70%
476	33	0	0	33	6	1	0	26	3	2	1	23	74 19%	88 46%	92 00%
477	108	0	0	108	9	17	0	82	11	10	1	71	78 89%	86 59%	87 65%
478	0	0	11	11	0	7	0	4	2	0	2	2	100 00%	50 00%	100 00%
479	0	0	1,170	1,170	173	132	7	858	260	191	69	598	62 16%	69 70%	75 79%
480	125	0	0	125	19	11	0	95	29	25	4	66	60 00%	69 47%	72 53%
481	93	0	0	93	16	6	3	68	14	9	5	54	68 35%	79 41%	85 71%
482	180	0	0	180	23	8	0	149	19	17	2	130	76 47%	87 25%	88 44%
483	0	0	2,308	2,308	284	244	15	1,765	436	320	116	1,329	68 75%	75 30%	80 59%
484	0	0	4	4	0	3	0	1	0	0	0	1	100 00%	100 00%	100 00%
485	3	0	0	3	0	3	0	0	0	0	0	0	0 00%	0 00%	0 00%
486	252	0	0	252	227	9	0	16	0	0	0	16	6 58%	100 00%	100 00%
487	0	98	0	98	9	12	0	77	22	18	4	55	67 07%	71 43%	75 34%
488	50	0	0	50	14	6	2	28	6	6	0	22	52 38%	78 57%	78 57%
489	50	0	0	50	1	4	3	42	15	4	11	27	84 38%	64 29%	87 10%
490	0	30	0	30	1	9	0	20	18	13	5	2	12 50%	10 00%	13 33%
491	0	0	5	5	1	0	0	4	3	3	0	1	20 00%	25 00%	25 00%
492	2,286	0	0	2,286	224	66	18	1,978	172	148	24	1,806	82 92%	91 30%	92 43%
493	415	0	0	415	68	31	4	312	36	32	4	276	73 40%	88 46%	89 61%
494	329	0	0	329	36	21	1	271	31	28	3	240	78 95%	88 56%	89 55%
495	2,619	0	0	2,619	192	255	46	2,126	305	198	107	1,821	82 36%	85 65%	90 19%

AGGREGATE ORDER TYPES					LSR PROCESSING									FLOWTHROUGH		
Company Info						LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors							
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
496	29	0	0	29	3	3	1	22	5	4	1	17	70 83%	77 27%	80 95%
497	0	0	34	34	5	9	0	20	3	1	2	17	73 91%	85 00%	94 44%
498	1,522	0	0	1,522	145	176	7	1,194	110	78	32	1,084	82 94%	90 79%	93 29%
499	98	0	0	98	20	10	0	68	27	24	3	41	48.24%	60 29%	63 08%
500	0	0	3	3	0	1	0	2	2	0	2	0	0 00%	0 00%	0 00%
501	832	0	0	832	98	32	3	699	54	54	0	645	80 93%	92 27%	92 27%
502	5	0	0	5	0	0	0	5	2	1	1	3	75.00%	60 00%	75 00%
503	0	26	0	26	3	4	0	19	5	5	0	14	63 64%	73 68%	73 68%
504	0	21	0	21	12	0	0	9	5	1	4	4	23 53%	44.44%	80 00%
505	4	0	0	4	2	0	0	2	1	0	1	1	33 33%	50 00%	100 00%
506	5	0	0	5	0	2	0	3	2	0	2	1	100 00%	33 33%	100 00%
507	0	1,320	0	1,320	109	199	0	1,012	340	147	193	672	72 41%	66 40%	82 05%
508	2,164	0	0	2,164	323	152	7	1,682	136	84	52	1,546	79 16%	91 91%	94 85%
509	0	112	0	112	14	24	0	74	14	6	8	60	75 00%	81 08%	90 91%
510	94	0	0	94	45	4	1	44	8	6	2	36	41 38%	81 82%	85 71%
LENS Subtotal	299,191	0	0	299,191	27,993	28,996	1,770	240,432	34,630	26,915	7,715	205,802	78 94%	85 60%	88 43%
EDI Subtotal	0	83,752	0	83,752	5,005	12,622	211	65,914	16,698	9,235	7,463	49,216	77 56%	74 67%	84 20%
TAG Subtotal	0	0	51,897	51,897	4,541	8,043	398	38,915	8,172	5,584	2,588	30,743	75 23%	79 00%	84 63%
TOTAL INTERFACES	299,191	83,752	51,897	434,840	37,539	49,661	2,379	345,261	59,500	41,734	17,766	285,761	78.28%	82.77%	87.26%

AGGREGATE ORDER TYPES														
Company Info					LSR PROCESSING								FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors		CLEC				
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	2	0	0	2	0	0	0	2	2	1	1	0	0 00%	0 00%	0.00%
2	29	0	0	29	0	4	5	20	11	7	4	9	56 25%	45 00%	56 25%
3	26	0	0	26	2	6	0	18	8	7	1	10	52 63%	55 56%	58 82%
4	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0 00%
5	0	0	3	3	1	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
6	82	0	0	82	2	45	0	35	2	0	2	33	94 29%	94 29%	100 00%
7	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
8	78	0	0	78	18	10	1	49	16	7	9	33	56 90%	67 35%	82 50%
9	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
10	90	0	0	90	14	17	0	59	3	3	0	56	76 71%	94 92%	94 92%
11	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0.00%
12	6	0	0	6	1	2	0	3	0	0	0	3	75 00%	100 00%	100 00%
13	29	0	0	29	4	0	0	25	10	7	3	15	57 69%	60 00%	68 18%
14	1,805	0	0	1,805	216	38	12	1,539	202	180	22	1,337	77 15%	86 87%	88 13%
15	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
16	4	0	0	4	3	0	0	1	0	0	0	1	25 00%	100 00%	100 00%
17	7	0	0	7	0	3	0	4	1	1	0	3	75 00%	75 00%	75.00%
18	74	0	0	74	5	8	1	60	0	0	0	60	92 31%	100 00%	100 00%
19	115	0	0	115	11	3	1	100	19	19	0	81	72 97%	81 00%	81 00%
20	534	0	0	534	21	25	2	486	80	72	8	406	81 36%	83 54%	84 94%
21	0	29	0	29	4	2	0	23	5	3	2	18	72 00%	78 26%	85 71%
22	87	0	0	87	4	7	0	76	6	6	0	70	87.50%	92 11%	92 11%
23	55	0	0	55	18	12	0	25	5	3	2	20	48 78%	80 00%	86 96%
24	737	0	0	737	67	89	0	581	37	30	7	544	84 87%	93 63%	94 77%
25	700	0	0	700	62	42	0	596	58	36	22	538	84 59%	90 27%	93 73%
26	515	0	0	515	40	10	2	463	24	21	3	439	87 80%	94 82%	95 43%
27	2,244	0	0	2,244	190	165	9	1,880	162	126	36	1,718	84 46%	91 38%	93 17%
28	49	0	0	49	5	5	0	39	1	1	0	38	86 36%	97 44%	97 44%
29	174	0	0	174	15	26	1	132	18	15	3	114	79 17%	86 36%	88 37%
30	26	0	0	26	1	5	0	20	2	2	0	18	85 71%	90 00%	90 00%
31	109	0	0	109	11	8	1	89	7	7	0	82	82 00%	92 13%	92 13%
32	331	0	0	331	13	24	0	294	15	15	0	279	90 88%	94 90%	94 90%
33	85	0	0	85	5	10	0	70	4	4	0	66	88 00%	94 29%	94 29%
34	151	0	0	151	18	27	0	106	12	11	1	94	76 42%	88 68%	89 52%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated			Errors		CLEC			
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
35	510	0	0	510	122	26	1	361	45	27	18	316	67 96%	87 53%	92 13%
36	90	0	0	90	21	0	0	69	10	9	1	59	66 29%	85 51%	86 76%
37	446	0	0	446	33	23	5	385	22	20	2	363	87 26%	94 29%	94 78%
38	114	0	0	114	11	9	2	92	19	15	4	73	73.74%	79 35%	82 95%
39	32,469	0	0	32,469	2,452	1,859	51	28,107	2,082	1,820	262	26,025	85 90%	92 59%	93 46%
40	101	0	0	101	15	16	1	69	10	9	1	59	71 08%	85 51%	86 76%
41	6,029	0	0	6,029	433	530	9	5,057	485	416	69	4,572	84 34%	90 41%	91.66%
42	562	0	0	562	34	13	2	513	30	27	3	483	88 79%	94 15%	94 71%
43	22	0	0	22	3	3	0	16	1	1	0	15	78 95%	93 75%	93 75%
44	68	0	0	68	6	2	0	60	5	5	0	55	83.33%	91 67%	91 67%
45	71	0	0	71	14	12	0	45	3	3	0	42	71 19%	93 33%	93 33%
46	552	0	0	552	52	90	2	408	76	56	20	332	75 45%	81 37%	85 57%
47	528	0	0	528	35	165	0	328	42	34	8	286	80 56%	87 20%	89 38%
48	0	1,774	0	1,774	50	119	1	1,604	518	484	34	1,086	67 04%	67 71%	69 17%
49	5	0	0	5	0	0	0	5	1	1	0	4	80 00%	80 00%	80 00%
50	0	0	86	86	6	8	1	71	4	3	1	67	88 16%	94 37%	95 71%
51	0	0	4	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
52	15	0	0	15	0	0	0	15	1	1	0	14	93 33%	93 33%	93.33%
53	370	0	0	370	22	12	0	336	17	17	0	319	89 11%	94 94%	94 94%
54	810	0	0	810	112	60	7	631	139	128	11	492	67 21%	77 97%	79 35%
55	72	0	0	72	5	12	0	55	9	5	4	46	82 14%	83 64%	90 20%
56	0	0	78	78	0	14	1	63	1	0	1	62	100 00%	98 41%	100 00%
57	9	0	0	9	1	1	0	7	0	0	0	7	87 50%	100 00%	100 00%
58	0	0	358	358	21	21	1	315	39	29	10	276	84 66%	87 62%	90 49%
59	815	0	0	815	81	49	0	685	79	66	13	606	80 48%	88 47%	90 18%
60	5	0	0	5	2	0	0	3	0	0	0	3	60 00%	100 00%	100 00%
61	17	0	0	17	3	1	0	13	1	1	0	12	75 00%	92 31%	92 31%
62	0	0	265	265	9	24	0	232	2	2	0	230	95 44%	99 14%	99 14%
63	9	0	0	9	5	1	0	3	1	1	0	2	25 00%	66 67%	66 67%
64	1,675	0	0	1,675	112	79	11	1,473	314	257	57	1,159	75 85%	78 68%	81 85%
65	0	1,669	0	1,669	153	145	0	1,371	155	136	19	1,216	80 80%	88 69%	89 94%
66	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
67	0	0	1,499	1,499	259	127	7	1,106	220	188	32	886	66 47%	80 11%	82 50%
68	6	0	0	6	1	0	0	5	0	0	0	5	83 33%	100 00%	100 00%

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

AGGREGATE ORDER TYPES													FLOWTHROUGH		
Company Info					LSR PROCESSING										
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
69	1,309	0	0	1,309	84	99	9	1,117	183	144	39	934	80 38%	83 62%	86 64%
70	82	0	0	82	9	1	0	72	11	10	1	61	76.25%	84 72%	85 92%
71	9	0	0	9	0	2	0	7	2	1	1	5	83 33%	71 43%	83 33%
72	147	0	0	147	15	9	2	121	16	11	5	105	80 15%	86 78%	90 52%
73	58	0	0	58	3	5	0	50	8	7	1	42	80 77%	84 00%	85 71%
74	0	0	772	772	10	70	0	692	6	4	2	686	98 00%	99 13%	99 42%
75	138	0	0	138	4	15	0	119	10	3	7	109	93 97%	91.60%	97 32%
76	1,057	0	0	1,057	144	62	4	847	54	42	12	793	81 00%	93 62%	94 97%
77	13	0	0	13	1	0	0	12	2	2	0	10	76 92%	83 33%	83 33%
78	133	0	0	133	15	17	0	101	32	25	7	69	63 30%	68 32%	73 40%
79	0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
80	5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
81	29	0	0	29	5	1	0	23	4	3	1	19	70 37%	82 61%	86 36%
82	127	0	0	127	13	12	2	100	15	12	3	85	77 27%	85 00%	87 63%
83	1,158	0	0	1,158	92	83	10	973	132	96	36	841	81 73%	86 43%	89 75%
84	0	0	8,660	8,660	173	843	17	7,627	734	611	123	6,893	89.79%	90 38%	91 86%
85	5	0	0	5	0	2	0	3	1	1	0	2	66 67%	66 67%	66 67%
86	0	54	0	54	3	7	0	44	16	11	5	28	66 67%	63 64%	71 79%
87	111	0	0	111	16	12	0	83	16	12	4	67	70 53%	80 72%	84 81%
88	448	0	0	448	13	11	0	424	55	42	13	369	87 03%	87 03%	89 78%
89	0	42	0	42	0	8	0	34	7	7	0	27	79 41%	79 41%	79 41%
90	80	0	0	80	2	3	1	74	7	5	2	67	90 54%	90 54%	93 06%
91	8,675	0	0	8,675	345	638	23	7,669	365	276	89	7,304	92 16%	95 24%	96 36%
92	0	51	0	51	1	8	1	41	18	10	8	23	67 65%	56 10%	69 70%
93	3,203	0	0	3,203	235	191	5	2,772	269	234	35	2,503	84 22%	90 30%	91 45%
94	22	0	0	22	0	9	0	13	1	1	0	12	92 31%	92 31%	92 31%
95	105	0	0	105	8	21	2	74	23	17	6	51	67 11%	68 92%	75 00%
96	2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0 00%	0 00%
97	41	0	0	41	9	2	0	30	6	4	2	24	64 86%	80 00%	85 71%
98	713	0	0	713	17	35	0	661	54	49	5	607	90 19%	91 83%	92 53%
99	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
100	11	0	0	11	0	0	0	11	0	0	0	11	100 00%	100 00%	100 00%
101	80	0	0	80	1	9	0	70	0	0	0	70	98 59%	100 00%	100 00%
102	0	12,323	0	12,323	220	4,111	5	7,987	4,836	589	4,247	3,151	79 57%	39 45%	84 25%

AGGREGATE ORDER TYPES															
Company Info						LSR PROCESSING								FLOWTHROUGH	
						LESOG									
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
103	249	0	0	249	20	49	0	180	31	29	2	149	75 25%	82 78%	83 71%
104	278	0	0	278	35	14	4	225	46	37	9	179	71.31%	79 56%	82 87%
105	547	0	0	547	35	31	2	479	74	62	12	405	80 68%	84 55%	86 72%
106	0	0	2	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
107	10	0	0	10	0	2	0	8	0	0	0	8	100 00%	100 00%	100 00%
108	0	0	518	518	154	39	1	324	27	18	9	297	63 33%	91 67%	94 29%
109	2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
110	1,244	0	0	1,244	82	369	0	793	30	20	10	763	88 21%	96 22%	97 45%
111	0	4,349	0	4,349	99	454	2	3,794	1,340	1,221	119	2,454	65 02%	64 68%	66 78%
112	0	3,064	0	3,064	43	425	0	2,596	752	686	66	1,844	71 67%	71 03%	72 89%
113	805	0	0	805	62	295	0	448	14	8	6	434	86 11%	96 88%	98 19%
114	0	2	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
115	36	0	0	36	4	0	0	32	3	3	0	29	80 56%	90 63%	90 63%
116	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
117	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
118	24	0	0	24	0	8	0	16	2	0	2	14	100 00%	87 50%	100 00%
119	0	530	0	530	34	22	0	474	9	3	6	465	92 63%	98 10%	99 36%
120	23	0	0	23	1	6	0	16	3	1	2	13	86 67%	81 25%	92 86%
121	0	4,342	0	4,342	70	956	1	3,315	1,567	901	666	1,748	64 29%	52 73%	65 99%
122	0	0	3	3	0	0	0	3	2	1	1	1	50 00%	33 33%	50 00%
123	0	1,440	0	1,440	19	441	0	980	64	30	34	916	94 92%	93 47%	96 83%
124	3,369	0	0	3,369	211	378	4	2,776	120	99	21	2,656	89 55%	95 68%	96 41%
125	22	0	0	22	0	1	0	21	5	4	1	16	80 00%	76 19%	80 00%
126	704	0	0	704	80	35	0	589	45	37	8	544	82 30%	92 36%	93 63%
127	363	0	0	363	21	5	3	334	16	13	3	318	90 34%	95 21%	96 07%
128	4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
129	10	0	0	10	0	1	0	9	2	2	0	7	77 78%	77 78%	77 78%
130	0	0	4	4	1	1	0	2	2	1	1	0	0 00%	0 00%	0 00%
131	94	0	0	94	8	17	2	67	9	6	3	58	80 56%	86 57%	90 63%
132	0	0	179	179	16	25	2	136	39	29	10	97	68 31%	71 32%	76 98%
133	334	0	0	334	25	49	3	257	45	34	11	212	78 23%	82 49%	86 18%
134	514	0	0	514	36	52	0	426	19	16	3	407	88 67%	95 54%	96 22%
135	64,373	0	0	64,373	5,501	11,710	480	46,682	10,907	8,066	2,841	35,775	72 50%	76 64%	81 60%
136	577	0	0	577	28	450	7	92	7	2	5	85	73 91%	92 39%	97 70%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated			Errors					
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
137	494	0	0	494	49	28	1	416	34	27	7	382	83 41%	91 83%	93 40%
138	0	0	238	238	1	38	0	199	4	4	0	195	97 50%	97 99%	97 99%
139	17	0	0	17	3	0	0	14	0	0	0	14	82.35%	100 00%	100 00%
140	9	0	0	9	1	3	0	5	2	1	1	3	60 00%	60 00%	75 00%
141	1,254	0	0	1,254	108	67	5	1,074	36	30	6	1,038	88 27%	96 65%	97 19%
142	328	0	0	328	6	6	0	316	21	20	1	295	91 90%	93 35%	93 65%
143	37	0	0	37	0	11	0	26	5	4	1	21	84 00%	80 77%	84 00%
144	477	0	0	477	41	35	1	400	44	41	3	356	81 28%	89 00%	89 67%
145	370	0	0	370	49	10	0	311	20	19	1	291	81 06%	93 57%	93 87%
146	858	0	0	858	53	19	1	785	56	48	8	729	87 83%	92 87%	93 82%
147	1,294	0	0	1,294	91	19	1	1,183	24	22	2	1,159	91 12%	97 97%	98 14%
148	0	0	3,273	3,273	18	491	31	2,733	1,018	502	516	1,715	76 73%	62 75%	77 36%
149	0	0	3,441	3,441	112	45	17	3,267	655	580	75	2,612	79 06%	79 95%	81 83%
150	12,163	0	0	12,163	728	531	8	10,896	551	500	51	10,345	89 39%	94 94%	95 39%
151	633	0	0	633	33	48	2	550	31	24	7	519	90 10%	94 36%	95 58%
152	341	0	0	341	32	59	1	249	45	28	17	204	77 27%	81 93%	87 93%
153	13	0	0	13	0	2	0	11	8	6	2	3	33 33%	27 27%	33 33%
154	12	0	0	12	0	8	0	4	2	1	1	2	66 67%	50 00%	66 67%
155	4	0	0	4	0	3	0	1	1	1	0	0	0 00%	0 00%	0 00%
156	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
157	0	42	0	42	1	7	0	34	2	1	1	32	94 12%	94 12%	96 97%
158	11	0	0	11	1	1	0	9	1	1	0	8	80 00%	88 89%	88.89%
159	409	0	0	409	39	15	5	350	47	37	10	303	79 95%	86 57%	89 12%
160	93	0	0	93	18	5	2	68	7	6	1	61	71 76%	89 71%	91 04%
161	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
162	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
163	49	0	0	49	6	15	6	22	10	1	9	12	63 16%	54 55%	92 31%
164	451	0	0	451	82	25	1	343	66	57	9	277	66 59%	80 76%	82 93%
165	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
166	14	0	0	14	2	4	0	8	4	0	4	4	66 67%	50 00%	100 00%
167	36	0	0	36	4	10	0	22	0	0	0	22	84 62%	100 00%	100 00%
168	75	0	0	75	3	7	0	65	6	3	3	59	90 77%	90 77%	95 16%
169	355	0	0	355	28	18	1	308	45	42	3	263	78 98%	85 39%	86 23%
170	4	0	0	4	0	1	0	3	1	1	0	2	66 67%	66 67%	66 67%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
171	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
172	18	0	0	18	2	3	0	13	2	2	0	11	73 33%	84 62%	84 62%
173	26	0	0	26	10	1	2	13	5	1	4	8	42 11%	61 54%	88.89%
174	16	0	0	16	0	12	0	4	0	0	0	4	100 00%	100 00%	100 00%
175	1,556	0	0	1,556	107	30	4	1,415	62	51	11	1,353	89 54%	95 62%	96 37%
176	2,061	0	0	2,061	192	86	2	1,781	191	119	72	1,590	83 64%	89 28%	93 04%
177	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
178	2,488	0	0	2,488	324	130	8	2,026	235	178	57	1,791	78 11%	88 40%	90 96%
179	5	0	0	5	0	2	0	3	1	1	0	2	66 67%	66.67%	66 67%
180	0	0	31	31	5	23	0	3	2	1	1	1	14 29%	33.33%	50 00%
181	0	0	7	7	0	1	0	6	0	0	0	6	100 00%	100.00%	100 00%
182	267	0	0	267	41	15	1	210	18	18	0	192	76 49%	91 43%	91 43%
183	47	0	0	47	16	3	0	28	0	0	0	28	63 64%	100 00%	100 00%
184	63	0	0	63	13	2	0	48	1	0	1	47	78 33%	97 92%	100 00%
185	20	0	0	20	2	3	0	15	0	0	0	15	88 24%	100 00%	100 00%
186	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
187	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
188	0	0	113	113	3	14	0	96	3	2	1	93	94 90%	96 88%	97 89%
189	1,663	0	0	1,663	139	137	0	1,387	85	71	14	1,302	86 11%	93 87%	94 83%
190	392	0	0	392	37	30	3	322	46	45	1	276	77 09%	85 71%	85 98%
191	8,391	0	0	8,391	390	572	14	7,415	818	638	180	6,597	86 52%	88 97%	91 18%
192	115	0	0	115	23	6	0	86	2	2	0	84	77 06%	97 67%	97 67%
193	7	0	0	7	3	0	0	4	2	2	0	2	28 57%	50 00%	50 00%
194	23	0	0	23	5	0	1	17	0	0	0	17	77 27%	100 00%	100 00%
195	661	0	0	661	87	70	1	503	40	35	5	463	79 15%	92 05%	92 97%
196	1,597	0	0	1,597	106	94	1	1,396	84	75	9	1,312	87 88%	93 98%	94 59%
197	0	0	3	3	0	0	0	3	3	0	3	0	0 00%	0 00%	0 00%
198	65	0	0	65	3	8	1	53	11	7	4	42	80 77%	79 25%	85 71%
199	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
200	2	0	0	2	0	0	0	2	2	1	1	0	0 00%	0 00%	0 00%
201	2,517	0	0	2,517	279	186	7	2,045	181	145	36	1,864	81 47%	91 15%	92 78%
202	33	0	0	33	4	0	0	29	8	8	0	21	63 64%	72 41%	72 41%
203	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
204	6	0	0	6	0	0	0	6	2	2	0	4	66 67%	66 67%	66 67%

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
205	10	0	0	10	1	3	0	6	0	0	0	6	85 71%	100 00%	100 00%
206	504	0	0	504	43	19	1	441	32	24	8	409	85 92%	92 74%	94 46%
207	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100.00%	100 00%
208	10	0	0	10	0	1	0	9	0	0	0	9	100 00%	100.00%	100 00%
209	0	8	0	8	0	2	0	6	3	2	1	3	60 00%	50 00%	60 00%
210	965	0	0	965	79	85	4	797	62	38	24	735	86 27%	92 22%	95 08%
211	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
212	383	0	0	383	49	20	0	314	23	13	10	291	82 44%	92 68%	95 72%
213	170	0	0	170	7	13	0	150	4	4	0	146	92 99%	97 33%	97 33%
214	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
215	4	0	0	4	1	0	0	3	1	1	0	2	50 00%	66 67%	66 67%
216	5	0	0	5	0	3	0	2	2	1	1	0	0 00%	0 00%	0 00%
217	3,115	0	0	3,115	329	203	14	2,569	173	132	41	2,396	83 86%	93 27%	94 78%
218	1,617	0	0	1,617	110	67	6	1,434	91	67	24	1,343	88 36%	93 65%	95 25%
219	1,072	0	0	1,072	132	44	9	887	128	114	14	759	75 52%	85 57%	86 94%
220	2,283	0	0	2,283	247	70	5	1,961	124	110	14	1,837	83 73%	93 68%	94 35%
221	219	0	0	219	20	11	4	184	21	13	8	163	83 16%	88 59%	92 61%
222	94	0	0	94	17	1	0	76	2	2	0	74	79 57%	97 37%	97 37%
223	0	1	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
224	24	0	0	24	1	0	2	21	2	1	1	19	90 48%	90 48%	95 00%
225	221	0	0	221	26	19	1	175	104	79	25	71	40 34%	40 57%	47 33%
226	129	0	0	129	10	8	1	110	9	7	2	101	85 59%	91 82%	93 52%
227	304	0	0	304	28	26	3	247	52	36	16	195	75 29%	78 95%	84 42%
228	22	0	0	22	0	1	1	20	6	5	1	14	73 68%	70.00%	73 68%
229	150	0	0	150	12	7	1	130	53	44	9	77	57 89%	59 23%	63 64%
230	0	2	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
231	771	0	0	771	130	34	1	606	40	32	8	566	77 75%	93 40%	94 65%
232	192	0	0	192	18	6	1	167	14	12	2	153	83 61%	91 62%	92 73%
233	56	0	0	56	5	17	4	30	4	1	3	26	81 25%	86 67%	96 30%
234	0	0	528	528	7	46	0	475	5	3	2	470	97 92%	98 95%	99 37%
235	565	0	0	565	63	23	0	479	45	39	6	434	80.97%	90 61%	91 75%
236	6	0	0	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
237	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
238	394	0	0	394	42	21	2	329	34	24	10	295	81 72%	89 67%	92 48%

REPORT. PERCENT FLOWTHROUGH SERVICE REQUESTS (RESIDENCE DETAIL)
REPORT PERIOD: 01/01/2002 - 01/31/2002

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
239	311	0	0	311	53	8	3	247	36	30	6	211	71 77%	85 43%	87 55%
240	168	0	0	168	16	6	1	145	13	12	1	132	82 50%	91 03%	91 67%
241	142	0	0	142	23	8	0	111	5	4	1	106	79 70%	95 50%	96 36%
242	12	0	0	12	1	2	1	8	2	2	0	6	66 67%	75 00%	75 00%
243	0	0	320	320	10	38	0	272	14	13	1	258	91 81%	94 85%	95 20%
244	613	0	0	613	44	38	3	528	44	39	5	484	85.36%	91 67%	92 54%
245	4	0	0	4	1	0	0	3	0	0	0	3	75.00%	100.00%	100 00%
246	813	0	0	813	77	73	2	661	69	61	8	592	81 10%	89 56%	90 66%
247	38	0	0	38	0	1	0	37	7	5	2	30	85 71%	81 08%	85 71%
248	247	0	0	247	21	8	2	216	31	26	5	185	79 74%	85 65%	87 68%
249	0	2	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
250	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
251	98	0	0	98	6	5	0	87	20	18	2	67	73 63%	77 01%	78 82%
252	100	0	0	100	36	5	0	59	19	19	0	40	42 11%	67 80%	67 80%
253	8	0	0	8	0	2	1	5	3	2	1	2	50 00%	40 00%	50 00%
254	295	0	0	295	25	20	1	249	13	13	0	236	86 13%	94 78%	94 78%
255	19	0	0	19	0	1	0	18	1	1	0	17	94 44%	94 44%	94 44%
256	147	0	0	147	29	35	5	78	26	15	11	52	54 17%	66 67%	77 61%
257	1,779	0	0	1,779	264	147	11	1,357	106	90	16	1,251	77 94%	92 19%	93 29%
258	105	0	0	105	16	6	1	82	14	10	4	68	72 34%	82.93%	87 18%
259	52	0	0	52	5	5	0	42	7	5	2	35	77 78%	83 33%	87 50%
260	3	0	0	3	1	1	0	1	0	0	0	1	50 00%	100 00%	100 00%
261	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
262	266	0	0	266	25	9	0	232	15	13	2	217	85 10%	93 53%	94 35%
263	5,174	0	0	5,174	368	415	19	4,372	670	467	203	3,702	81 60%	84 68%	88 80%
264	2,262	0	0	2,262	244	154	15	1,849	126	92	34	1,723	83 68%	93 19%	94 93%
265	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
266	73	0	0	73	15	5	0	53	6	2	4	47	73 44%	88 68%	95 92%
267	2,147	0	0	2,147	196	113	6	1,832	410	372	38	1,422	71 46%	77 62%	79 26%
268	4	0	0	4	0	1	0	3	1	0	1	2	100 00%	66 67%	100 00%
269	0	0	27	27	7	12	1	7	1	1	0	6	42 86%	85 71%	85 71%
270	709	0	0	709	32	56	4	617	57	29	28	560	90 18%	90 76%	95 08%
271	2,282	0	0	2,282	156	172	6	1,948	185	142	43	1,763	85 54%	90 50%	92 55%
272	867	0	0	867	133	15	5	714	185	183	2	529	62 60%	74 09%	74 30%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
273	36	0	0	36	2	1	0	33	5	4	1	28	82 35%	84 85%	87 50%
274	56	0	0	56	4	3	1	48	3	3	0	45	86 54%	93 75%	93 75%
275	6	0	0	6	0	2	1	3	1	0	1	2	100 00%	66 67%	100 00%
276	1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
277	366	0	0	366	16	27	4	319	18	16	2	301	90 39%	94 36%	94 95%
278	9	0	0	9	1	2	0	6	0	0	0	6	85 71%	100 00%	100 00%
279	1,398	0	0	1,398	294	103	0	1,001	130	112	18	871	68 21%	87 01%	88.61%
280	1,390	0	0	1,390	146	117	6	1,121	129	76	53	992	81 71%	88 49%	92 88%
281	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
282	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
283	6	0	0	6	0	0	1	5	0	0	0	5	100 00%	100 00%	100 00%
284	0	1	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
285	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
286	33	0	0	33	6	1	0	26	3	2	1	23	74 19%	88 46%	92 00%
287	16	0	0	16	2	0	0	14	1	1	0	13	81 25%	92 86%	92 86%
288	93	0	0	93	16	6	3	68	14	9	5	54	68 35%	79 41%	85 71%
289	178	0	0	178	23	8	0	147	19	17	2	128	76 19%	87 07%	88 28%
290	7	0	0	7	0	4	0	3	2	1	1	1	50 00%	33 33%	50 00%
291	2,285	0	0	2,285	224	66	18	1,977	172	148	24	1,805	82 91%	91 30%	92 42%
292	412	0	0	412	68	30	4	310	36	32	4	274	73 26%	88 39%	89 54%
293	328	0	0	328	35	21	1	271	31	28	3	240	79 21%	88 56%	89 55%
294	26	0	0	26	3	5	0	18	2	0	2	16	84 21%	88 89%	100 00%
295	415	0	0	415	45	76	2	292	33	23	10	259	79 20%	88.70%	91 84%
296	98	0	0	98	20	10	0	68	27	24	3	41	48 24%	60 29%	63 08%
297	832	0	0	832	98	32	3	699	54	54	0	645	80.93%	92 27%	92.27%
298	5	0	0	5	0	2	0	3	2	0	2	1	100 00%	33 33%	100 00%
299	1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
300	0	17	0	17	3	1	0	13	4	1	3	9	69 23%	69 23%	90 00%
301	0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
LENS Subtotal	226,767	0	0	226,767	18,829	23,155	959	183,824	23,388	18,260	5,128	160,436	81 22%	87 28%	89 78%
EDI Subtotal	0	29,744	0	29,744	703	6,709	10	22,322	9,297	4,086	5,211	13,025	73 12%	58 35%	76 12%
TAG Subtotal	0	0	20,415	20,415	813	1,884	79	17,639	2,782	1,992	790	14,857	84 12%	84 23%	88 18%
TOTAL INTERFACES	226,767	29,744	20,415	276,926	20,345	31,748	1,048	223,785	35,467	24,338	11,129	188,318	80.82%	84.15%	88 56%

AGGREGATE ORDER TYPES

Company Info	Mechanized Interface Used				LSR PROCESSING — LESOG					Errors				FLOWTHROUGH		
					Manual	Rejects	Validated									
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
2	16	0	0	16	5	4	0	7	4	4	0	3	25 00%	42 86%	42 86%
3	0	1	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
4	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
5	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
6	5	0	0	5	0	2	0	3	2	0	2	1	100 00%	33 33%	100 00%
7	22	0	0	22	10	1	0	11	4	3	1	7	35 00%	63 64%	70 00%
8	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
9	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0.00%	0 00%
10	3	0	0	3	0	0	0	3	1	0	1	2	100.00%	66 67%	100 00%
11	0	0	34	34	9	6	0	19	12	1	11	7	41.18%	36.84%	87 50%
12	16	0	0	16	5	1	0	10	1	1	0	9	60 00%	90 00%	90 00%
13	403	0	0	403	344	14	1	44	13	6	7	31	8 14%	70 45%	83 78%
14	11	0	0	11	1	0	0	10	3	2	1	7	70 00%	70 00%	77 78%
15	0	1	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
16	34	0	0	34	2	6	0	26	2	2	0	24	85 71%	92 31%	92 31%
17	0	117	0	117	11	26	2	78	44	27	17	34	47 22%	43 59%	55 74%
18	305	0	0	305	45	34	1	225	26	21	5	199	75 09%	88 44%	90 45%
19	21	0	0	21	3	2	0	16	10	3	7	6	50 00%	37 50%	66 67%
20	41	0	0	41	11	4	3	23	14	9	5	9	31 03%	39 13%	50 00%
21	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
22	15	0	0	15	4	1	1	9	2	1	1	7	58 33%	77 78%	87 50%
23	56	0	0	56	7	1	0	48	8	8	0	40	72 73%	83 33%	83.33%
24	73	0	0	73	9	4	0	60	8	7	1	52	76.47%	86 67%	88 14%
25	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
26	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
27	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
28	143	0	0	143	36	21	1	85	15	11	4	70	59 83%	82 35%	86 42%
29	1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0.00%
30	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
31	47	0	0	47	2	11	1	33	12	10	2	21	63 64%	63 64%	67 74%

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated			Errors					
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
32	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
33	32	0	0	32	2	3	1	26	5	5	0	21	75 00%	80 77%	80 77%
34	31	0	0	31	4	4	0	23	4	3	1	' 19	73 08%	82 61%	86 36%
35	118	0	0	118	25	24	1	68	12	9	3	56	62 22%	82 35%	86 15%
36	63	0	0	63	3	7	3	50	10	9	1	40	76 92%	80 00%	81 63%
37	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
38	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100.00%	100 00%
39	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
40	809	0	0	809	221	101	6	481	85	60	25	396	58 49%	82.33%	86 84%
41	17	0	0	17	1	2	0	14	2	1	1	12	85 71%	85 71%	92 31%
42	0	0	101	101	38	11	0	52	22	10	12	30	38 46%	57 69%	75 00%
43	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
44	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
45	10	0	0	10	2	3	0	5	0	0	0	5	71 43%	100 00%	100 00%
46	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
47	0	0	13	13	6	0	0	7	2	2	0	5	38 46%	71 43%	71 43%
48	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
49	38	0	0	38	12	4	0	22	7	5	2	15	46 88%	68 18%	75 00%
50	37	0	0	37	10	10	3	14	7	6	1	7	30 43%	50 00%	53 85%
51	10	0	0	10	0	1	0	9	0	0	0	9	100 00%	100 00%	100 00%
52	0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100.00%
53	6	0	0	6	0	1	0	5	1	1	0	4	80 00%	80 00%	80.00%
54	4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66 67%	66 67%
55	150	0	0	150	60	17	1	72	13	11	2	59	45 38%	81 94%	84 29%
56	20	0	0	20	1	7	2	10	1	1	0	9	81 82%	90 00%	90 00%
57	0	1	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
58	357	0	0	357	44	44	2	267	77	60	17	190	64 63%	71 16%	76 00%
59	24	0	0	24	5	7	1	11	0	0	0	11	68 75%	100 00%	100 00%
60	0	45	0	45	14	9	0	22	7	4	3	15	45 45%	68 18%	78 95%
61	92	0	0	92	16	12	0	64	20	16	4	44	57 89%	68 75%	73 33%
62	55	0	0	55	3	8	2	42	16	13	3	26	61 90%	61 90%	66 67%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
63	0	0	5	5	0	3	0	2	0	0	0	2	100 00%	100 00%	100 00%
64	22	0	0	22	4	0	0	18	9	5	4	9	50 00%	50 00%	64 29%
65	58	0	0	58	11	0	0	47	39	29	10	8	16 67%	17 02%	21.62%
66	0	228	0	228	20	35	3	170	68	55	13	102	57 63%	60.00%	64 97%
67	117	0	0	117	12	10	3	92	15	13	2	77	75.49%	83 70%	85 56%
68	917	0	0	917	190	176	13	538	246	174	72	292	44 51%	54 28%	62 66%
69	0	0	3	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
70	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
71	23	0	0	23	9	1	0	13	5	4	1	8	38 10%	61 54%	66 67%
72	0	0	8	8	0	5	0	3	1	0	1	2	100 00%	66.67%	100 00%
73	0	0	344	344	169	19	2	154	35	20	15	119	38 64%	77 27%	85 61%
74	11	0	0	11	3	0	0	8	3	3	0	5	45 45%	62 50%	62 50%
75	8	0	0	8	0	1	0	7	4	3	1	3	50 00%	42 86%	50.00%
76	486	0	0	486	64	95	2	325	79	57	22	246	67 03%	75 69%	81 19%
77	103	0	0	103	17	7	0	79	11	9	2	68	72 34%	86 08%	88 31%
78	59	0	0	59	5	8	0	46	17	14	3	29	60.42%	63 04%	67 44%
79	13	0	0	13	4	7	0	2	0	0	0	2	33 33%	100 00%	100 00%
80	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
81	53	0	0	53	7	4	0	42	14	9	5	28	63 64%	66 67%	75 68%
82	0	0	138	138	55	16	2	65	22	14	8	43	38 39%	66.15%	75 44%
83	37	0	0	37	9	3	0	25	6	1	5	19	65 52%	76 00%	95 00%
84	0	10	0	10	4	1	0	5	2	0	2	3	42 86%	60 00%	100 00%
85	25	0	0	25	7	0	1	17	13	9	4	4	20 00%	23 53%	30 77%
86	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
87	5	0	0	5	0	0	0	5	1	0	1	4	100 00%	80 00%	100.00%
88	0	0	5	5	3	0	0	2	0	0	0	2	40 00%	100 00%	100 00%
89	0	40	0	40	30	0	0	10	0	0	0	10	25 00%	100 00%	100 00%
90	5	0	0	5	1	3	0	1	1	1	0	0	0 00%	0 00%	0 00%
91	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
92	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
93	3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
94	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
95	0	0	1	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
96	118	0	0	118	22	27	1	68	18	12	6	50	59 52%	73 53%	80 65%
97	21	0	0	21	3	4	0	14	3	2	1	11	68 75%	78.57%	84 62%
98	0	0	21	21	11	6	0	4	0	0	0	4	26 67%	100 00%	100 00%
99	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
100	7	0	0	7	4	0	0	3	0	0	0	3	42 86%	100 00%	100 00%
101	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
102	2	0	0	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
103	0	0	1	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
104	7	0	0	7	1	0	0	6	4	2	2	2	40 00%	33 33%	50 00%
105	0	12	0	12	1	2	0	9	5	3	2	4	50 00%	44 44%	57 14%
106	179	0	0	179	42	28	3	106	32	25	7	74	52 48%	69 81%	74 75%
107	0	0	88	88	47	7	0	34	16	13	3	18	23 08%	52 94%	58 06%
108	3,494	0	0	3,494	478	608	79	2,329	847	601	246	1,482	57 87%	63 63%	71 15%
109	45	0	0	45	1	35	0	9	0	0	0	9	90 00%	100 00%	100 00%
110	6	0	0	6	1	3	0	2	0	0	0	2	66 67%	100 00%	100 00%
111	75	0	0	75	12	5	1	57	13	10	3	44	66 67%	77 19%	81 48%
112	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
113	250	0	0	250	18	48	6	178	116	86	30	62	37 35%	34 83%	41 89%
114	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
115	5	0	0	5	1	0	1	3	1	1	0	2	50 00%	66 67%	66 67%
116	13	0	0	13	1	0	0	12	2	1	1	10	83.33%	83 33%	90 91%
117	17	0	0	17	4	0	0	13	1	1	0	12	70.59%	92 31%	92 31%
118	6	0	0	6	2	0	0	4	3	2	1	1	20 00%	25 00%	33 33%
119	6	0	0	6	2	0	0	4	3	3	0	1	16 67%	25 00%	25 00%
120	0	0	27	27	0	3	0	24	15	8	7	9	52 94%	37 50%	52 94%
121	7	0	0	7	3	0	1	3	1	0	1	2	40 00%	66 67%	100 00%
122	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
123	27	0	0	27	0	2	0	25	1	1	0	24	96 00%	96 00%	96 00%
124	16	0	0	16	0	6	0	10	6	4	2	4	50 00%	40 00%	50 00%

AGGREGATE ORDER TYPES					LSR PROCESSING								FLOWTHROUGH		
Company Info					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
125	6	0	0	6	0	1	0	5	3	1	2	2	66 67%	40 00%	66 67%
126	5	0	0	5	0	4	0	1	0	0	0	1	100 00%	100 00%	100 00%
127	25	0	0	25	10	0	3	12	4	1	3	8	42 11%	66 67%	88 89%
128	0	42	0	42	21	3	0	18	14	11	3	4	11 11%	22 22%	26 67%
129	11	0	0	11	2	5	0	4	0	0	0	4	66 67%	100 00%	100 00%
130	2	0	0	2	1	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
131	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
132	17	0	0	17	6	0	0	11	4	3	1	7	43 75%	63 64%	70 00%
133	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
134	4	0	0	4	3	0	0	1	0	0	0	1	25 00%	100 00%	100 00%
135	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
136	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
137	4	0	0	4	0	4	0	0	0	0	0	0	0 00%	0 00%	0 00%
138	4	0	0	4	0	0	0	4	2	2	0	2	50 00%	50 00%	50 00%
139	9	0	0	9	1	1	0	7	4	3	1	3	42 86%	42 86%	50 00%
140	17	0	0	17	3	3	0	11	3	3	0	8	57 14%	72 73%	72 73%
141	0	0	4	4	2	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
142	13	0	0	13	2	0	0	11	0	0	0	11	84 62%	100 00%	100 00%
143	78	0	0	78	18	8	3	49	8	4	4	41	65 08%	83 67%	91 11%
144	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
145	19	0	0	19	3	2	2	12	4	3	1	8	57 14%	66 67%	72 73%
146	7	0	0	7	2	1	0	4	1	1	0	3	50 00%	75 00%	75 00%
147	7	0	0	7	0	2	0	5	1	1	0	4	80 00%	80 00%	80 00%
148	0	0	4	4	0	1	0	3	2	0	2	1	100 00%	33 33%	100 00%
149	38	0	0	38	1	9	0	28	6	5	1	22	78 57%	78 57%	81 48%
150	24	0	0	24	0	0	1	23	1	0	1	22	100 00%	95 65%	100 00%
151	14	0	0	14	2	0	0	12	5	4	1	7	53 85%	58 33%	63 64%
152	28	0	0	28	2	6	0	20	4	3	1	16	76 19%	80 00%	84 21%
153	0	0	33	33	10	7	0	16	4	0	4	12	54 55%	75 00%	100 00%
154	8	0	0	8	0	6	0	2	2	1	1	0	0 00%	0 00%	0 00%
155	5	0	0	5	1	1	0	3	0	0	0	3	75 00%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
156	0	0	3	3	1	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
157	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
158	0	0	20	20	4	7	0	9	5	1	4	4	44 44%	44 44%	80 00%
159	28	0	0	28	2	3	0	23	6	6	0	17	68 00%	73 91%	73 91%
160	23	0	0	23	1	0	0	22	18	13	5	4	22 22%	18 18%	23 53%
161	13	0	0	13	6	0	0	7	4	2	2	3	27 27%	42 86%	60 00%
162	9	0	0	9	1	0	0	8	1	1	0	7	77 78%	87 50%	87 50%
163	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
164	3	0	0	3	0	0	1	2	1	1	0	1	50 00%	50 00%	50 00%
165	20	0	0	20	17	1	0	2	0	0	0	2	10 53%	100 00%	100 00%
166	2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
167	30	0	0	30	27	2	0	1	1	1	0	0	0 00%	0 00%	0 00%
168	2	0	0	2	0	0	0	2	2	1	1	0	0 00%	0 00%	0 00%
169	8	0	0	8	4	1	0	3	1	1	0	2	28 57%	66 67%	66 67%
170	16	0	0	16	2	1	0	13	2	1	1	11	78 57%	84 62%	91 67%
171	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
172	6	0	0	6	1	0	0	5	0	0	0	5	83 33%	100 00%	100 00%
173	6	0	0	6	1	2	0	3	1	0	1	2	66 67%	66 67%	100 00%
174	10	0	0	10	5	0	0	5	1	0	1	4	44 44%	80 00%	100 00%
175	13	0	0	13	6	0	0	7	1	1	0	6	46 15%	85 71%	85 71%
176	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
177	20	0	0	20	5	0	2	13	8	6	2	5	31 25%	38 46%	45 45%
178	6	0	0	6	3	0	0	3	0	0	0	3	50 00%	100 00%	100 00%
179	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
180	63	0	0	63	8	0	6	49	30	21	9	19	39 58%	38 78%	47 50%
181	8	0	0	8	0	1	0	7	5	3	2	2	40 00%	28 57%	40 00%
182	40	0	0	40	1	1	1	37	12	4	8	25	83 33%	67 57%	86 21%
183	8	0	0	8	2	1	0	5	1	0	1	4	66 67%	80 00%	100 00%
184	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
185	18	0	0	18	6	4	0	8	3	1	2	5	41 67%	62 50%	83 33%
186	15	0	0	15	1	2	0	12	3	1	2	9	81 82%	75 00%	90 00%

					LSR PROCESSING								FLOWTHROUGH		
AGGREGATE ORDER TYPES															
Company Info							LESOG								
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
187	11	0	0	11	7	0	0	4	2	1	1	2	20 00%	50 00%	66 67%
188	4	0	0	4	0	4	0	0	0	0	0	0	0 00%	0 00%	0 00%
189	5	0	0	5	0	0	0	5	1	1	0	4	80 00%	80 00%	80 00%
190	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
191	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
192	7	0	0	7	0	0	0	7	5	2	3	2	50 00%	28 57%	50 00%
193	4	0	0	4	0	3	0	1	0	0	0	1	100 00%	100 00%	100 00%
194	1	0	0	1	0	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
195	5	0	0	5	0	4	0	1	0	0	0	1	100 00%	100 00%	100 00%
196	31	0	0	31	10	2	1	18	5	2	3	13	52 00%	72 22%	86 67%
197	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
198	3	0	0	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
199	0	0	10	10	0	1	3	6	5	1	4	1	50 00%	16 67%	50 00%
200	27	0	0	27	2	0	0	25	3	3	0	22	81 48%	88 00%	88 00%
201	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
202	45	0	0	45	4	12	1	28	8	3	5	20	74 07%	71 43%	86 96%
203	15	0	0	15	3	6	0	6	2	1	1	4	50 00%	66 67%	80 00%
204	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
205	0	3	0	3	1	0	0	2	1	0	1	1	50 00%	50 00%	100 00%
206	16	0	0	16	0	4	0	12	1	1	0	11	91 67%	91 67%	91 67%
207	67	0	0	67	14	9	0	44	1	1	0	43	74 14%	97 73%	97 73%
208	0	0	11	11	1	1	0	9	6	4	2	3	37 50%	33 33%	42 86%
209	0	0	10	10	0	3	0	7	3	3	0	4	57 14%	57 14%	57 14%
210	9	0	0	9	3	0	1	5	0	0	0	5	62 50%	100 00%	100 00%
211	2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
212	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
213	0	105	0	105	5	20	1	79	40	30	10	39	52 70%	49 37%	56 52%
214	0	0	39	39	5	0	0	34	9	5	4	25	71 43%	73 53%	83 33%
215	11	0	0	11	0	7	0	4	0	0	0	4	100 00%	100 00%	100 00%
216	0	0	26	26	4	0	0	22	12	8	4	10	45 45%	45 45%	55 56%
217	107	0	0	107	16	11	0	80	28	24	4	52	56 52%	65 00%	68 42%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
218	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
219	0	0	42	42	6	2	0	34	12	7	5	22	62 86%	64 71%	75 86%
220	7	0	0	7	2	2	0	3	0	0	0	3	60 00%	100 00%	100 00%
221	0	8	0	8	1	2	0	5	3	0	3	2	66 67%	40 00%	100 00%
222	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
223	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
224	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
225	8	0	0	8	0	1	1	6	0	0	0	6	100 00%	100 00%	100 00%
LENS Subtotal	10,516	0	0	10,516	2,069	1,598	164	6,685	2,118	1,515	603	4,567	56 03%	68 32%	75 09%
EDI Subtotal	0	613	0	613	108	99	6	400	185	130	55	215	47 46%	53 75%	62 32%
TAG Subtotal	0	0	993	993	376	101	7	509	185	97	88	324	40 65%	63 65%	76 96%
TOTAL INTERFACES	10,516	613	993	12,122	2,553	1,798	177	7,594	2,488	1,742	746	5,106	54 31%	67 24%	74.56%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	0	0	2	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
2	20	0	0	20	1	0	1	18	3	2	1	15	83 33%	83 33%	88 24%
3	103	0	0	103	17	5	0	81	15	11	4	66	70 21%	81 48%	85 71%
4	12	0	0	12	4	0	0	8	5	2	3	3	33 33%	37 50%	60 00%
5	7	0	0	7	1	0	0	6	0	0	0	6	85 71%	100 00%	100 00%
6	9	0	0	9	1	0	1	7	2	1	1	5	71 43%	71 43%	83 33%
7	3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
8	16	0	0	16	0	0	0	16	10	1	9	6	85 71%	37 50%	85 71%
9	4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
10	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
11	248	0	0	248	7	25	0	216	45	37	8	171	79 53%	79 17%	82 21%
12	247	0	0	247	13	24	0	210	41	24	17	169	82 04%	80 48%	87 56%
13	16	0	0	16	0	1	2	13	1	1	0	12	92 31%	92 31%	92 31%
14	0	0	31	31	14	1	0	16	1	0	1	15	51 72%	93 75%	100 00%
15	4	0	0	4	0	1	1	2	0	0	0	2	100 00%	100 00%	100 00%
16	28	0	0	28	2	1	0	25	7	5	2	18	72 00%	72 00%	78 26%
17	0	0	500	500	64	20	5	411	17	15	2	394	83 30%	95 86%	96 33%
18	0	0	3	3	0	1	0	2	2	0	2	0	0 00%	0 00%	0 00%
19	13	0	0	13	0	0	0	13	3	2	1	10	83 33%	76 92%	83 33%
20	0	0	52	52	16	9	0	27	11	4	7	16	44 44%	59 26%	80 00%
21	4	0	0	4	1	0	0	3	1	0	1	2	66 67%	66 67%	100 00%
22	0	0	29	29	12	4	0	13	10	7	3	3	13 64%	23 08%	30 00%
23	11,481	0	0	11,481	280	245	48	10,908	437	393	44	10,471	93 96%	95 99%	96 38%
24	0	0	3,026	3,026	332	276	33	2,385	393	189	204	1,992	79 27%	83 52%	91 33%
25	98	0	0	98	12	8	1	77	10	9	1	67	76 14%	87 01%	88 16%
26	0	330	0	330	35	32	1	262	65	56	9	197	68 40%	75 19%	77 87%
27	8	0	0	8	1	3	0	4	2	2	0	2	40 00%	50 00%	50 00%
28	120	0	0	120	1	10	0	109	27	23	4	82	77 36%	75 23%	78 10%
29	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
30	10	0	0	10	0	1	0	9	3	2	1	6	75 00%	66 67%	75 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
31	27	0	0	27	4	4	0	19	12	7	5	7	38 89%	36 84%	50 00%
32	26	0	0	26	2	2	0	22	3	1	2	19	86 36%	86 36%	95 00%
33	0	132	0	132	13	16	3	100	32	22	10	68	66 02%	68 00%	75 56%
34	0	0	8	8	0	4	0	4	0	0	0	4	100 00%	100 00%	100 00%
35	807	0	0	807	110	132	8	557	147	114	33	410	64 67%	73 61%	78 24%
36	2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0 00%	0 00%
37	904	0	0	904	102	82	17	703	168	140	28	535	68 85%	76 10%	79 26%
38	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
39	1,146	0	0	1,146	254	108	18	766	222	162	60	544	56 67%	71 02%	77 05%
40	0	1,128	0	1,128	334	174	8	612	226	192	34	386	42 32%	63 07%	66 78%
41	0	2	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
42	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
43	7	0	0	7	0	2	1	4	0	0	0	4	100 00%	100 00%	100 00%
44	0	0	5	5	2	1	0	2	0	0	0	2	50 00%	100 00%	100 00%
45	67	0	0	67	12	12	1	42	12	3	9	30	66 67%	71 43%	90 91%
46	0	177	0	177	1	33	3	140	26	21	5	114	83 82%	81 43%	84 44%
47	0	0	6	6	0	1	0	5	2	2	0	3	60 00%	60 00%	60 00%
48	0	0	2	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
49	0	0	15	15	0	5	0	10	4	4	0	6	60 00%	60 00%	60 00%
50	0	0	28	28	0	3	0	25	3	3	0	22	88 00%	88 00%	88 00%
51	0	0	120	120	0	25	0	95	16	16	0	79	83 16%	83 16%	83 16%
52	24	0	0	24	20	1	0	3	0	0	0	3	13 04%	100 00%	100 00%
53	4	0	0	4	0	1	1	2	1	1	0	1	50 00%	50 00%	50 00%
54	0	485	0	485	42	69	8	366	93	78	15	273	69 47%	74 59%	77 78%
55	1,026	0	0	1,026	81	91	25	829	228	166	62	601	70 87%	72 50%	78 36%
56	9	0	0	9	1	5	1	2	0	0	0	2	66 67%	100 00%	100 00%
57	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
58	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
59	28	0	0	28	0	2	4	22	16	12	4	6	33 33%	27 27%	33 33%
60	0	97	0	97	79	7	2	9	4	2	2	5	5 81%	55 56%	71 43%
61	480	0	0	480	111	16	6	347	113	80	33	234	55 06%	67 44%	74 52%
62	410	0	0	410	58	18	6	328	121	93	28	207	57 82%	63 11%	69 00%

AGGREGATE ORDER TYPES

Company Info — **LSR PROCESSING** (LESOG) — **FLOWTHROUGH**

| Name | Mechanized Interface Used | | | | Manual | Rejects | Validated | | Errors | | | | | | |
	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
63	0	326	0	326	275	21	2	28	16	9	7	12	4 05%	42 86%	57 14%
64	3,820	0	0	3,820	442	304	46	3,028	534	441	93	2,494	73 85%	82 36%	84 97%
65	88	0	0	88	2	14		69	26	21	5	43	65 15%	62 32%	67 19%
66	2,229	0	0	2,229	523	207		1,481	412	349	63	1,069	55 07%	72 18%	75 39%
67	0	0	4	4	0	0	1	3	1	1	0	2	66 67%	66 67%	66 67%
68	19	0	0	19	0	3	0	16	2	1	1	14	93 33%	87 50%	93 33%
69	0	193	0	193	153	16	1	23		8	2	13	7 47%	56 52%	61 90%
70	0	491	0	491	15	173	2	301	128	88	40	173	62 68%	57 48%	66 28%
71	975	0	0	975	54	33	5	883	318		103	565	67 75%	63 99%	72 44%
72	13	0	0	13	5	2	1	5	0	0	0	5	50 00%	100 00%	100 00%
73	21	0	0	21	1	10	0	10	1	0	1	9	90 00%	90 00%	100 00%
74	0	469	0	469	129	49	2	289	78	52	26	211	53 83%	73 01%	80 23%
75	855	0	0	855	191	84	9	571	119	85	34	452	62 09%	79 16%	84 17%
76	8	0	0	8		1	1	3	0	0	0	3	50 00%	100 00%	100 00%
77	203	0	0	203	1	96	8	98	8	8	0	90	90 91%	91 84%	91 84%
78	82	0	0	82	25	7	1	49	13	6	7	36	53 73%	73 47%	85 71%
79	0	2,060	0	2,060	283	210	18	1,549	533	384	149	1,016	60 37%	65 59%	72 57%
80	15	0	0	t5	2	7	2	4	1	1	0	3	50 00%	75 00%	75 00%
81	35	0	0	35	10	17	1		1	0	1	6	37 50%	85 71%	100 00%
82	0	0	291	291	11	34	2	244	137	75	62	107	55 44%	43 85%	58 79%
83	5	0	0	5	1	0	0	4	1	1	0	3	60 00%	75 00%	75 00%
84	0	0	67	67	1	15	0	51	9	5	4	42	87 50%	82 35%	89 36%
85	0	0	111	111	15	16	1	79	28	14	14	51	63 75%	64 56%	78 46%
86	0	0	191	191	2	43	5	141	57	24	33	84	76 36%	59 57%	77 78%
87	0	0	209	209	44	39	8	118	77	58	19	41	28 67%	34 75%	41 41%
88	9	0	0	9	1	5	0	3	0	0	0	3	75 00%	100 00%	100 00%
89	20	0	0	20	2	1	0	17	8	3	5	9	64 29%	52 94%	75 00%
90	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
91	11	0	0	11	1	1	2	7	2	0	2	5	83 33%	71 43%	100 00%
92	6	0	0	6	4	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
93	0	0	73	73	8	47	0	18	3	3	0	15	57 69%	83 33%	83 33%
94	0	0	107	107	18	7	8	74	23	17	6	51	59 30%	68 92%	75 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
						LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
95	1	0	0	1	0	0	1	0	0	0	0	0	0 00%	0 00%	0 00%
96	7	0	0	7	0	0	0	7	2	0	2	5	100 00%	71 43%	100 00%
97	0	257	0	257	8	25	0	224	53	20	33	171	85 93%	76 34%	89 53%
98	58	0	0	58	25	1	3	29	6	4	2	23	44 23%	79.31%	85 19%
99	0	713	0	713	32	60	15	606	150	120	30	456	75 00%	75 25%	79 17%
100	0	107	0	107	0	28	1	78	61	39	22	17	30 36%	21 79%	30 36%
101	70	0	0	70	2	18	0	50	11	4	7	39	86 67%	78 00%	90 70%
102	0	43,182	0	43,182	2,376	4,404	110	36,292	4,930	3,472	1,458	31,362	84 28%	86 42%	90 03%
103	3	0	0	3	0	3	0	0	0	0	0	0	0 00%	0 00%	0 00%
104	6	0	0	6	0	4	0	2	0	0	0	2	100 00%	100 00%	100 00%
105	3	0	0	3	0	1	0	2	0	0	0	2	100 00%	100 00%	100 00%
106	0	0	53	53	21	10	0	22	20	10	10	2	6 06%	9 09%	16 67%
107	22	0	0	22	0	1	1	20	6	3	3	14	82 35%	70 00%	82 35%
108	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
109	0	462	0	462	51	71	7	333	105	55	50	228	68 26%	68 47%	80 57%
110	3	0	0	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
111	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
112	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
113	0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
114	0	0	498	498	85	15	15	383	87	50	37	296	68 68%	77 28%	85 55%
115	50	0	0	50	19	16	2	13	0	0	0	13	40 63%	100 00%	100 00%
116	48	0	0	48	9	14	2	23	8	4	4	15	53 57%	65 22%	78 95%
117	11	0	0	11	4	5	0	2	0	0	0	2	33 33%	100 00%	100 00%
118	459	0	0	459	65	47	14	333	169	133	36	164	45 30%	49 25%	55 22%
119	279	0	0	279	8	41	4	226	78	62	16	148	67 89%	65 49%	70 48%
120	2	0	0	2	0	0	1	1	0	0	0	1	100 00%	100 00%	100 00%
121	2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
122	7	0	0	7	2	4	0	1	0	0	0	1	33 33%	100 00%	100 00%
123	0	92	0	92	0	6	6	80	51	28	23	29	50 88%	36 25%	50 88%
124	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
125	394	0	0	394	20	34	4	336	71	51	20	265	78 87%	78 87%	83 86%
126	134	0	0	134	27	9	1	97	25	20	5	72	60 50%	74 23%	78 26%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
127	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0.00%
128	118	0	0	118	17	6	1	94	12	10	2	82	75 23%	87 23%	89 13%
129	1,078	0	0	1,078	73	76	29	900	250	198	52	650	70 58%	72 22%	76 65%
130	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
131	34	0	0	34	2	3	0	29	6	4	2	23	79 31%	79 31%	85 19%
132	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
133	0	51	0	51	4	13	0	34	6	4	2	28	77 78%	82 35%	87 50%
134	21	0	0	21	7	0	0	14	7	1	6	7	46 67%	50 00%	87 50%
135	67	0	0	67	6	10	0	51	13	10	3	38	70 37%	74 51%	79 17%
136	4,116	0	0	4,116	151	112	14	3,839	155	128	27	3,684	92 96%	95 96%	96 64%
137	6	0	0	6	1	0	1	4	0	0	0	4	80 00%	100 00%	100 00%
138	0	30	0	30	4	4	0	22	12	6	6	10	50 00%	45 45%	62 50%
139	8	0	0	8	1	1	3	3	0	0	0	3	75 00%	100 00%	100 00%
140	3,823	0	0	3,823	164	334	12	3,313	2,256	2,088	168	1,057	31 94%	31 90%	33 61%
141	6	0	0	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
142	18	0	0	18	0	0	0	18	2	2	0	16	88 89%	88 89%	88 89%
143	5	0	0	5	0	0	0	5	2	2	0	3	60 00%	60 00%	60 00%
144	129	0	0	129	14	3	3	109	16	13	3	93	77 50%	85 32%	87 74%
145	4	0	0	4	1	0	0	3	0	0	0	3	75 00%	100 00%	100 00%
146	21	0	0	21	1	3	0	17	8	5	3	9	60 00%	52 94%	64 29%
147	11	0	0	11	0	1	0	10	1	1	0	9	90 00%	90 00%	90 00%
148	6	0	0	6	0	0	3	3	3	2	1	0	0 00%	0 00%	0 00%
149	0	0	73	73	7	15	0	51	12	9	3	39	70 91%	76 47%	81 25%
150	361	0	0	361	36	25	3	297	103	85	18	194	61 59%	65 32%	69 53%
151	2,211	0	0	2,211	141	63	8	1,999	83	67	16	1,916	90 21%	95 85%	96 62%
152	0	0	13,062	13,062	956	4,322	73	7,711	2,081	1,250	831	5,630	71 85%	73 01%	81 83%
153	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
154	0	0	75	75	2	11	2	60	26	14	12	34	68 00%	56 67%	70 83%
155	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
156	361	0	0	361	46	39	9	267	53	47	6	214	69 71%	80 15%	81 99%
157	31	0	0	31	0	17	1	13	6	1	5	7	87 50%	53 85%	87 50%
158	0	0	14	14	4	2	0	8	6	2	4	2	25 00%	25 00%	50 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors		CLEC				
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
159	1,091	0	0	1,091	110	126	11	844	194	142	52	650	72 06%	77 01%	82 07%
160	0	0	81	81	1	9	2	69	16	9	7	53	84 13%	76 81%	85 48%
161	0	0	253	253	59	26	1	167	36	31	5	131	59 28%	78 44%	80 86%
162	819	0	0	819	82	60	12	665	118	87	31	547	76 40%	82 26%	86 28%
163	112	0	0	112	24	13	3	72	16	14	2	56	59 57%	77 78%	80 00%
164	1,392	0	0	1,392	1,205	59	1	127	13	6	7	114	8 60%	89 76%	95 00%
165	377	0	0	377	289	7	0	81	7	3	4	74	20 22%	91 36%	96 10%
166	0	7	0	7	0	5	0	2	1	1	0	1	50 00%	50 00%	50 00%
167	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
168	11	0	0	11	8	0	0	3	0	0	0	3	27 27%	100 00%	100 00%
169	0	0	2,244	2,244	339	53	80	1,772	398	349	49	1,374	66 63%	77 54%	79 74%
170	0	71	0	71	8	7	0	56	13	12	1	43	68 25%	76 79%	78 18%
171	33	0	0	33	13	3	1	16	4	4	0	12	41 38%	75 00%	75 00%
172	16	0	0	16	3	4	3	6	0	0	0	6	66 67%	100 00%	100 00%
173	27	0	0	27	11	5	0	11	1	0	1	10	47 62%	90 91%	100 00%
174	7	0	0	7	0	0	0	7	2	0	2	5	100 00%	71 43%	100 00%
175	0	194	0	194	20	46	0	128	41	26	15	87	65 41%	67 97%	76 99%
176	70	0	0	70	22	6	0	42	7	3	4	35	58 33%	83 33%	92 11%
177	0	0	917	917	49	96	2	770	30	22	8	740	91 25%	96 10%	97 11%
178	3,482	0	0	3,482	175	179	43	3,085	331	104	227	2,754	90 80%	89 27%	96 36%
179	0	0	2	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
180	64	0	0	64	6	27	0	31	3	2	1	28	77 78%	90 32%	93 33%
181	0	29	0	29	15	2	1	11	8	5	3	3	13 04%	27 27%	37 50%
182	23	0	0	23	8	6	0	9	7	7	0	2	11 76%	22 22%	22 22%
183	0	72	0	72	14	12	0	46	13	9	4	33	58 93%	71 74%	78 57%
184	0	35	0	35	3	6	0	26	7	6	1	19	67 86%	73 08%	76 00%
185	10	0	0	10	3	2	0	5	1	0	1	4	57 14%	80 00%	100 00%
186	274	0	0	274	24	20	2	228	40	33	7	188	76 73%	82 46%	85 07%
187	0	0	256	256	48	12	1	195	58	45	13	137	59 57%	70 26%	75 27%
188	245	0	0	245	66	13	11	155	34	27	7	121	56 54%	78 06%	81 76%
189	23	0	0	23	2	2	0	19	10	3	7	9	64 29%	47 37%	75 00%
190	0	0	11	11	6	0	1	4	0	0	0	4	40 00%	100 00%	100 00%

AGGREGATE ORDER TYPES					LSR PROCESSING									FLOWTHROUGH	
Company Info					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
191	13	0	0	13	2	0	0	11	3	1	2	8	72 73%	72 73%	88 89%
192	6	0	0	6	0	0	0	6	0	0	0	6	100 00%	100 00%	100 00%
193	165	0	0	165	30	11	0	124	32	22	10	92	63 89%	74 19%	80 70%
194	0	0	126	126	33	13	1	79	18	14	4	61	56 48%	77 22%	81 33%
195	0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
196	13	0	0	13	2	2	0	9	3	3	0	6	54 55%	66 67%	66 67%
197	76	0	0	76	11	6	0	59	12	10	2	47	69 12%	79 66%	82 46%
198	74	0	0	74	15	5	1	53	11	9	2	42	63 64%	79 25%	82 35%
199	17	0	0	17	2	1	0	14	2	1	1	12	80 00%	85 71%	92 31%
200	4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
201	0	182	0	182	46	28	0	108	33	32	1	75	49 02%	69 44%	70 09%
202	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
203	25	0	0	25	4	2	0	19	4	2	2	15	71 43%	78 95%	88 24%
204	0	22	0	22	5	2	0	15	6	3	3	9	52 94%	60 00%	75 00%
205	23	0	0	23	2	3	0	18	9	7	2	9	50 00%	50 00%	56 25%
206	49	0	0	49	2	6	0	41	12	12	0	29	67 44%	70 73%	70 73%
207	0	20	0	20	11	3	0	6	0	0	0	6	35 29%	100 00%	100 00%
208	194	0	0	194	26	12	1	155	18	13	5	137	77 84%	88 39%	91 33%
209	0	0	61	61	7	10	0	44	9	3	6	35	77 78%	79 55%	92 11%
210	0	0	582	582	70	78	3	431	118	97	21	313	65 21%	72 62%	76 34%
211	958	0	0	958	128	64	11	755	130	103	27	625	73 01%	82 78%	85 85%
212	0	0	18	18	0	8	1	9	7	6	1	2	25 00%	22 22%	25 00%
213	595	0	0	595	13	22	59	501	340	261	79	161	37 01%	32 14%	38 15%
214	4	0	0	4	0	0	1	3	2	1	1	1	50 00%	33 33%	50 00%
215	2,658	0	0	2,658	307	281	37	2,033	426	288	138	1,607	72 98%	79 05%	84 80%
216	1,055	0	0	1,055	125	127	19	784	179	117	62	605	71 43%	77 17%	83 80%
217	0	0	20	20	7	2	1	10	1	0	1	9	56 25%	90 00%	100 00%
218	46	0	0	46	7	6	0	33	2	2	0	31	77 50%	93 94%	93 94%
219	0	283	0	283	0	32	5	246	117	79	38	129	62 02%	52 44%	62 02%
220	578	0	0	578	156	65	2	355	81	70	11	274	54 80%	77 18%	79 65%
221	0	0	896	896	159	89	8	640	213	175	38	427	56 11%	66 72%	70 93%
222	0	0	737	737	105	73	4	555	193	165	28	362	57 28%	65 23%	68 69%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
223	7	0	0	7	0	3	0	4	1	1	0	3	75 00%	75 00%	75 00%
224	6	0	0	6	3	0	0	3	0	0	0	3	50 00%	100 00%	100 00%
225	971	0	0	971	85	57	6	823	46	40	6	777	86 14%	94 41%	95 10%
226	0	114	0	114	94	13	0	7	1	1	0	6	5 94%	85 71%	85 71%
227	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
228	8	0	0	8	2	1	0	5	1	1	0	4	57 14%	80 00%	80 00%
229	6	0	0	6	0	0	0	6	3	1	2	3	75 00%	50 00%	75 00%
230	0	0	2,156	2,156	400	264	32	1,460	399	307	92	1,061	60 01%	72 67%	77 56%
231	97	0	0	97	9	10	0	78	11	10	1	67	77 91%	85 90%	87 01%
232	0	0	11	11	0	7	0	4	2	0	2	2	100 00%	50 00%	100 00%
233	0	0	1,144	1,144	169	132	7	836	248	183	65	588	62 55%	70 33%	76 26%
234	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
235	0	0	2,266	2,266	278	242	15	1,731	424	313	111	1,307	68 86%	75 51%	80 68%
236	0	0	4	4	0	3	0	1	0	0	0	1	100 00%	100 00%	100 00%
237	3	0	0	3	0	3	0	0	0	0	0	0	0 00%	0 00%	0 00%
238	252	0	0	252	227	9	0	16	0	0	0	16	6 58%	100 00%	100 00%
239	0	98	0	98	9	12	0	77	22	18	4	55	67 07%	71 43%	75 34%
240	43	0	0	43	12	4	2	25	6	6	0	19	51 35%	76 00%	76 00%
241	43	0	0	43	1	0	3	39	13	3	10	26	86 67%	66 67%	89 66%
242	0	22	0	22	0	7	0	15	15	13	2	0	0 00%	0 00%	0 00%
243	0	0	5	5	1	0	0	4	3	3	0	1	20 00%	25 00%	25 00%
244	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
245	2,585	0	0	2,585	189	249	45	2,102	303	198	105	1,799	82 30%	85 59%	90 09%
246	29	0	0	29	3	3	1	22	5	4	1	17	70 83%	77 27%	80 95%
247	0	0	34	34	5	9	0	20	3	1	2	17	73 91%	85 00%	94 44%
248	1,107	0	0	1,107	100	100	5	902	77	55	22	825	84 18%	91 46%	93 75%
249	0	0	3	3	0	1	0	2	2	0	2	0	0 00%	0 00%	0 00%
250	5	0	0	5	0	0	0	5	2	1	1	3	75 00%	60 00%	75 00%
251	0	26	0	26	3	4	0	19	5	5	0	14	63 64%	73 68%	73 68%
252	0	21	0	21	12	0	0	9	5	1	4	4	23 53%	44 44%	80 00%
253	4	0	0	4	2	0	0	2	1	0	1	1	33 33%	50 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING										FLOWTHROUGH
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
254	0	1,303	0	1,303	106	198	0	999	336	146	190	663	72 46%	66 37%	81 95%
255	2,163	0	0	2,163	323	152	7	1,681	135	84	51	1,546	79 16%	91 97%	94 85%
256	0	111	0	111	13	24	0	74	14	6	8	60	75 95%	81 08%	90 91%
257	94	0	0	94	45	4	1	44	8	6	2	36	41 38%	81 82%	85 71%
LENS Subtotal	61908	0	0	61908	7095	4243	647	49923	9124	7140	1984	40799	74 13%	81 72%	85 11%
EDI Subtotal	0	53,395	0	53,395	4,194	5,814	195	43,192	7,216	5,019	2,197	35,976	79 61%	83 29%	87 76%
TAG Subtotal	0	0	30,489	30,489	3,352	6,058	312	20,767	5,205	3,495	1,710	15,562	69 45%	74 94%	81 66%
TOTAL INTERFACES	61,908	53,395	30,489	145,792	14,641	16,115	1,154	113,882	21,545	15,654	5,891	92,337	75.30%	81 08%	85.50%

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

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

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

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

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

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

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

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

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

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

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

AGGREGATE ORDER TYPES									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION				
						CLEC Caused			BST Caused
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
1000	19,101	14 00%	14 00%	IF CHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT--	18,449	96 59%	19 88%	652	3 41%
7020	2,934	2.15%	16.15%	NUM= TELNO= TN NOT FOUND IN CRIS	2,931	99 90%	3 16%	3	0 10%
7055	2,172	1 59%	17.74%	NUM= TELNO= ACCOUNT IS FINAL	2,169	99 86%	2 34%	3	0 14%
7095	39	0 03%	17 77%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	16	41 03%	0 02%	23	58 97%
7109	162	0 12%	17.89%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	108	66 67%	0 12%	54	33 33%
7110	176	0.13%	18.02%	COFFI NOT AVAILABLE	80	45.45%	0 09%	96	54 55%
7115	8	0.01%	18.02%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	3	37 50%	0 00%	5	62 50%
7150	3	0.00%	18.03%	UNE - ERROR GENERATING ECCKT	3	100.00%	0 00%	0	0 00%
7235	671	0.49%	18.52%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	509	75 86%	0.55%	162	24 14%
7245	678	0.50%	19.02%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	489	72 12%	0 53%	189	27 88%
7250	240	0.18%	19 19%	LSR HOUSENUMBER INCORRECT	238	99 17%	0 26%	2	0 83%
7267	17	0.01%	19.20%	UNE - LOCBAN MISSING FOR LINP ORDER	17	100 00%	0 02%	0	0 00%
7270	1	0 00%	19.21%	UNE - MISCELLANEOUS ACCOUNT NUMBER MISSING ON LINP LSR	1	100 00%	0 00%	0	0 00%
7295	39	0.03%	19.23%	LINE CLASS OF SERVICE MISSING NUM AND TN REQUIRED	22	56.41%	0 02%	17	43 59%
7300	6	0.00%	19.24%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	3	50 00%	0 00%	3	50 00%
7315	519	0.38%	19 62%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	496	95 57%	0 53%	23	4 43%
7375	38	0.03%	19.65%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	30	78 95%	0 03%	8	21 05%
7380	124	0.09%	19 74%	UNE - ACTL INVALID	124	100 00%	0 13%	0	0 00%
7400	9,160	6.71%	26.45%	CLEC DOES NOT OWN THIS ACCOUNT.	9,160	100 00%	9 87%	0	0 00%
7445	48	0.04%	26 49%	UNE - CALL FORWARD TN REQUIRED	48	100 00%	0 05%	0	0 00%
7465	2,851	2.09%	28.58%	CANNOT CANCEL ORDER	1,313	46 05%	1 41%	1,538	53 95%
7495	53	0.04%	28 61%	UNE - DIR LOCATOR PROBLEM	6	11 32%	0 01%	47	88 68%
7500	94	0.07%	28.68%	DUE DATE COULD NOT BE DETERMINED	3	3 19%	0 00%	91	96 81%
7555	193	0.14%	28.83%	FID MISSING IN FEATURE DETAIL	171	88 60%	0 18%	22	11 40%
7570	3	0.00%	28.83%	SEQ1X NOT ALLOWED WITH ZNB	3	100 00%	0 00%	0	0 00%
7630	83	0.06%	28 89%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	39	46 99%	0 04%	44	53 01%
7640	5	0.00%	28 89%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	2	40 00%	0 00%	3	60 00%
7645	2,560	1.88%	30 77%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1,311	51 21%	1 41%	1,249	48 79%
7660	11	0.01%	30.78%	USOC FUJ1X NOT FOR RESALE	11	100 00%	0 01%	0	0 00%
7690	32	0.02%	30.80%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	31	96 88%	0 03%	1	3 13%

AGGREGATE ORDER TYPES									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION				
						CLEC Caused			BST Caused
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
7710	457	0.33%	31.13%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	290	63 46%	0 31%	167	36 54%
7715	8	0.01%	31.14%	SOCS TIMEOUT/NOT AVAILABLE	5	62.50%	0 01%	3	37 50%
7718	2,654	1 95%	33.09%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	888	33.46%	0 96%	1,766	66 54%
7725	118	0 09%	33.17%	WAITING PERIOD EQUALS 5 MINUTES	40	33 90%	0.04%	78	66 10%
7735	33	0 02%	33 20%	INVALID/MISSING LISTING NAME OR TYPE	33	100 00%	0 04%	0	0 00%
7740	16	0.01%	33 21%	LOCAL CALLING PLUS INDICATOR NOT FOUND	12	75 00%	0 01%	4	25 00%
7755	14	0.01%	33 22%	UNE - NPANXX NOT FOUND IN CLLI TABLE	11	78 57%	0 01%	3	21 43%
7805	461	0.34%	33.56%	SITE COULD NOT BE DETERMINED	172	37 31%	0 19%	289	62 69%
7815	61	0.04%	33.60%	FID=RCU INVALID OR MISSING DATA	44	72 13%	0 05%	17	27 87%
7860	167	0.12%	33.72%	RSAG - NO EXACT MATCH ON STREET NAME	167	100 00%	0.18%	0	0 00%
7890	18	0.01%	33.74%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	18	100 00%	0 02%	0	0 00%
7900	18	0.01%	33.75%	RSAG - NO MATCH ON STREET NAME	18	100 00%	0 02%	0	0 00%
7905	4,198	3.08%	36.83%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,196	99 95%	4 52%	2	0.05%
7910	2,843	2 08%	38.91%	RSAG - NO MATCH ON EXACT STREET NAME	2,734	96 17%	2 95%	109	3 83%
7930	1	0 00%	38 91%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	1	100 00%	0 00%	0	0 00%
7935	28	0.02%	38.93%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	28	100 00%	0 03%	0	0 00%
7945	14	0 01%	38 94%	RSAG SYSTEM ERROR	11	78 57%	0 01%	3	21 43%
8150	106	0.08%	39.02%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	28	26 42%	0 03%	78	73 58%
8167	39	0 03%	39.05%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREXI	39	100 00%	0 04%	0	0 00%
8170	452	0.33%	39.38%	USOC MAY ONLY APPEAR ONCE. FORMAT SAE 110 I1 CREX1 /TN	452	100 00%	0 49%	0	0 00%
8173	39	0.03%	39.41%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	39	100 00%	0 04%	0	0 00%
8180	216	0.16%	39.57%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	216	100 00%	0 23%	0	0 00%
8183	15	0.01%	39.58%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :0000001 USOC QUAN MIS	15	100 00%	0.02%	0	0 00%
8185	60	0.04%	39.62%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	60	100.00%	0 06%	0	0.00%
8187	2,120	1.55%	41.18%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	2,119	99 95%	2 28%	1	0 05%
8189	546	0.40%	41.58%	USOC IS NOT VALID ON BST FILE FORMAT SAE 433 I1 CREX6	544	99 63%	0 59%	2	0 37%
8190	1,271	0.93%	42.51%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1,186	93 31%	1 28%	85	6 69%
8193	4	0.00%	42.51%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	4	100 00%	0 00%	0	0 00%
8195	760	0.56%	43.07%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	760	100 00%	0 82%	0	0 00%
8197	650	0.48%	43.54%	CALL FORWARDING USOC MUST APPEAR FORMAT SAE 541	650	100 00%	0 70%	0	0 00%

Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
AGGREGATE ORDER TYPES									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					**CAUSATION**				
						CLEC Caused		BST Caused	
8199	104	0.08%	43.62%	GCJRC/GCJ COMBINATION INVALID. FORMAT SAE 560 I1 GCJRC /TN	104	100 00%	0 11%	0	0 00%
8204	174	0.13%	43.75%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	174	100 00%	0 19%	0	0 00%
8207	75	0.05%	43.80%	BRD/NSQ/NX9 INVALID USOC COMBINATION. FORMAT SAE 576 I1 NX9 /TN	75	100 00%	0 08%	0	0 00%
8209	756	0.55%	44.36%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	756	100 00%	0.81%	0	0 00%
8240	166	0.12%	44.48%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	166	100 00%	0 18%	0	0 00%
8250	65	0.05%	44.53%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	65	100 00%	0 07%	0	0 00%
8270	3	0.00%	44.53%	SUPPLEMENTAL ADDRESS NOT VALID	3	100 00%	0 00%	0	0 00%
8415	11	0.01%	44.54%	LSF LP ALREADY EXISTS ON ACCOUNT	11	100.00%	0 01%	0	0 00%
8430	2	0.00%	44.54%	LSF DOES NOT EXIST ON ACCOUNT	2	100 00%	0 00%	0	0 00%
8700	6	0.00%	44.54%	RSAG-INVALID SEARCH AREA	2	33 33%	0 00%	4	66 67%
8820	14,231	10.43%	54.97%	SOCS ERROR· LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	3,856	27 10%	4 15%	10,375	72 90%
8825	22,004	16.13%	71.10%	ORDER ERR	4,696	21 34%	5 06%	17,308	78 66%
8830	533	0.39%	71.49%	CLEC ALREADY OWNS THIS ACCOUNT	533	100 00%	0 57%	0	0 00%
8850	69	0.05%	71.54%	CFA NOT FOUND,PLEASE VERIFY CFA	68	98 55%	0 07%	1	1 45%
8855	1	0.00%	71.54%	NO ACTL IN LSR	1	100 00%	0 00%	0	0 00%
8925	675	0.49%	72.04%	CFN HAS INVALID FORMAT ON COFFI SCREEN	217	32.15%	0 23%	458	67 85%
8940	1,519	1 11%	73 15%	CALL FORWARDING NUMBER MISSING OR INVALID	1,518	99.93%	1 64%	1	0 07%
8945	38	0.03%	73 18%	LINECLSSVC AND TOS DO NOT MATCH	38	100 00%	0 04%	0	0 00%
8970	1,005	0.74%	73.92%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	1,005	100 00%	1 08%	0	0 00%
8995	5	0.00%	73.92%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	5	100 00%	0 01%	0	0 00%
9000	8	0.01%	73.92%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	8	100 00%	0 01%	0	0 00%
9040	4	0.00%	73.93%	DDD/DDD-CC REQUIRED	0	0 00%	0 00%	4	100.00%
9110	2	0.00%	73.93%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES	2	100 00%	0 00%	0	0 00%
9115	2	0.00%	73.93%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	2	100 00%	0 00%	0	0 00%
9155	116	0.09%	74 02%	UNE - PORTED OUT NUMBER	116	100.00%	0 12%	0	0 00%
9160	10	0.01%	74.02%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	10	100 00%	0 01%	0	0 00%
9245	342	0.25%	74.27%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	342	100 00%	0 37%	0	0.00%
9433	1	0.00%	74.27%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	1	100 00%	0.00%	0	0 00%
9438	10	0.01%	74.28%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	9	90.00%	0 01%	1	10 00%
9439	165	0 12%	74.40%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	164	99 39%	0 18%	1	0 61%

AGGREGATE ORDER TYPES									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION				
						CLEC Caused			BST Caused
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
9442	695	0.51%	74.91%	DLNUM=0002 LTN= ALL MUST BE UNIQUE	689	99 14%	0 74%	6	0 86%
9466	47	0.03%	74.95%	UNABLE TO DETERMINE BLOCK CHOICE	46	97.87%	0 05%	1	2 13%
9471	34	0.02%	74.97%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	33	97.06%	0 04%	1	2 94%
9475	312	0 23%	75.20%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	312	100 00%	0 34%	0	0 00%
9476	71	0 05%	75.25%	IS NOT FOUND ON CSR TO DISCONNECT	71	100.00%	0 08%	0	0 00%
9477	93	0.07%	75.32%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	91	97 85%	0 10%	2	2 15%
9479	97	0.07%	75.39%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	96	98 97%	0 10%	1	1 03%
9481	2,585	1.89%	77.29%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2,570	99 42%	2 77%	15	0.58%
9484	39	0.03%	77.31%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	39	100 00%	0 04%	0	0 00%
9487	1	0.00%	77.32%	INVALID ACT TYPE FOR FULL MIGRATION	1	100 00%	0.00%	0	0.00%
9488	324	0.24%	77.55%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	324	100.00%	0.35%	0	0 00%
9495	78	0.06%	77.61%	EATN= MUST EXIST FOR ACT P AND Q	77	98 72%	0 08%	1	1 28%
9496	2,432	1.78%	79.39%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2,432	100 00%	2 62%	0	0 00%
9498	19	0.01%	79 41%	EAN= ON LNUM= AND LEAN= ARE POPULATED	19	100 00%	0 02%	0	0 00%
9515	1,610	1.18%	80.59%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1,603	99.57%	1 73%	7	0 43%
9516	24	0 02%	80 60%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	22	91 67%	0 02%	2	8.33%
9517	29	0.02%	80 63%	UNDC INVALID IF PIC ALREADY EXISTS	29	100 00%	0 03%	0	0.00%
9523	7	0 01%	80.63%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	7	100 00%	0 01%	0	0 00%
9526	6	0 00%	80.64%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	6	100 00%	0 01%	0	0 00%
9529	2,296	1.68%	82.32%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	2,291	99 78%	2 47%	5	0 22%
9530	2	0 00%	82.32%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	2	100.00%	0 00%	0	0 00%
9543	62	0.05%	82.36%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	62	100 00%	0.07%	0	0 00%
9545	5	0.00%	82.37%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	4	80.00%	0 00%	1	20 00%
9602	5,285	3.87%	86.24%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	5,271	99 74%	5 68%	14	0 26%
9604	37	0.03%	86.27%	TN ON SUP DOES NOT MATCH ORIGINAL TN	21	56 76%	0 02%	16	43 24%
9605	172	0.13%	86.40%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	172	100.00%	0.19%	0	0 00%
9606	16	0.01%	86.41%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	14	87 50%	0 02%	2	12 50%
9613	37	0.03%	86.43%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	37	100 00%	0 04%	0	0 00%
9616	34	0.02%	86.46%	YPH INVALID	34	100.00%	0 04%	0	0 00%
9623	9	0.01%	86.47%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	9	100 00%	0 01%	0	0 00%

AGGREGATE ORDER TYPES									
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION				
						CLEC Caused			BST Caused
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
9626	256	0.19%	86 65%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	256	100 00%	0 28%	0	0 00%
9627	1,430	1.05%	87 70%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,428	99.86%	1 54%	2	0 14%
9628	435	0.32%	88.02%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	435	100.00%	0 47%	0	0 00%
9629	44	0.03%	88 05%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	44	100.00%	0 05%	0	0 00%
9639	87	0.06%	88.12%	CATEGORY L USOC MUST APPEAR FOR SAME TN	87	100 00%	0 09%	0	0 00%
9641	1,992	1.46%	89.58%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,991	99 95%	2 14%	1	0 05%
9647	361	0.26%	89.84%	BAN DOES NOT EXIST FOR COMPANY CODE	361	100 00%	0 39%	0	0 00%
9654	410	0.30%	90.14%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS	410	100.00%	0 44%	0	0 00%
9656	4	0.00%	90.14%	SLTN NOT FOUND ON CRIS ACCOUNT FOR LNA N, LNUM	4	100.00%	0 00%	0	0 00%
9657	5	0.00%	90.15%	ECCKT/UNE1 MISMATCH	5	100.00%	0 01%	0	0 00%
9661	17	0.01%	90.16%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	10	58 82%	0 01%	7	41 18%
9670	16	0.01%	90 17%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	16	100 00%	0 02%	0	0 00%
9671	95	0.07%	90 24%	TOUCHTNE USOC REQUIRED - FORMAT SAE 245	95	100 00%	0 10%	0	0 00%
9673	25	0.02%	90 26%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	25	100 00%	0 03%	0	0 00%
9674	28	0.02%	90 28%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	28	100 00%	0 03%	0	0 00%
9675	27	0.02%	90 30%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	27	100 00%	0 03%	0	0 00%
9680	94	0 07%	90 37%	INVALID REQTYP OR TOS FOR LIFELINE	94	100 00%	0.10%	0	0 00%
9681	37	0 03%	90 40%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	37	100 00%	0 04%	0	0 00%
9682	21	0.02%	90.41%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	21	100 00%	0 02%	0	0 00%
9685	9,772	7.16%	97.57%	DUE DATE COULD NOT BE CALCULATED	1,247	12.76%	1 34%	8,525	87 24%
9686	8	0.01%	97 58%	RESID NOT VALID IN LFACS	8	100 00%	0 01%	0	0 00%
9687	1	0.00%	97.58%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON THE ACCOUNT	1	100.00%	0 00%	0	0 00%
9700	17	0.01%	97.59%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	17	100.00%	0.02%	0	0 00%
9715	40	0.03%	97 62%	TOS IS INVALID FOR REQUESTED SERVICE	40	100.00%	0.04%	0	0 00%
9735	1	0.00%	97.62%	EATN ACCOUNT DOES NOT EXIST	1	100 00%	0 00%	0	0 00%
9772	1	0.00%	97.62%	UNE - ECCKT PROHIBITED WITH LINE ACTIVITY OF A	1	100 00%	0 00%	0	0 00%
9800	11	0.01%	97.63%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	7	63 64%	0 01%	4	36 36%
9860	1,428	1.05%	98.68%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1,427	99 93%	1 54%	1	0.07%
9861	1,080	0.79%	99.47%	ADSL NOT ALLOWED WITH THIS SERVICE	1,079	99 91%	1 16%	1	0 09%
9863	16	0 01%	99.48%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISPFOR CHANGES TO ADSL SERVICES	16	100 00%	0 02%	0	0 00%

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

AGGREGATE ORDER TYPES					CAUSATION				
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION	CLEC Caused			BST Caused
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg
9866	52	0 04%	99.52%	MULTILINE USOC DOES NOT APPLY	51	98.08%	0 05%	1	1 92%
9867	63	0 05%	99 57%	MULTILINE USOC DOES NOT APPLY	62	98.41%	0 07%	1	1 59%
9869	27	0 02%	99.59%	SINGLE LINE USOC DOES NOT APPLY	27	100 00%	0 03%	0	0 00%
9871	262	0.19%	99.78%	ADDRESS/TN INVALID, DUE DATE COULD NOT BE CALCULATED	262	100 00%	0 28%		0 00%
9881	4	0.00%	99.78%	CANNOT DETERMINE ADDRESS; TN WORKING AT MORE THAN ONE ADDRESS	4	100 00%	0 00%	0	0 00%
9897	298	0.22%	100.00%	TN FOR NON WORKING ADDRESS; DUE DATE COULD NOT BE CALCULATED	298	100.00%	0 32%	0	0 00%
	136,433	100.00%			92,821		100.00%	43,612	

% of BST Caused
1.495%
0.007%
0 007%
0 053%
0.124%
0.220%
0.011%
0.000%
0.371%
0.433%
0.005%
0.000%
0 000%
0 039%
0 007%
0.053%
0 018%
0.000%
0 000%
0.000%
3.527%
0 108%
0 209%
0.050%
0 000%
0 101%
0 007%
2.864%
0 000%
0 002%

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

ERROR DETAILS (Fatal Errors)

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

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

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

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

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

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

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

ERROR DETAILS - 8825

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

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	

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

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	**Error Description**
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

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

AGGREGATE ORDER TYPES													
Company Info						LSR PROCESSING					FLOWTHROUGH		
	Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flow-through
1	0	24	24	7	5	12	2	1	1	10	55.56%	83 33%	90 91%
2	61	0	61	26	10	25	0	0	0	25	49 02%	100 00%	100 00%
3	139	0	139	68	19	52	7	6	1	45	37 82%	86 54%	88 24%
4	678	0	678	315	79	284	121	65	56	163	30 02%	57 39%	71 49%
5	0	2	2	1	0	1	0	0	0	1	50.00%	100 00%	100 00%
6	0	703	703	125	61	517	142	135	7	375	59 06%	72 53%	73.53%
7	597	0	597	278	109	210	57	27	30	153	33 41%	72 86%	85 00%
8	1	0	1	0	0	1	0	0	0	1	100.00%	100 00%	100 00%
9	0	506	506	278	76	152	53	21	32	99	24 87%	65 13%	82 50%
10	5,150	0	5,150	982	335	3,833	131	29	102	3,702	78 55%	96 58%	99 22%
11	85	0	85	78	5	2	1	0	1	1	1 27%	50 00%	100 00%
12	174	0	174	92	28	54	18	13	5	36	25 53%	66 67%	73 47%
13	0	27	27	23	1	3	3	0	3	0	0 00%	0 00%	0 00%
14	110	0	110	46	28	36	9	2	7	27	36.00%	75 00%	93 10%
15	2,804	0	2,804	764	133	1,907	70	20	50	1,837	70 09%	96.33%	98 92%
16	0	32	32	19	3	10	4	3	1	6	21 43%	60 00%	66 67%
17	1,373	0	1,373	278	87	1,008	76	48	28	932	74 09%	92 46%	95 10%
18	51	0	51	38	8	5	0	0	0	5	11 63%	100 00%	100 00%
19	0	1,009	1,009	456	143	410	107	45	62	303	37 69%	73 90%	87 07%
20	197	0	197	102	36	59	21	8	13	38	25 68%	64 41%	82 61%
21	0	2,292	2,292	2,152	140	0	0	0	0	0	0 00%	0.00%	0 00%
22	0	127	127	58	19	50	15	8	7	35	34 65%	70 00%	81 40%
23	1,938	0	1,938	892	126	920	253	110	143	667	39.96%	72.50%	85 84%
24	0	1,644	1,644	750	216	678	189	78	111	489	37 13%	72 12%	86 24%
25	55	0	55	14	5	36	4	1	3	32	68 09%	88 89%	96 97%
26	0	8	8	5	0	3	2	1	1	1	14.29%	33 33%	50.00%
27	0	4	4	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
28	458	0	458	216	35	207	23	11	12	184	44.77%	88 89%	94 36%
29	338	0	338	182	11	145	95	80	15	50	16 03%	34 48%	38 46%
30	40	0	40	13	4	23	10	4	6	13	43 33%	56 52%	76 47%
31	0	12	12	8	1	3	1	0	1	2	20 00%	66.67%	100 00%
EDI Subtotal	14,249		14,249	4,384	1,058	8,807	896	424	472	7,911	62 20%	89 83%	94.91%
TAG Subtotal		6,390	6,390	3,882	665	1,843	518	292	226	1,325	24 10%	71 89%	81 94%
TOTAL INTERFACES	14,249	6,390	20,639	8,266	1,723	10,650	1,414	716	698	9,236	50.70%	86.72%	92.81%

ORDERING

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

Exhibit January '02 PM Data
Attachment 2H

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

Trunk Group Performance - Aggregate

Florida			Average blocking percentage by hour																						
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Feb-01	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0040	0.0003	0.0002	0.0062	0.0130	0.0073	0.0206	0.0154	0.0095	0.0131	0.0078	0.0089	0.0714	0.2478	0.0310	0.0000	0.0010
		CLEC	0.0003	0.0002	0.0002	0.0002	0.0779	0.0292	0.0000	0.0003	0.0259	0.0946	0.1271	0.1021	0.0528	0.0373	0.0836	0.0983	0.0864	0.0218	0.0664	0.4999	0.9690	0.4856	0.0288	0.0018
		Difference	-0.0003	-0.0001	-0.0002	-0.0002	-0.0779	-0.0292	0.0000	0.0038	-0.0256	-0.0945	-0.1209	-0.0891	-0.0454	-0.0167	-0.0681	-0.0888	-0.0733	-0.0141	-0.0576	-0.4285	-0.7213	-0.4546	-0.0288	-0.0008
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0006	0.0089	0.0102	0.0161	0.0214	0.0167	0.0230	0.0131	0.0273	0.0216	0.0378	0.0575	0.0595	0.0034	0.0342	0.0330	0.0250	0.0002	0.0009
		CLEC	0.0006	0.0062	0.0169	0.0032	0.0217	0.0007	0.0195	0.1158	0.1720	0.0820	0.3548	0.4414	0.0604	0.0497	0.1393	0.3564	0.3487	0.4954	0.1330	0.1577	0.3080	0.3467	0.0211	0.0017
		Difference	-0.0005	-0.0062	-0.0169	-0.0032	-0.0217	-0.0001	-0.0106	-0.1055	-0.1559	-0.0606	-0.3381	-0.4184	-0.0473	-0.0224	-0.1177	-0.3186	-0.2911	-0.4359	-0.1296	-0.1235	-0.2750	-0.3217	-0.0210	-0.0008
Mar-01	FL	BellSouth	0.0001	0.0000	0.0004	0.0000	0.0000	0.0001	0.0027	0.0582	0.0131	0.0193	0.0211	0.0294	0.0060	0.0097	0.0122	0.0227	0.0332	0.0260	0.0143	0.0461	0.0735	0.0068	0.0001	0.0047
		CLEC	0.4914	0.0066	0.0053	0.0072	0.0008	0.0070	0.0170	0.1675	0.0418	0.0329	0.0980	0.1293	0.0504	0.0292	0.0502	0.1276	0.2120	0.2847	0.1275	0.1480	0.2645	0.1083	0.0055	0.0256
		Difference	-0.4913	-0.0066	-0.0049	-0.0072	-0.0008	-0.0069	-0.0144	-0.1093	-0.0287	-0.0137	-0.0769	-0.0999	-0.0444	-0.0195	-0.0380	-0.1049	-0.1788	-0.2587	-0.1131	-0.1019	-0.1910	-0.1015	-0.0054	-0.0209
Apr-01	FL	BellSouth	0.0008	0.0001	0.0000	0.0053	0.0000	0.0003	0.0011	0.0082	0.0234	0.0025	0.0326	0.0352	0.0134	0.0286	0.0297	0.0487	0.0449	0.0114	0.0008	0.0034	0.0104	0.0100	0.0002	0.0004
		CLEC	0.0010	0.0028	0.0007	0.0293	0.0002	0.0011	0.0150	0.0501	0.0764	0.0290	0.0283	0.0420	0.0298	0.0284	0.0494	0.0977	0.2310	0.3232	0.0929	0.0422	0.0870	0.1428	0.0381	0.0047
		Difference	-0.0003	-0.0027	-0.0007	-0.0240	-0.0002	-0.0007	-0.0139	-0.0419	-0.0529	-0.0265	0.0043	-0.0068	-0.0163	0.0002	-0.0197	-0.0490	-0.1861	-0.3118	-0.0921	-0.0388	-0.0767	-0.1329	-0.0379	-0.0043
May-01	FL	BellSouth	0.0001	0.0000	0.0094	0.0000	0.0000	0.0040	0.0029	0.1190	0.0675	0.0055	0.0151	0.0720	0.0076	0.1039	0.0984	0.0566	0.0560	0.0174	0.0047	0.0039	0.0060	0.0023	0.0000	0.0002
		CLEC	0.0031	0.0428	0.0027	0.0109	0.0218	0.0075	0.0183	0.1856	0.1221	0.0255	0.0315	0.0603	0.0154	0.0335	0.0518	0.1592	0.2027	0.3416	0.0852	0.0391	0.0845	0.1109	0.0386	0.0024
		Difference	-0.0030	-0.0428	0.0068	-0.0109	-0.0218	-0.0035	-0.0153	-0.0666	-0.0546	-0.0200	-0.0163	0.0116	-0.0078	0.0705	0.0466	-0.1026	-0.1467	-0.3241	-0.0805	-0.0352	-0.0785	-0.1086	-0.0383	-0.0021
Jun-01	FL	BellSouth	0.0002	0.0000	0.0000	0.0000	0.0001	0.0004	0.0021	0.0506	0.0686	0.0047	0.0128	0.0172	0.0109	0.0104	0.0071	0.0033	0.0057	0.0117	0.0016	0.0025	0.0132	0.0334	0.0145	0.0005
		CLEC	0.1139	0.0374	0.0890	0.0669	0.0777	0.0678	0.0278	0.0296	0.0405	0.0946	0.0848	0.0846	0.0413	0.0292	0.0667	0.0916	0.0699	0.0725	0.0627	0.1410	0.3694	0.3193	0.1157	0.0525
		Difference	-0.1137	-0.0374	-0.0890	-0.0669	-0.0777	-0.0674	-0.0257	0.0210	0.0281	-0.0899	-0.0720	-0.0674	-0.0303	-0.0188	-0.0596	-0.0883	-0.0643	-0.0608	-0.0611	-0.1385	-0.3562	-0.2859	-0.1012	-0.0521
Jul-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0014	0.0377	0.0173	0.0152	0.0045	0.0222	0.0038	0.0213	0.0088	0.0077	0.0051	0.0119	0.0040	0.0022	0.0025	0.0041	0.0140	0.0026
		CLEC	0.0119	0.0049	0.0001	0.0001	0.0038	0.0008	0.0005	0.0009	0.0100	0.0166	0.0534	0.0541	0.0188	0.0526	0.0428	0.0341	0.0256	0.0165	0.0155	0.0174	0.0217	0.0203	0.0140	0.0146
		Difference	-0.0119	-0.0049	-0.0001	-0.0001	-0.0037	-0.0008	0.0009	0.0368	0.0073	-0.0013	-0.0488	-0.0318	-0.0150	-0.0313	-0.0340	-0.0264	-0.0205	-0.0046	-0.0115	-0.0152	-0.0193	-0.0163	-0.0054	-0.0119
Aug-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0013	0.0865	0.0373	0.0024	0.0048	0.0072	0.0176	0.0090	0.0137	0.0109	0.0275	0.0144	0.0052	0.0053	0.0085	0.0044	0.0004	0.0011
		CLEC	0.0070	0.0000	0.0000	0.0001	0.1356	0.0001	0.0001	0.0009	0.0105	0.0044	0.0233	0.0210	0.0038	0.0100	0.0337	0.0307	0.0327	0.0039	0.0083	0.0222	0.0240	0.0239	0.0056	0.0003
		Difference	0.0070	0.0000	0.0000	-0.0001	-0.1356	-0.0001	0.0013	0.0856	0.0268	-0.0020	-0.0184	-0.0139	0.0138	-0.0010	-0.0200	-0.0198	-0.0052	0.0106	-0.0031	-0.0169	-0.0155	-0.0195	-0.0053	0.0007
Sep-01	FL	BellSouth	0.0000	0.0002	0.0000	0.0001	0.0006	0.0001	0.0000	0.0524	0.0267	0.0017	0.0032	0.0007	0.0000	0.0001	0.0002	0.0004	0.0004	0.0000	0.0000	0.0007	0.0053	0.0016	0.0002	0.0000
		CLEC	0.0208	0.0305	0.0482	0.1486	0.0902	0.0680	0.0524	0.0524	0.0114	0.0251	0.0218	0.0126	0.0104	0.0095	0.0136	0.1117	0.0158	0.0261	0.0111	0.0198	0.0418	0.0419	0.0221	0.0173
		Difference	-0.0208	-0.0303	-0.0482	-0.1485	-0.0897	-0.0678	-0.0524	-0.0266	-0.0114	-0.0234	-0.0186	-0.0119	-0.0104	-0.0094	-0.0134	-0.1113	-0.0154	-0.0261	-0.0111	-0.0191	-0.0366	-0.0403	-0.0219	-0.0173
Oct-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0011	0.0000	0.0022	0.0005	0.0012	0.0021	0.0375	0.0175	0.0001	0.0001	0.0039	0.0045	0.0002	0.0000	0.0000
		CLEC	0.0002	0.0052	0.0004	0.0268	0.2831	0.0613	0.0070	0.0023	0.0361	0.0849	0.0080	0.0547	0.0099	0.0123	0.0307	0.1002	0.1160	0.0961	0.1450	0.2570	0.3677	0.2276	0.0506	0.0009
		Difference	-0.0001	-0.0052	-0.0004	-0.0268	-0.2831	-0.0613	-0.0070	-0.0023	-0.0361	-0.0838	-0.0079	-0.0525	-0.0094	-0.0111	-0.0286	-0.0627	-0.0986	-0.0960	-0.1449	-0.2531	-0.3633	-0.2274	-0.0506	-0.0009
Nov-01	FL	BellSouth	0.0000	0.0003	0.0000	0.0000	0.0002	0.0000	0.0000	0.0000	0.0000	0.0014	0.0030	0.0022	0.0006	0.0011	0.0027	0.0068	0.0053	0.0016	0.0022	0.0109	0.0072	0.0053	0.0010	0.0000
		CLEC	0.0089	0.0056	0.0018	0.0467	0.0033	0.0135	0.0015	0.0168	0.0185	0.0050	0.0206	0.0049	0.0010	0.0118	0.0159	0.0131	0.0130	0.0229	0.0603	0.1268	0.2037	0.1577	0.0442	0.0004
		Difference	-0.0089	-0.0053	-0.0018	-0.0467	-0.0031	-0.0135	-0.0015	-0.0168	-0.0185	-0.0036	-0.0176	-0.0027	-0.0004	-0.0107	-0.0132	-0.0063	-0.0077	-0.0213	-0.0582	-0.1158	-0.1965	-0.1524	-0.0431	-0.0004
Dec-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0003	0.0000	0.0004	0.0005	0.0007	0.0002	0.0006	0.0004	0.0011	0.0033	0.0000	0.0000	0.0003	0.0036	0.0009	0.0004	0.0000
		CLEC	0.0163	0.0308	0.0700	0.0214	0.1620	0.0094	0.0193	0.0187	0.0657	0.3682	0.4188	0.4051	0.2876	0.2523	0.3236	0.3372	0.3167	0.1175	0.2939	0.6961	0.3065	0.4309	0.4193	0.0669
		Difference	-0.0163	-0.0308	-0.0700	-0.0214	-0.1620	-0.0094	-0.0192	-0.0184	-0.0657	-0.3678	-0.4183	-0.4044	-0.2874	-0.2517	-0.3232	-0.3361	-0.3134	-0.1175	-0.2939	-0.6958	-0.3030	-0.4301	-0.4189	-0.0669
Jan-02	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0101	0.0047	0.0082	0.0000	0.0000	0.0008	0.0064	0.0017	0.0001	0.0002	0.0078	0.0265	0.0023	0.0004	0.0000
		CLEC	0.0004	0.1133	0.0032	0.0147	0.0055	0.0010	0.0000	0.0020	0.0422	0.0093	0.0094	0.0103	0.0076	0.0072	0.0063	0.0423	0.0483	0.0183	0.0261	0.0678	0.0755	0.0387	0.0001	0.0000
		Difference	-0.0004	-0.1133	-0.0032	-0.0147	-0.0055	-0.0010	0.0000	-0.0020	-0.0422	0.0009	-0.0047	-0.0021	-0.0076	-0.0072	-0.0055	-0.0359	-0.0466	-0.0181	-0.0260	-0.0600	-0.0490	-0.0363	0.0002	0.0000