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August 23, 2002

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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 and 981834-TP(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 (CAF)

Enclosures

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BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

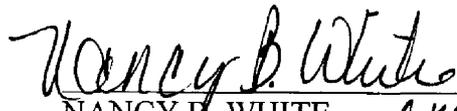
In Re: Consideration of BellSouth)
Telecommunications, Inc.'s entry into)
interLATA services pursuant to Section) & Docket No. 960786-B-TL
271 of the Federal Telecommunications) Docket No. 981834-TP
Act of 1996.)
_____)
Filed: August 23, 2002

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

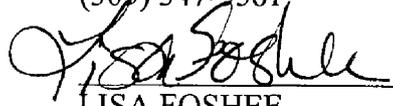
BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of Alphonso J. Varner that attaches BellSouth's commercial data reflecting performance for June, 2002. The Affidavit and the accompanying attachments describe the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 23rd day of August 2002.

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**CERTIFICATE OF SERVICE
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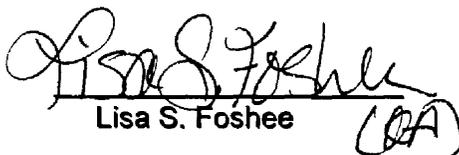
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Lisa S. Foshee (BA)

(+) Signed Protective Agreement

Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER
ON BEHALF OF BELL SOUTH TELECOMMUNICATIONS, INC.

FILED AUGUST 23, 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.

DOCUMENT NUMBER-DATE

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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 June 2002. Exhibit June 2002 PM Data and Attachments 1M through 3M that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

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2M June 2002 Flow-Through Report	
3M June 2002 Trunk Group Performance Report	

1 **DISCUSSION OF PERFORMANCE MEASUREMENTS DATA**

2
3 **I. ANALYSIS OF PERFORMANCE MEASUREMENTS**

4
5 **A. Introduction**

6
7 Attachment 1M is the Monthly State Summary (MSS) for Florida Performance
8 Measurements for June 2002. The MSS contains 2,329 sub-metrics based
9 on the Georgia Public Service Commission (GPSC) Docket 7892-U. As
10 shown in Attachment 1M, there were 859 sub-metrics for which there was
11 CLEC activity in June 2002 and that were compared to either benchmarks or
12 retail analogues. BellSouth met or exceeded the criteria for 728 of these 859
13 sub-metrics, or 85%.

14
15 As explained in previous updates to this Exhibit, three of the measures were
16 identified by BellSouth as having deficiencies in their calculations and were
17 investigated and evaluated for appropriate program code corrections. These
18 three measures were Average Jeopardy Notice Interval, FOC & Reject
19 Completeness (including the "Multiple Responses" sub-metrics), and LNP
20 Disconnect Timeliness. Program coding modifications have been completed
21 for the Average Jeopardy Notice Interval and FOC and Reject Completeness
22 measures. A variation on the FOC & Reject Response Completeness (O-11)

1 measurement, FOC/Reject Completeness (Multiple Responses), indicates the
2 proportion of times that multiple FOCs/Rejects for an LSR are returned. The
3 Georgia PSC did not order this measure to be implemented. Also, this
4 measurement can be misleading because sometimes multiple responses are
5 required for efficient operation of the business, such as when a second FOC
6 is returned to notify a CLEC when a jeopardy is cleared. Consequently, while
7 BellSouth reports data on this measure in the total number of measurements
8 calculation in the Monthly State Summary (2329), BellSouth has not included
9 it in the "Met/Total" (728/859) percentage calculations and has not addressed
10 these sub-metrics in this Exhibit. The LNP Disconnect Timeliness measure is
11 still under review by the Georgia PSC. This measurement will continue to be
12 reported until further evaluation by the Florida PSC is complete.

13
14 During the three-month period, April through June 2002, again adjusting for
15 the measures mentioned above where appropriate, there were a total of 812
16 sub-metrics that had CLEC activity for all three months and that were
17 compared with either benchmarks or retail analogues. Of these 812 sub-
18 metrics, 699 sub-metrics (86%) satisfied the comparison criteria in at least
19 two of the three months.

20
21 Two general issues can impact the degree to which BellSouth's performance
22 data is meaningful. First, the extreme disaggregation of the data in the

1 reports often dilutes the universe size of individual measurements, which in
2 turn reduces the confidence level of each of the individual Z-test results. As a
3 result, there are many performance measurements for which the results are
4 statistically inconclusive due to the small number of observations. Second, in
5 situations in which there are a large number of observations and the
6 difference between the means is very small, the results can be misleading
7 and not indicative of the absolute level of performance that BellSouth
8 provides to CLECs.

9
10 With respect to the first issue, in many cases, the extensive levels of
11 disaggregation leads to numerous sub-metrics with fewer than 30
12 observations, which is generally accepted as the smallest number of
13 observations for application of the Z-test. Despite this fact, BellSouth has
14 reported results for all of the measures, even those with statistically
15 inconclusive universe sizes.

16
17 The second issue arises in situations where BellSouth provides very high
18 quality service to both BellSouth's retail units and the CLECs, where there are
19 very large universe sizes, and the difference between the means is very
20 small. This scenario can cause an apparent missed condition from a
21 quantitative viewpoint. For example, in June 2002, the % Missed Installation
22 Appointments (%MIA), for Resale Residence / Non-Dispatch / < 10 Circuits

1 (A.2.11.1.1.2) showed that BellSouth retail had 0.02% missed appointments
2 for the 616,028 scheduled orders. The CLEC %MIA for the same period is
3 0.33% missed appointments for 44,620 scheduled orders. While there is very
4 little difference in the results, only three tenths of a percentage point, the
5 universe is so large that the Z-test becomes overly sensitive to any difference.
6 As a result, the statistical test shows that the sub-metric missed the standard
7 criteria, but BellSouth's actual performance is at a very high level for both the
8 CLECs and BellSouth retail, in this case, well over 99%. From a practical
9 point of view, the CLECs' ability to compete has not been hindered, even
10 though the statistical result does not technically meet the retail analogue.

11
12 In reviewing the data, the Florida Public Service Commission (Commission)
13 should use the data as a tool in analyzing whether BellSouth has met its
14 commitments. It is not a substitute for the qualitative evaluation of
15 BellSouth's performance. The commission will still need to conduct a
16 qualitative assessment of the data that considers, among other things,
17 universe size, distributional properties of the data, as well as overall
18 performance.

19
20 Each sub-metric designated as having not satisfied the benchmark or
21 BellSouth retail analogue requirement for April, May and/or June 2002 is
22 included in this Exhibit. Each sub-metric discussed is labeled as being

1 missed in any one or more of the months (April/May/June) included in this
2 filing.

3
4 The following paragraphs will address specific performance measurements
5 associated with each checklist item.

6
7 **B. CHECKLIST ITEM 1 – INTERCONNECTION**

8
9 **1. Collocation**

10 BellSouth provides three separate collocation reports: 1) Average Response
11 Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed.
12 Section E in Attachment 1M, Items E.1.1.1 through E.1.3.2, provides these
13 results. BellSouth met the approved benchmarks for all 10 of the 10 sub-
14 metrics that had CLEC activity in April, for all 9 of the 9 benchmarks that had
15 CLEC activity in May and for all 8 of the 8 benchmarks that had CLEC activity
16 in June 2002.

17
18 For the three-month period, April through June 2002, there were 5 sub-
19 metrics for which there was CLEC activity in all three months and were
20 compared to retail analogues or benchmarks. All 5 of these sub-metrics met
21 the retail analogue/benchmark comparisons in all three months.

22

1 **2. Local Interconnection Trunking**

2 Trunking Reports

3 Attachment 1M, Section C, Items C.1.1 to C.4.2 of the MSS contains data for
4 ordering, provisioning, maintenance and repair, and billing associated with
5 Local Interconnection Trunks. Trunk Blocking, Item C.5.1, will be discussed
6 separately following this section.

7
8 In April BellSouth met all 25 of the 25 sub-metrics or 100% and in May 2002,
9 met 25 of the 25 sub-metrics or 100% of the applicable
10 benchmarks/analogues for all local interconnection trunking measures having
11 CLEC activity. In June 2002, BellSouth met 24 of the 25 sub-metrics or 96%
12 of the benchmarks/retail analogues having CLEC activity. The sub-metric
13 that did not meet the retail analogue for June 2002 was as follows:

14
15 Billing Invoice Accuracy / Local Interconnection Trunks (C.4.1) (June)

16 The CLECs experienced interconnection invoice accuracy rates that were
17 slightly less than the rates for the invoices BellSouth sent to its retail
18 customers during June 2002 (98.27% accuracy for BellSouth versus 97.54%
19 for the CLEC invoices). The accuracy rate for CLEC invoices was less than
20 1% lower than for the rate for the retail analogue. The overall rate of
21 accuracy for both CLECs and the retail analogue is at a very high level. This
22 small monthly rate variation does not indicate disparate treatment of CLEC
23 invoices and should not hinder the CLECs ability to compete in this area.

1 BellSouth met the retail analogue comparison for this sub-metric in April and
2 May 2002.

3

4 Trunk Blockage

5 BellSouth has developed a trunk blocking report that compares BellSouth
6 retail's trunk blockage rates to those of CLECs. The report, Trunk Group
7 Performance Report (TGP), Attachment 3M, displays trunk blocking in a
8 manner that accurately represents the customer experience. The TGP report
9 tabulates actual call blocking as a percentage of call attempts for all
10 comparable trunk groups administered by BellSouth that handle CLEC and
11 BellSouth traffic, and provides a direct comparison of hour-by-hour blocking
12 between CLEC and BellSouth trunk groups. The analogue/benchmark for the
13 Trunk Group Performance measure is any consecutive two-hour period in 24
14 hours where CLEC blockage exceeds BellSouth blockage by more than
15 0.5%. In May 2002, trunk blockage occurred above the .5% level for the two-
16 hour period from 8:00 p.m. to 10:00 p.m. Investigation revealed that the
17 cause of this miss was due to unusually heavy traffic during this period on
18 Mother's Day. No trunks were out of service during that period, nor were
19 there any other conditions except the heavy traffic that would cause the
20 temporarily elevated blockage. BellSouth met or exceeded the benchmark for
21 this sub-metric in both April and June 2002.

22

1 **C. CHECKLIST ITEM 2 – UNBUNDLED NETWORK ELEMENTS (UNE)**

2
3 This section addresses the measures associated with UNEs under checklist
4 item 2. Attachment 1M, Sections B1 – B3, provides data that is divided into
5 Ordering, Provisioning and Maintenance & Repair operations. In general, the
6 Ordering function is disaggregated into 17 sub-metrics, the Provisioning
7 function has 19 sub-metrics, and there are 12 sub-metrics for the
8 Maintenance & Repair function. All Ordering measures will be included in this
9 checklist item because of the overall relationship of the mechanized, partially
10 mechanized and manual processing of Local Service Requests (LSRs). The
11 Provisioning and Maintenance & Repair measures for the following products
12 are included in the checklist item as shown below:

13 <u>Product</u>	13 <u>Checklist Item:</u>
14 Combo (Loop & Port)	#2 – Unbundled Network Elements
15 Combo (Other)	#2 – Unbundled Network Elements
16 Other Design	#2 – Unbundled Network Elements
17 Other Non-Design	#2 – Unbundled Network Elements
18 xDSL Loop	#4 – Unbundled Local Loops
19 UNE ISDN Loop	#4 – Unbundled Local Loops
20 Line Sharing	#4 – Unbundled Local Loops
21 2w Analog Loop Design	#4 – Unbundled Local Loops
22 2w Analog Loop Non Design	#4 – Unbundled Local Loops

1	2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2	2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
3	2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
4	2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
5	Digital Loop < DS1	#4 – Unbundled Local Loops
6	Digital Loop => DS1	#4 – Unbundled Local Loops
7	Local Interoffice Transport	#5 – Unbundled Local Transport
8	Switch Ports	#6 – Unbundled Local Switching
9	INP Standalone	#11 – Local Number Portability
10	LNP Standalone	#11 – Local Number Portability

11

12 An overall review of the UNE sub-metrics for Ordering, Provisioning,
13 Maintenance & Repair and Billing indicates that BellSouth met the
14 benchmark/analogue for 84% of the sub-metrics in June, for 79% of the sub-
15 metrics in May and for 84% of the sub-metrics in April 2002.

16

17 For the three-month period, April through June 2002, there were 463 sub-
18 metrics in the UNE measurements for which there was CLEC activity in all
19 three months and that were compared to retail analogues or benchmarks. Of
20 those 463 sub-metrics, 388 sub-metrics (84%) met the retail
21 analogue/benchmark comparisons in at least two of the three months.

22

1 **1. UNE Ordering Measures**

2
3 Items B.1.1 – B.1.19 in Attachment 1M show data for Percent Rejected
4 Service Requests, Reject Interval, FOC Timeliness and FOC & Reject
5 Response Completeness. These reports are disaggregated by interface type
6 (electronic, partial electronic and manual), as well as product type.

7
8 **Reject Interval**

9 Items B.1.4 - B.1.8 in Attachment 1M examine the Reject Interval for the
10 month of June 2002. For orders submitted electronically, the benchmark is
11 97% within one hour. In April, May and June 2002, 84%, 86% and 86%,
12 respectively, of all rejected electronic service requests were delivered within
13 the one-hour benchmark interval. (See the write-up below for Items B.1.4.2 –
14 B.1.4.17 for further discussion concerning electronically submitted orders.)

15
16 For partially mechanized orders, which are LSRs submitted electronically but
17 requiring intervention by a BellSouth service representative, the benchmark is
18 85% returned within 10 hours. BellSouth exceeded these benchmarks in
19 April, May and June 2002, with 89%, 88% and 95%, respectively, of partially
20 mechanized rejects being returned to the CLECs within the benchmark
21 interval.

22

1 For manual orders, the current benchmark is 85% within 24 hours. BellSouth
2 also exceeded this requirement, with 99% of the LSRs submitted manually
3 being returned to the CLECs within the 24-hour time period in each of the
4 three months.

5

6 The following sub-metrics did not meet the established benchmarks in April,
7 May and/or June 2002:

8

9 Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (April/May/June)

10 Reject Interval / Combo Other / Electronic (B.1.4.4) (April/June)

11 Reject Interval / xDSL / Electronic (B.1.4.5) (April)

12 Reject Interval / UNE ISDN / Electronic (B.1.4.6) (April/May/June)

13 Reject Interval / Line Sharing / Electronic (B.1.4.7) (April/May/June)

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

15 (April/May/June)

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

17 (April/May/June)

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

19 (April/June)

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

21 (April/May/June)

22 Reject Interval / Other Design / Electronic (B.1.4.14) (April/May/June)

1 Reject Interval / Other Non-Design / Electronic (B.1.4.15) (April/May/June)

2 Reject Interval / INP (Standalone) / Electronic (B.1.4.16) (May)

3 Reject Interval / LNP (Standalone) / Electronic (B.1.4.17) (May/June)

4 The current benchmark for these sub-metrics is $\geq 97\%$ within one hour. A
5 root cause analysis has identified two outstanding issues that affect the
6 electronic reject interval measurements. First, a subset of the transactions
7 currently being counted as electronic orders are actually “falling out” for
8 manual processing through a process known as Planned for Manual Fallout.
9 Currently, these transactions are being inappropriately counted in the
10 electronic reject sub-metrics, when they should be properly classified as
11 partially electronic. A feature enhancement is currently being scheduled for
12 implementation that will correct this misclassification problem. Second, the
13 investigation has identified a LESOG application defect that affects the Reject
14 Interval measure. Currently, the Working Service on Premise indicator on the
15 LSR is not verified prior to the FOC. If this indicator is not populated on
16 orders for additional lines, the order is manually clarified back to the CLEC
17 during post-FOC error handling. With implementation of the fix for this defect,
18 the systems will verify the Working Service on Premise indicator prior to the
19 issuance of a FOC for LSRs attempting to add additional lines. The
20 implementation of a fix for this defect is also being scheduled. It is expected
21 that the implementation of these system correction will significantly improve
22 the results of the reject interval measurements.

1

2 Reject Interval / xDSL / Partially Electronic (B.1.7.5) (April/May)

3 There were only seven LSRs rejected for this sub-metric in April and six LSRs
4 rejected in May 2002. The small universe of orders for these months does
5 not provide a conclusive benchmark comparison for this sub-metric.
6 BellSouth met the benchmark for this sub-metric in June 2002.

7

8 Reject Interval / UNE ISDN / Partially Electronic (B.1.7.6) (April/May/June)

9 BellSouth met the benchmark interval for 25 of the 32 LSRs rejected for this
10 sub-metric in April, for 21 of the 35 LSRs rejected in May and for 7 of the 15
11 LSRs rejected in June 2002. The 85% benchmark required that 28 of the 32
12 April rejects, 30 of the 35 May rejects and 13 of the 15 June rejects be
13 returned in the 10-hour period. BellSouth continues to focus on this
14 measurement in order to improve results to meet the benchmark.

15

16 Reject Interval / Line Sharing / Partially Electronic (B.1.7.7) (April/May/June)

17 BellSouth met the 10-hour benchmark interval for 99 of the 126 LSRs rejected
18 in April, for 67 of the 89 LSRs rejected in May and for 28 of the 33 LSRs
19 rejected in June 2002. The 85% benchmark required that 108 of the 126
20 rejects for April, 76 of the 89 rejects for May and 29 of the 33 rejects for June
21 be returned within the benchmark interval. BellSouth continues to focus on
22 this measurement in order to improve results to meet the benchmark.

1

2 Reject Interval / 2w Analog Loop Design / Partially Electronic (B.1.7.8) (May)

3 BellSouth met the 10-hour benchmark interval for 71 of the 84 (84.52%) LSRs
4 rejected for this sub-metric May 2002. Normal rounding convention indicates
5 that there is no significant difference between the results for this sub-metric
6 and the benchmark. BellSouth met the benchmark for this sub-metric in April
7 and June 2002.

8

9 Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.7.9)
10 (April/May/June)

11 BellSouth met the 10-hour benchmark interval for 148 of the 207 rejected
12 LSRs for this sub-metric in April, for 132 of the 204 rejected LSRs in
13 May and for 187 of the 239 rejected LSRs in June 2002. The 85%
14 benchmark required that 176 of the 207 orders for April, 174 of the 204 orders
15 for May and 204 of the 239 orders for June be returned within 10 hours.
16 BellSouth continues to focus on this measurement in order to improve results
17 to meet the benchmark.

18

19 Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic
20 (B.1.7.12) (May/June)

21 BellSouth met the benchmark for 216 of the 291 of the LSRs rejected in this
22 sub-metric for May and for 103 of the 137 LSRs rejected in June 2002. The

1 85% benchmark required that 248 of the 291 rejects for May and 117 of the
2 137 rejects for June be returned within the benchmark interval. BellSouth met
3 the benchmark for this sub-metric in April 2002.

4
5 Reject Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic

6 (B.1.7.13) (April/May)

7 BellSouth met the benchmark for 480 of the 566 rejected LSRs for this sub-
8 metric in April and for 493 of the 586 rejected LSRs in May 2002. The 85%
9 benchmark required that 482 of the 566 orders for April and 499 of the 586
10 orders for May be returned within the benchmark interval. Normal rounding
11 convention indicates that there is no significant difference between the April
12 results for this sub-metric and the benchmark. The CLEC result for May 2002
13 is less than 1% below the benchmark level. BellSouth met the benchmark for
14 this sub-metric in June 2002.

15
16 FOC Timeliness

17 For LSRs submitted electronically, the benchmark is 95% of the FOCs
18 returned within 3 hours. BellSouth met the benchmark interval for 98% of the
19 electronically submitted LSRs in April, May and June 2002. For partially
20 mechanized LSRs, the benchmark is 85% of FOCs returned within 10 hours.
21 BellSouth met the benchmark for 91%, 86% and 92% of partially electronic
22 FOCs in April, May and June 2002, respectively. For LSRs submitted

1 manually, the benchmark is 85% returned within 36 hours. BellSouth met the
2 benchmark interval for 99% of the manual LSRs submitted in all three
3 months. The sub-metrics that did not meet the benchmark in April, May
4 and/or June 2002 are as follows:

5
6 FOC Timeliness / Combo Other / Electronic (B.1.9.4) (June)

7 BellSouth met the 3-hour benchmark interval for 9 of the 15 FOCs returned
8 for this sub-metric in June 2002. The 95 % benchmark required that all 15 of
9 the 15 FOCs be returned in the 3-hour interval. BellSouth met the benchmark
10 for this sub-metric in April 2002. There was no CLEC activity for this sub-
11 metric in May 2002.

12
13 FOC Timeliness / xDSL / Electronic (B.1.9.5) (June)

14 BellSouth met the 3-hour benchmark interval for 608 of the 657 FOCs
15 returned for this sub-metric in June 2002. The 95 % benchmark required that
16 625 of the 657 FOCs be returned in the 3-hour interval. BellSouth met the
17 benchmark for this sub-metric in April and May 2002.

18
19 FOC Timeliness / 2w Analog Loop Design / Electronic (B.1.9.8) (June)

20 BellSouth met the 3-hour benchmark interval for 604 of the 641 FOCs
21 returned for this sub-metric in June 2002. The 95 % benchmark required that

1 609 of the 641 FOCs be returned in the 3-hour interval. BellSouth met the
2 benchmark for this sub-metric in April and May 2002.

3
4 FOC Timeliness / 2w Analog Loop w/LNP Design / Electronic (B.1.9.12)

5 (April/June)

6 BellSouth missed the benchmark interval for only one of the eleven FOCs
7 returned for this sub-metric in April and missed only two of the 22 FOCs
8 returned in June 2002. The 95% benchmark required that all 11 of the 11
9 FOCs for April and 21 of the 22 FOCs for June be returned within the 3-hour
10 interval. BellSouth met the benchmark for this sub-metric in May 2002.

11
12 FOC Timeliness / 2w Analog Loop w/LNP Non-Design / Electronic (B.1.9.13)

13 (June)

14 There were only 3 FOCs returned for this sub-metric in June 2002. The small
15 universe of orders does not provide a conclusive benchmark comparison.
16 BellSouth met the benchmark for this sub-metric in April and May 2002.

17
18 FOC Timeliness / Other Design / Electronic (B.1.9.14) (June)

19 BellSouth met the 3-hour benchmark interval for 204 of the 244 FOCs
20 returned for this sub-metric in June 2002. The 95 % benchmark required that
21 232 of the 244 FOCs be returned in the 3-hour interval. BellSouth met the
22 benchmark for this sub-metric in April and May 2002.

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FOC Timeliness / Other Non-Design / Electronic (B.1.9.15) (April/May/June)

BellSouth met the benchmark interval for 6,940 (94.55%) of the 7,340 FOCs returned for this sub-metric in April, for 7,120 of the 7,584 FOCs returned in May and for 6,409 (94.85%) of the 6,757 FOCs returned in June 2002.

Normal rounding convention indicates that there is no significant difference between either the April or June results for this sub-metric and the benchmark. The 95% benchmark set a requirement that 7,205 of the 7,584 May FOCs be returned within the 3-hour interval.

FOC Timeliness / Combo (Loop & Port) / Partially Electronic (B.1.12.3) (May)

BellSouth met the 10-hour benchmark for 10,938 of the 13,549 FOCs returned for this sub-metric in May 2002. The 85% benchmark required that 11,517 of the 13,549 orders be returned, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in April and June 2002.

FOC Timeliness / Combo Other / Partially Electronic (B.1.12.4) (June)

There was only one FOC returned for this sub-metric in June 2002. This small universe does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in April 2002. There was no CLEC activity for this sub-metric in May 2002.

1

2 FOC Timeliness / UNE ISDN / Partially Electronic (B.1.12.6) (June)

3 BellSouth met the 10-hour benchmark for 32 of the 39 FOCs returned for this
4 sub-metric in June 2002. The 85% benchmark required that 34 of the 39
5 FOCs be returned, based on the number of orders for this sub-metric.

6 BellSouth met the benchmark for this sub-metric in April and May 2002.

7

8 FOC Timeliness / 2w Analog Loop Design / Partially Electronic (B.1.12.8)

9 (May)

10 BellSouth met the benchmark for 179 of the 214 LSRs that received a FOC in
11 May 2002. The 85% benchmark set a requirement that 182 of the 214 FOCs
12 returned in May 2002 meet the 10-hour interval. BellSouth met the
13 benchmark for this sub-metric in April and June 2002.

14

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

16 (B.1.12.12) (May/June)

17 BellSouth met the 10-hour benchmark interval for 382 of the 490 FOCs
18 returned for this sub-metric May and for 179 of the 273 FOCs returned in
19 June 2002. The 85% benchmark set requirements of 417 of the 490 FOCs
20 for May and 233 of the 273 FOCs for June, based on the quantity of orders in
21 the sub-metric. BellSouth met the benchmark for this sub-metric in April
22 2002.

1

2 FOC Timeliness / 2w Analog Loop w/LNP Non-Design / Partially Electronic

3 (B.1.12.13) (June)

4 BellSouth met the 10-hour benchmark interval for 892 of the 1,107 FOCs
5 returned for this sub-metric June 2002. The 85% benchmark set a
6 requirement of 941 of the 1,107 FOCs, based on the quantity of orders in the
7 sub-metric. BellSouth met the benchmark for this sub-metric in April and May
8 2002.

9

10 FOC Timeliness / Other Design / Partially Electronic (B.1.12.14) (May/June)

11 BellSouth met the 10-hour benchmark interval for 167 of the 198 FOCs
12 returned for this sub-metric in May and for 207 of the 244 FOCs returned in
13 June 2002. The 85% benchmark set requirements of 169 of the 198 orders in
14 May and 208 of the 244 orders for June, based on the quantity of orders in
15 the sub-metric. Normal rounding convention indicates that there was no
16 significant difference between the CLEC result for June 2002 and the
17 benchmark. BellSouth met the benchmark for this sub-metric in April 2002.

18

19 FOC Timeliness / Other Non-Design / Partially Electronic (B.1.12.15) (April)

20 BellSouth met the 10-hour benchmark interval for 3,790 (84.77%) of the 4,471
21 FOCs returned for this sub-metric in April 2002. Normal rounding convention
22 indicates that there is no significant difference between the CLEC result for

1 this sub-metric and the benchmark. BellSouth met the benchmark for this
2 sub-metric in May and June 2002.

3
4 FOC & Reject Response Completeness Measures

5 There are two major issues that affect BellSouth's performance for the FOC &
6 Reject Response Completeness sub-metrics. The first issue concerns
7 situations where numerous versions of the same LSR are submitted by a
8 CLEC within a very short time period of time. The second issue involves
9 LSRs received at the end of the month with the FOC or Reject returned in the
10 following month. When a CLEC submits multiple versions of an LSR within a
11 relatively short period of time, only the last LSR receives a response. All
12 previous versions do not receive a response and, therefore, count as missed
13 responses. When an LSR is received at the end of the month and the 24 or
14 36-hour interval allows the response to be in the next calendar month, it is
15 also counted as a miss. These two items are inherent in the measure and are
16 the major reasons for the failure of these sub-metrics to achieve the 95%
17 benchmark.

18
19 FOC & Reject Response Completeness / Combo Other / EDI / Electronic

20 (B.1.14.4.1) (June)

21 There were only eight responses for this sub-metric in June 2002. The small
22 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 April or May 2002.

3
4 FOC & Reject Response Completeness / Combo Other / TAG / Electronic
5 (B.1.14.4.2) (June)

6 BellSouth met the standard criteria for 22 of the 47 responses returned for
7 this sub-metric in June 2002. The 95% benchmark required that 45 of the 47
8 responses meet the criteria. BellSouth met the benchmark for this sub-metric
9 in April 2002. There was no CLEC activity for this sub-metric in May 2002.

10
11 FOC & Reject Response Completeness / xDSL / TAG / Electronic
12 (B.1.14.5.2) (April/May/June)

13 BellSouth met the benchmark standard for 208 of the 229 responses for this
14 sub-metric in April, for 199 of the 231 responses returned in May and for 342
15 of the 534 responses returned in June 2002. The 95% benchmark required
16 that the criteria be met for 218 of the 229 responses for April, for 219 of the
17 231 responses for May and for 508 of the 534 responses for June, based on
18 the number of orders for this sub-metric. BellSouth continues to focus on this
19 measurement to improve performance to meet the benchmark.

20
21 FOC & Reject Response Completeness / UNE ISDN / EDI / Electronic
22 (B.1.14.6.1) (May)

1 There were only five orders for this sub-metric in May 2002. The small
2 universe of orders for the month does not provide a conclusive benchmark
3 comparison. BellSouth met the benchmark for this sub-metric in April and
4 June 2002.

5

6 FOC & Reject Response Completeness / UNE ISDN / TAG / Electronic
7 (B.1.14.6.2) (May)

8 BellSouth met the benchmark standard for 54 of the 70 responses for this
9 sub-metric in May 2002. The 95% benchmark required that the criteria be
10 met for 67 of the 70 responses based on the number of orders for this sub-
11 metric. BellSouth met the benchmark for this sub-metric in April and June
12 2002.

13

14 FOC & Reject Response Completeness / Line Sharing / TAG / Electronic
15 (B.1.14.7.2) (April/May)

16 BellSouth met the benchmark standard for 76 of the 85 responses for this
17 sub-metric in April and for 68 of the 78 responses returned in May 2002. The
18 95% benchmark required that the criteria be met for 81 of the 85 responses
19 for April and for 74 of the 78 responses returned in May, based on the
20 number of orders for this sub-metric. BellSouth met the benchmark for this
21 sub-metric in June 2002.

22

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

2 Electronic (B.1.14.8.1) (May)

3 BellSouth met the benchmark standard for 301 of the 328 responses for this
4 sub-metric in May 2002. The 95% benchmark required that the criteria be
5 met for 312 of the 328 responses based on the number of orders for this sub-
6 metric. BellSouth met the benchmark for this sub-metric in April and June
7 2002.

8

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

10 EDI / Electronic (B.1.14.12.1) (April/May)

11 BellSouth met the benchmark standard for 23 of the 26 responses for this
12 sub-metric in April and for 83 of the 96 responses returned in May 2002. The
13 95% benchmark required that the criteria be met for 25 of the 26 responses in
14 April and for 92 of the 96 responses in May, based on the number of orders
15 for this sub-metric. BellSouth met the benchmark for this sub-metric in June
16 2002.

17

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

19 TAG / Electronic (B.1.14.12.2) (May)

20 BellSouth met the benchmark standard for 12 of the 13 responses for this
21 sub-metric in May 2002. The 95% benchmark required that the criteria be

1 met for all 13 of the 13 responses. BellSouth met the benchmark for this sub-
2 metric in April and June 2002.

3

4 FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-Design
5 / TAG / Electronic (B.1.14.13.2) (May)

6 BellSouth met the benchmark standard for 228 of the 257 responses for this
7 sub-metric in May 2002. The 95% benchmark required that the criteria be
8 met for 245 of the 257 responses based on the number of orders for this sub-
9 metric. BellSouth met the benchmark for this sub-metric in April and June
10 2002.

11

12 FOC & Reject Response Completeness / Other Design / EDI / Electronic
13 (B.1.14.14.1) (May/June)

14 BellSouth met the benchmark standard for 124 of the 138 responses for this
15 sub-metric in May and for 108 of the 116 responses returned in June 2002.

16 The 95% benchmark required that the criteria be met for 131 of the 138
17 responses for May and for 111 of the 116 responses for June, based on the
18 number of orders for this sub-metric. BellSouth met the benchmark for this
19 sub-metric in April 2002.

20

21 FOC & Reject Response Completeness / Other Non-Design / TAG /
22 Electronic (B.1.14.15.2) (April/May/June)

1 BellSouth met the benchmark standard for 1,269 of the 1,463 responses for
2 this sub-metric in April, for 1,117 of the 1,282 responses returned in May and
3 for 809 of the 906 responses returned in June 2002. The 95% benchmark
4 required that the criteria be met for 1,390 of the 1,463 responses for April, for
5 1,218 of the 1,282 responses for May and for 861 of the 906 responses for
6 June, based on the number of orders for this sub-metric. BellSouth continues
7 to focus on this measurement to improve performance to meet the
8 benchmark.

9

10 FOC & Reject Response Completeness / Combo (Loop & Port) / EDI / Partial
11 Electronic (B.1.15.3.1) (April)

12 BellSouth met the benchmark standard for 2,075 of the 2,197 responses for
13 this sub-metric in April 2002. The 95% benchmark required that the criteria
14 be met for 2,088 of the 2,197 responses based on the number of orders for
15 this sub-metric. BellSouth met the benchmark for this sub-metric in May and
16 June 2002.

17

18 FOC & Reject Response Completeness / Combo Other / TAG / Partial
19 Electronic (B.1.15.4.2) (June)

20 There were only four orders for this sub-metric in June 2002. The small
21 universe of orders for this sub-metric does not provide a conclusive

1 benchmark comparison. BellSouth met the benchmark for this sub-metric in
2 April 2002. There was no CLEC activity for this sub-metric in May 2002.

3
4 FOC & Reject Response Completeness / xDSL / EDI / Partial Electronic
5 (B.1.15.5.1) (April/May/June)

6 BellSouth met the benchmark standard for 30 of the 40 responses for this
7 sub-metric in April, for 39 of the 53 responses for May and for 9 of the 12
8 responses returned in June 2002. The 95% benchmark required that the
9 criteria be met for 38 of the 40 responses for April, for 51 of the 53 responses
10 in May and for all 12 of the 12 responses for June, based on the number of
11 orders for this sub-metric. BellSouth continues to focus on this measurement
12 to improve performance to meet the benchmark.

13
14 FOC & Reject Response Completeness / xDSL / TAG / Partial Electronic
15 (B.1.15.5.2) (April/May/June)

16 BellSouth met the benchmark standard for 33 of the 50 responses for this
17 sub-metric in April, for 26 of the 33 responses for May and for 11 of the 17
18 responses for June 2002. The 95% benchmark required that the criteria be
19 met for 48 of the 50 responses for April, for 32 of the 33 responses for May
20 and for all 17 of the 17 responses for June, based on the number of orders for
21 this sub-metric. BellSouth continues to focus on this measurement to
22 improve performance to meet the benchmark.

1 FOC & Reject Response Completeness / UNE ISDN / EDI / Partial Electronic
2 (B.1.15.6.1) (June)

3 There were only two orders for this sub-metric in June 2002. The small
4 universe of orders for this sub-metric does not provide a conclusive
5 benchmark comparison. BellSouth met the benchmark for this sub-metric in
6 April and May 2002.

7
8 FOC & Reject Response Completeness / Other Design / EDI / Partial
9 Electronic (B.1.15.14.1) (May)

10 BellSouth met the benchmark standard for 148 of the 159 responses for this
11 sub-metric in May 2002. The 95% benchmark required that the criteria be
12 met for 152 of the 159 responses based on the number of orders for this sub-
13 metric. BellSouth met the benchmark for this sub-metric in April and June
14 2002.

15
16 FOC & Reject Response Completeness / Other Non-Design / EDI / Partial
17 Electronic (B.1.15.15.1) (May)

18 BellSouth met the benchmark standard for 6,820 of the 7,193 (94.81%)
19 responses for this sub-metric in May 2002. Normal rounding convention
20 indicates that there is no significant difference between the May result for this
21 sub-metric and the benchmark. BellSouth met the benchmark for this sub-
22 metric in April and June 2002.

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FOC & Reject Response Completeness / LNP (Standalone) / EDI / Partial
Electronic (B.1.15.17.1) (April)

BellSouth met the benchmark standard for 1,612 of the 1,719 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 1,634 of the 1,719 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in May and June 2002.

FOC & Reject Response Completeness / Local Interoffice Transport / Manual
(B.1.16.2) (April)

BellSouth met the benchmark standard for 96 of the 105 responses for this sub-metric in April 2002. The 95% benchmark required that the criteria be met for 100 of the 105 responses, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in May and June 2002.

FOC & Reject Response Completeness / Combo (Loop & Port) / Manual
(B.1.16.3) (April/May/June)

BellSouth met the benchmark standard for 1,437 of the 1,520 responses for this sub-metric April, for 1,905 of the 2,084 responses returned in May and for 2,118 of the of the 2,287 responses for June 2002. The 95% benchmark

1 required that the criteria be met for 1,444 of the 1,520 responses in April, for
2 1,980 of the 2,084 responses returned in May and for 2,173 of the 2,287
3 responses for June, based on the number of orders for this sub-metric.
4 BellSouth continues to focus on this measurement in order to improve results
5 to meet the benchmark.

6
7 FOC & Reject Response Completeness / xDSL / Manual (B.1.16.5) (May)

8 BellSouth met the benchmark standard for 268 of the 283 (94.70%)
9 responses for this sub-metric in May 2002. Normal rounding convention
10 indicates that there is no significant difference between the May result for this
11 sub-metric and the benchmark. BellSouth met the benchmark for this sub-
12 metric in April and June 2002.

13
14 FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6)
15 (May)

16 BellSouth met the benchmark standard for 444 of the 475 responses for this
17 sub-metric in May 2002. The 95% benchmark required that the criteria be
18 met for 451 of the 475 responses based on the number of orders for this sub-
19 metric. BellSouth met the benchmark for this sub-metric in April and June
20 2002.

21

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

2 Manual (B.1.16.9) (May)

3 BellSouth met the benchmark standard for 831 of the 906 responses for this
4 sub-metric in May 2002. The 95% benchmark required that the criteria be
5 met for 860 of the 906 responses based on the number of orders for this sub-
6 metric. BellSouth met the benchmark for this sub-metric in April and June
7 2002.

8

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

10 Manual (B.1.16.10) (April/May)

11 There were only seven responses returned for this sub-metric in April and six
12 responses returned in May 2002. The small universe of orders for this sub-
13 metric does not provide a conclusive benchmark comparison. There was no
14 CLEC activity for this sub-metric in June 2002.

15

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

17 / Manual (B.1.16.11) (April/May/June)

18 There were only ten orders for this sub-metric in April, five responses in May
19 and nine responses in June 2002. The small universe of orders for this sub-
20 metric does not provide a conclusive benchmark comparison.

21

1 FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design /
2 Manual (B.1.16.12) (June)

3 BellSouth met the benchmark standard for 33 of the 37 responses for this
4 sub-metric in June 2002. The 95% benchmark required that the criteria be
5 met for 36 of the 37 responses based on the number of orders for this sub-
6 metric. BellSouth met the benchmark for this sub-metric in April and May
7 2002.

8
9 FOC & Reject Response Completeness / 2w Analog Loop w/LNP Non-Design
10 / Manual (B.1.16.13) (May)

11 BellSouth met the benchmark standard for 77 of the 85 responses for this
12 sub-metric in May 2002. The 95% benchmark required that the criteria be
13 met for 81 of the 85 responses based on the number of orders for this sub-
14 metric. BellSouth met the benchmark for this sub-metric in April and June
15 2002.

16
17 FOC & Reject Response Completeness / INP (Standalone) / Manual
18 (B.1.16.16) (April/May/June)

19 BellSouth met the benchmark standard for 51 of the 60 responses for this
20 sub-metric in April, for 76 of the 88 responses for May and for 63 of the 73
21 responses returned in June 2002. The 95% benchmark required that the
22 criteria be met for 57 of the 60 responses for April, for 84 of the 88 responses

1 for May and for 70 of the 73 responses for June, based on the number of
2 orders for this sub-metric. BellSouth continues to focus on this measurement
3 in order to improve results to meet the benchmark.

4
5 FOC & Reject Response Completeness / LNP (Standalone) / Manual
6 (B.1.16.17) (May)

7 BellSouth met the benchmark standard for 810 of the 911 responses for this
8 sub-metric in May 2002. The 95% benchmark required that the criteria be
9 met for 866 of the 911 responses based on the number of orders for this sub-
10 metric. BellSouth met the benchmark for this sub-metric in April and June
11 2002.

12
13 Flow-Through

14
15 Attachment 1M, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated
16 by customer type and for the Summary/Aggregate. Detailed flow-through
17 results for individual CLECs are included in Attachment 2M. The following
18 table shows the Regional Flow-Through results for April, May and June 2002
19 as compared with the Interim SQM benchmarks.

20
21 % Flow-through Service Requests (F.1.1.1 – F.1.3.4)

<u>Customer Type</u>	<u>April 2002</u>	<u>May 2002</u>	<u>June 2002</u>	<u>Benchmark</u>
----------------------	-------------------	-----------------	------------------	------------------

Residence	87.39%	86.74%	88.58%	95%
Business	71.89%	69.54%	73.74%	90%
UNE	84.78%	82.57%	83.84%	85%
LNP	92.59%	89.75%	83.63%	85%

1

2 The table above excludes those LSRs designed to “fall out” for manual
3 handling. The business flow-through rate continues to be well below the 90%
4 objective, with a 73.74% flow through rate in June 2002. However, Business
5 LSRs are more complex than the typical LSRs and, as a result, there is a greater
6 probability for error. For example, an LSR requesting 10 lines with series
7 completion hunting that are located over multiple floors and have a variation of
8 features on the lines presents many more opportunities for system mismatches
9 than one that adds just lines and features. This complexity coupled with the
10 relatively low volumes of business LSRs make it very difficult for BellSouth to
11 meet the Commission’s 90% benchmark for this sub-metric.

12

13 Further flow through improvements are expected as a result of 18 flow through
14 improvement features to BellSouth’s OSS that either have been or soon will be
15 implemented. For example, in Release 10.3.1, which was released on February
16 2, 2002, four flow-through features were implemented; in Release 10.4, which
17 was released on April 6, 2002, four flow-through features were implemented; and
18 in Release 10.5, which was released on June 1, 2002, 10 flow-through features

1 were implemented. These features should have a positive effect on flow through
2 results.

3
4 **2. UNE Provisioning Measures**

5 BellSouth met 87% of the overall UNE Provisioning measurements in the
6 month of April, 82% of these measurements in May and 88% in June 2002.

7
8 The following sub-metrics did not meet the applicable retail analogues in the
9 months of April, May and/or June 2002:

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

12 (B.2.1.4.1.1) (April/May/June)

13 The primary factor for the miss in this sub-metric is that the standard
14 installation intervals for products in this sub-metric range from 5 to 15 days.
15 All of these intervals are longer than for the retail analogue product. Even
16 though the committed dates to the customer are generally being met, the
17 intervals are much longer than for the associated retail analogue product.

18
19 Order Completion Interval / Other Non-Design / < 10 Circuits / Dispatch

20 (B.2.1.15.1.1) (April/May)

21 In both April and May 2002, two factors contributed toward the miss for this
22 sub-metric. There were a large number of very short duration BellSouth

1 "administrative" orders that should have been excluded from the measure.
2 These orders caused the retail analogue result to be artificially low. In
3 addition, the standard interval for CLEC orders in this sub-metric is longer
4 than the standard interval for most of the orders that make up the retail
5 analogue. BellSouth met the retail analogue comparison for this sub-metric in
6 June 2002.

7
8 % Jeopardies / Combo Other (B.2.5.4) (April/May/June)

9 There was only one order for this sub-metric placed in jeopardy status in
10 April, four orders placed in jeopardy in May and five orders placed in jeopardy
11 in June 2002. None of these jeopardy situations were caused missed
12 installation appointments due to company reasons.

13
14 % Jeopardy Notice >= 48 Hours / Combo (Loop & Port) / Electronic (B.2.10.3)
15 (April/May/June)

16 BellSouth met the 48-hour benchmark for 35 of the 41 jeopardy notices for
17 this sub-metric in April, for 28 of the 40 notices in May and for 55 of the 62
18 jeopardy notices in June 2002. The 95% benchmark required that 39 of 41
19 notices for April, 38 of 40 notices for May and 59 of the 62 notices for June
20 meet the 48-hour interval. BellSouth continues to focus on this measurement
21 in order to improve results to meet the benchmark.

22

1 % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /

2 Non-Dispatch (B.2.18.3.1.2) (April/May/June)

3 BellSouth missed 48 of the 24,127 scheduled appointments for this sub-
4 metric in April, missed 82 of the 41,033 appointments for May and missed 66
5 of the 49,428 appointments for June 2002. BellSouth met over 99% of the
6 scheduled appointments for both retail and CLEC orders in this sub-metric for
7 all three months. When BellSouth provisions high quality service coupled with
8 very large universe sizes, it can cause an apparent out of equity condition
9 from a quantitative viewpoint. In these cases, there is very little variation and
10 the universe size is so large that the Z-test becomes overly sensitive to any
11 difference. In other words, the statistical test shows that the measurement
12 does not meet the fixed critical value when compared with the retail analogue,
13 but BellSouth's actual performance for both CLECs and its own retail
14 operations is at a very high level – in this case over 99%. From a practical
15 point of view, the CLECs' ability to compete has not been hindered even
16 though the statistical results may technically show that BellSouth failed to
17 meet the benchmark/analogue.

18
19 % Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits /

20 Dispatch In (B.2.18.3.1.4) (May/June)

21 This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth
22 missed 84 of the 19,611 appointments for this sub-metric scheduled in May

1 and missed 66 of the 29,658 appointments scheduled for June 2002.
2 BellSouth completed over 99% of the appointments as scheduled in May and
3 June 2002. From a practical point of view, the CLECs' ability to compete has
4 not been hindered even though the statistical results may technically show
5 that BellSouth failed to meet the benchmark/analogue. BellSouth met the
6 retail analogue comparison for this sub-metric in April 2002.

7
8 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
9 Non-Dispatch (B.2.19.3.1.2) (May)

10 There were 905 troubles reported for this sub-metric in May 2002 for the
11 24,127 orders completed in the prior 30 days. Of the 905 total reports, 248
12 reports were closed to "no trouble found." Without these reports, the CLEC
13 measure would have been better than for the retail analogue. BellSouth met
14 the retail analogue comparison for this sub-metric in April and June 2002.

15
16 % Provisioning Troubles w/i 30 Days / Combo (Loop & Port) / < 10 Circuits /
17 Dispatch In (B.2.19.3.1.4) (April/May)

18 This is a further disaggregation of Item B.2.19.3.1.2, above. There were 358
19 troubles reported for this sub-metric in April 2002 for the 9,252 orders
20 completed in the prior 30 days and 432 troubles reported in May for the
21 12,066 orders completed in the prior 30 days. The trouble rate for this sub-
22 metric was only 0.3% higher in April and 0.6% higher in May for CLEC orders

1 than for the orders for the retail analogue. Of the 432 total trouble reports for
2 May, 119 reports (28%) were closed as "no trouble found." For very large
3 universes of orders, the statistical test becomes overly sensitive to small
4 percentage differences in results. BellSouth met the retail analogue
5 comparison for this sub-metric in June 2002.

6
7 % Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch
8 (B.2.19.14.1.1) (May)

9 There was only one order completed in the 30 days prior to May 2002 for this
10 sub-metric. The small universe of orders for the month does not provide a
11 statistically conclusive comparison to the retail analogue. BellSouth met the
12 retail analogue comparison for this sub-metric in April 2002. There was no
13 CLEC activity for this sub-metric in June 2002.

14
15 % Provisioning Troubles w/i 30 Days / Other Non-Design / < 10 Circuits /
16 Dispatch (B.2.19.15.1.1) (May/June)

17 There were 19 troubles reported for the 52 orders completed for this sub-
18 metric in the 30 days prior to May and 15 troubles for the 65 orders completed
19 in the 30 days prior to June 2002. Three of the nineteen May troubles (16%)
20 and two of the fifteen June troubles (15%) were closed as "no trouble found."
21 BellSouth technicians are being retrained on proper CLEC notification and
22 testing procedures during circuit turn-up process to mitigate post turn-up

1 trouble problems. BellSouth met the retail analogue comparison for this sub-
2 metric in April 2002.

3

4 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch

5 (B.2.34.1.1.2) (May/June)

6 BellSouth met the standard criteria for 55 of the 82 orders reviewed for this
7 sub-metric in May and for 52 of the 75 orders reviewed in June 2002. The
8 95% benchmark set requirements that 78 of the 82 orders for May and 72 of
9 the 75 orders for June meet the criteria. BellSouth met the benchmark for this
10 sub-metric in April 2002.

11

12 Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch

13 (B.2.34.1.2.2) (June)

14 In June 2002, BellSouth met the standard criteria for 10 of the 11 orders
15 reviewed. The 95% benchmark set a requirement that all 11 of the 11 orders
16 meet the criteria. BellSouth met the benchmark for this sub-metric in May
17 2002. There were orders reviewed for this sub-metric in April 2002.

18

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

20 (B.2.34.2.2.1) (April)

21 In April 2002, BellSouth met the standard criteria for 97 of the 108 orders
22 reviewed. The 95% benchmark set a requirement that 103 of the 108 orders

1 meet the criteria. BellSouth met the benchmark for this sub-metric in May
2 and June 2002.

3

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

5 BellSouth met the applicable performance standard for 87% in April, 87% in
6 May and 93% in June 2002 of the overall UNE M&R measurements. The
7 sub-metrics that did not meet the fixed critical value for this checklist item in
8 April, May and/or June 2002 are as follows:

9

10 % Missed Repair Appointments / Combo (Loop & Port) / Non-Dispatch

11 (B.3.1.3.2) (April)

12 BellSouth completed 1,910 of the 1,953 repair appointments as scheduled for
13 this sub-metric in April 2002. This represented an approximately 98%
14 completion rate for the month. There were no systemic maintenance issues
15 identified for the missed appointments. From a practical point of view, the
16 CLECs' ability to compete has not been hindered even though the statistical
17 results may technically show that BellSouth failed to meet the
18 benchmark/analogue. BellSouth met the retail analogue comparison for this
19 sub-metric in May and June 2002.

20

21 % Missed Repair Appointments / Other Non-Design / Dispatch (B.3.1.11.1)

22 (April)

1 BellSouth completed 13 of the 19 repair appointments as scheduled for April
2 2002. There were no patterns or systemic maintenance issues identified for
3 the 6 missed due dates. BellSouth met the retail analogue comparison for
4 this sub-metric in May and June 2002.

5

6 Customer Trouble Report Rate / Combo Other / Dispatch (B.3.2.4.1)

7 (April/May/June)

8 There were a total of 32 trouble reports for this sub-metric for the 1,597 lines
9 in service in April, 52 trouble reports for the 1,752 lines in service in May and
10 52 troubles reported for the 1,903 lines in service in June 2002. Both the
11 CLECs and BellSouth retail customers received more than 97% trouble free
12 service for three-month period. From a practical point of view, the CLECs'
13 ability to compete has not been hindered even though the statistical results
14 may technically show that BellSouth failed to meet the benchmark/analogue.

15

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

17 (April/May)

18 There were a total of 19 trouble reports for the 592 in service lines for this
19 sub-metric in April and 19 trouble reports for the 572 lines in service in May
20 2002. Although there was significant improvement in the CLEC results in
21 April and May, continuing analysis is underway to determine if any systemic

1 issues or data reporting problems exist with this sub-metric. BellSouth met
2 the retail analogue comparison for this sub-metric in June 2002.

3
4 Maintenance Average Duration / Other Non-Design / Dispatch (B.3.3.11.1)
5 (April/May)

6 There were 19 repair orders completed for this sub-metric in April and 19
7 orders completed in May 2002. The average interval for the April orders was
8 33.42 hours compared to 15.58 hours for the retail analogue. The six repair
9 orders that had missed repair appointments in April and the three orders that
10 had missed appointments in May caused the average duration to be extended
11 longer than for the retail analogue in each of these months. The average
12 interval for the May orders was 54.26 hours compared to 15.48 hours for the
13 retail analogue. BellSouth met the retail analogue for this sub-metric in June
14 2002.

15
16 % Repeat Troubles w/I 30 Days / Other Non-Design / Dispatch (B.3.4.11.1)
17 (June)

18 There were only nine trouble reports for this sub-metric in the 30 days prior to
19 June 2002. The small universe of orders for the month does not provide a
20 statistically conclusive comparison to the retail analogue. BellSouth met the
21 retail analogue comparison for this sub-metric in April and May 2002.

22

1 Out of Service > 24 Hours / Other Non-Design / Dispatch (B.3.5.11.1)

2 (April/May)

3 There were 4 trouble reports out-of-service longer than 24 hours for this sub-
4 metric in April and 6 reports out-of-service longer than 24 hours in May 2002.

5 There were no patterns or systemic maintenance issues identified for the 4
6 orders out of service longer than 24 hours in April 2002. In May 2002, 4 of
7 the 6 orders that took longer than 24 hours were dispatched prior to the
8 scheduled time but were not accessible due to customer reasons. BellSouth
9 met the retail analogue comparison for this sub-metric in June 2002.

10
11 UNE – Billing

12
13 Mean Time to Deliver Invoices – CRIS / Region (B.4.2) (April/May)

14 This metric measures the mean interval for timeliness of billing records
15 delivered to CLECs. The CLECs experienced UNE invoice delivery rates that
16 were higher than the rates for BellSouth's retail customers during April and
17 May 2002 (3.86 days for BellSouth compared to 4.97 days for CLECs in April
18 and 3.47 days for BellSouth compared to 3.78 days for CLECs in May). The
19 difference in performance in both months was the result of bill period delays
20 encountered with BellSouth's billing system upgrade associated with UNE
21 CLEC bills and usage volumes. Processing cycles ran longer than expected.

1 BellSouth met the retail analogue comparison for this sub-metric in June
2 2002.

3
4 **4. Other UNE Measures**

5
6 **Pre-Ordering**

7 Service Inquiry with Firm Order (F.3.1.1 & F.3.1.2), Loop Makeup Manual
8 (F.2.1) and Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering
9 measurements. The sub-metrics that did not meet the benchmarks in April,
10 May and/or June 2002 are as follows:

11
12 **Loop Makeup Inquiry (Manual) (F.2.1) (April/May/June)**

13 There were only two inquiries for this sub-metric in April 2002. The small
14 universe of orders does not provide a conclusive benchmark comparison.

15 BellSouth returned 10 of the 14 inquiries within the 3-day benchmark interval
16 in May and 9 of the 12 inquiries within the benchmark interval in June 2002.

17 The 95% benchmark standard required that all 14 of the 14 inquiries for May
18 and all 12 of the 12 inquiries for June be returned within the 3-day interval.

19
20 **Loop Makeup Inquiry (Electronic) (F.2.2) (April/May/June)**

21 BellSouth met the 1-minute response time benchmark for 2,857 of the 3,212
22 inquiries for this sub-metric in April, for 7,081 of the 7,630 inquiries in May

1 and for 2,011 of the 2,484 inquiries for June 2002. The 95% benchmark set
2 requirements that 3,051 of the 3,212 responses for April, for 7,249 of the
3 7,630 responses for May and 2,360 of the 2,484 responses for June be
4 returned within the 1-minute interval.

5
6 Service Inquiry with Firm Order / xDSL (F.3.1.1) (May)

7 BellSouth met the 5 business days benchmark interval for 64 of the 69
8 responses returned for this sub-metric in May 2002. The 95% benchmark set
9 a requirement of 66 responses returned within the benchmark interval.
10 BellSouth met the benchmark for this sub-metric in April and June 2002.

11
12 Service Inquiry with Firm Order / Local Interoffice Transport (F.3.1.2) (May)

13 There were only four inquiries for this sub-metric in May 2002. The small
14 universe of orders does not provide a conclusive benchmark comparison.
15 BellSouth met the benchmark for this sub-metric in April and June 2002.

16
17 Operations Support Systems (OSS)

18
19 The OSS/Preordering measures for which BellSouth did not meet the
20 benchmark/retail analogue in April, May and/or June 2002 were:

21
22 Pre-Ordering

1

2 % Interface Availability – CLEC / SGG/COG / Region (D.1.1.8) (June)

3 The recommended benchmark for availability of this system is 99.5%. The
4 BellSouth result for June 2002 was 99.26%. This minor difference (0.24%)
5 should not hinder the CLECs' ability to compete in this area. BellSouth met
6 the benchmark for this sub-metric in April and May 2002.

7

8 % Interface Availability – CLEC / DOM / Region (D.1.1.9) (June)

9 The recommended benchmark for availability of this system is 99.5%. The
10 BellSouth result for June 2002 was 99.49%. This minor difference (0.01%)
11 should not hinder the CLECs' ability to compete in this area. BellSouth met
12 the benchmark for this sub-metric in April and May 2002.

13

14 % Interface Availability – CLEC / SOG / Region (D.1.1.10) (June)

15 The recommended benchmark for availability of this system is 99.5%. The
16 BellSouth result for June 2002 was 99.48%. This minor difference (0.02%)
17 should not hinder the CLECs' ability to compete in this area. BellSouth met
18 the benchmark for this sub-metric in April and May 2002.

19

20 Average Response Interval – CLEC (TAG) / RSAG, by ADDR / RNS / Region
21 (D.1.4.2.1) (May)

1 The CLECs received slightly longer response times from this system in May
2 2002 than for the retail analogue standard (3.05 seconds average for CLECS
3 compared to 2.99 seconds for BellSouth). An average response time
4 difference of 0.06 seconds does not put CLECs at a competitive
5 disadvantage. BellSouth met the retail analogue comparison for this sub-
6 metric in April and June 2002.

7

8 Average Response Interval / CRIS / Region (D.2.4.1.) (May/June)

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 The average response interval for the CLEC requests did not meet the retail
13 analogue intervals for the less than 4-second disaggregation but exceeded
14 both the less than 10 and greater than 10 seconds responses. For the 4-
15 second interval, there was only approximately 1% or less difference between
16 the CLEC responses as compared with the retail analogue in both months.
17 Both the CLECs and the retail analogue received approximately 99% or more
18 responses within the less than 10 second interval. Similarly, for the greater
19 than 10 seconds interval measure, the CLECs and the BellSouth retail
20 analogue received approximately 1% or less of responses in over 10
21 seconds. These very small differences in response intervals indicate virtually

1 equivalent service levels for the CLECs and BellSouth retail. BellSouth met
2 the retail analogue comparison for this sub-metric in April 2002.

3
4 Average Response Interval / DLR / Region (D.2.4.3) (April/May)

5 Average Response Interval / DLR / Region (D.2.5.3, D.2.6.3) (June)

6 The average response intervals for these sub-metrics are 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 BellSouth missed the standard for percentage of queries responded to in less
10 than 4 seconds during April and May 2002, but met the standards for both the
11 "less than 10 seconds" and "greater than ten seconds" intervals in both those
12 months. In June 2002, BellSouth met the "less than 4 seconds" standard but
13 missed the "less than 10 seconds" and "greater than 10 seconds" measures.

14 Even though BellSouth technically missed the performance standard in April
15 and May the difference in performance for the CLECs versus BellSouth's
16 retail analogue in the "less than 4 seconds" interval was only 1.7% in April
17 and 0.7% in May. BellSouth is currently investigating the June data to
18 determine the cause(s) for the extended intervals for the month.

19
20 Average Response Interval / LMOS / Region (D.2.4.4) (April/June)

1 The average response intervals 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 BellSouth missed the standard for percentage of queries responded to in less
5 than 4 seconds during April and June 2002, but met the standards for both
6 the "less than 10 seconds" and "greater than ten seconds" intervals. Even
7 though BellSouth technically missed the standard, the difference in
8 performance for the CLECs versus BellSouth's retail analogue was 0.04% in
9 April and 0.03% in June. There is no evidence of disparate performance for
10 this sub-metric. BellSouth met the retail analogue comparison for this sub-
11 metric in May 2002.

12

13 Average Response Interval / LMOSupd / Region (D.2.4.5, D.2.5.5, D.2.6.5)
14 (April/May/June)

15 The average response interval for this sub-metric is measured in three
16 separate disaggregations -- the percentage of queries that are responded to
17 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.
18 For each of the three sub-metrics, there was approximately a 10% difference
19 in the percentage of responses received by the CLECs and by BellSouth
20 retail customers in each month, April through June 2002. Differences of
21 about 10%, or less, for these intervals indicate virtually equivalent service
22 levels for both the CLECs and BellSouth retail.

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Average Response Interval / LNP/ Region (D.2.4.6) (April/May/June)

Average Response Interval / LNP/ Region (D.2.5.6, D.2.6.6) (May/June)

The average response interval for this measurement is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In April 2002, the average response interval for the CLEC requests did not meet the retail analogue interval for the less than 4-second disaggregation but exceeded the less than 10 and greater than 10 seconds responses. In all three months, the "less than 4 second" and "less than 10 second" measures for both BellSouth retail and for CLECs was approximately 99%. The "greater than 10 second" measure for both BellSouth retail and for CLECs was less than 0.5%. These performance results also indicate virtually equivalent service being provided for the CLECs and BellSouth retail.

Average Response Interval / OSP/CM / Region (D.2.4.8) (April/May/June)

Average Response Interval / OSP/CM / Region (D.2.5.8) (April/June)

Average Response Interval / OSP/CM / Region (D.2.6.8) (April/June)

The average response interval for these sub-metrics is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In April the CLECs had 20.73% of responses in less than 4 seconds compared

1 to 27.25% for the retail analogue. In May 2002, the CLEC response interval
2 for the "less than, or equal to 4 seconds" measure was 24.50% compared to
3 31.23% for the retail analogue. In June 2002, the CLEC response interval for
4 the "less than, or equal to 4 seconds" measure was 21.43% compared to
5 33.15% for the retail analogue. For both the "less than, or equal to 10
6 seconds" measure and the "greater than 10 seconds" measures, the April and
7 June CLEC results were within 3% of the results for the retail analogue.
8 BellSouth met the retail analogue comparison for two of the three sub-metrics
9 in May 2002.

10
11 Average Response Interval / NIW / Region (D.2.4.11) (April/May)

12 The average response interval for this sub-metric is measured in three
13 separate disaggregations -- the percentage of queries that are responded to
14 in less than 4 seconds, less than 10 seconds and greater than 10 seconds.
15 In April and May 2002, the average response interval for the CLEC requests
16 did not meet the retail analogue intervals for the less than 4-second
17 disaggregation but exceeded both the less than 10 and greater than 10
18 seconds responses. The CLEC response interval was 83.15% within 4
19 seconds in April, as compared to 84.36% for the retail analogue and was
20 83.00% within 4 seconds in May, as compared with 84.01% for the retail
21 analogue. The small differences between the CLEC and retail analogue
22 results should not impede the CLECs' ability to compete in this area.

1 BellSouth met the retail analogue comparison for all three sub-metric in June
2 2002.

3

4 **General – Billing**

5 **Usage Data Delivery Completeness (F.9.3) (April)**

6 This metric provides a percentage of complete and accurately recorded
7 usage data processed and transmitted to the CLEC with within thirty (30)
8 days of the message recording date. The CLECs experienced usage data
9 delivery completeness rates that were less than the rates for BellSouth's retail
10 customers during April 2002 (99.77% for BellSouth versus 99.54% for
11 CLECs). The difference in performance was the result of bill period delays
12 encountered with BellSouth's billing system upgrade associated with UNE
13 CLEC bills and usage volumes. Processing cycles ran longer than expected.
14 BellSouth is currently working on enhancements that will decrease processing
15 time and speed the delivery of bills that will help to improve performance for
16 this metric. BellSouth met the retail analogue for this sub-metric in May and
17 June 2002.

18

19 **General – Ordering**

20

21 **% Acknowledgement Message Completeness / EDI (F.12.2.1)**

22 BellSouth failed to deliver 460 (0.38%) of the 122,263 messages in June for
23 this sub-metric. BellSouth is investigating to determine the causes of the

1 failures, however, such a small number of failed records have not revealed
2 any systemic process problems.

3
4 % Acknowledgement Message Completeness / TAG (F.12.2.2)
5 (April/May/June)

6 BellSouth failed to deliver 11 (0.0030%) of the 366,061 messages in April for
7 this sub-metric, 24 (0.0061%) of the 391,615 messages for this sub-metric in
8 May and 17 (0.0044%) of the 388,932 messages in June 2002. Analysis
9 continues to identify any issues in this process. However, such a small
10 number of failed records have not revealed any systemic process problems.

11
12 **D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS**

13 As discussed in Checklist Item 2, Sections B.2 and B.3 of Attachment 1M
14 provide data for provisioning and maintenance & repair measures for
15 unbundled local loops.

16
17 For purposes of discussion in this checklist item, the local loop sub-metrics
18 have been separated into two mode-of-entry groups, xDSL and
19 SL1/SL2/Digital. The xDSL group includes xDSL (ADSL, HDSL, UCL), ISDN
20 and Line Sharing sub-metrics. The SL1/SL2/Digital group includes the design
21 and non-design 2-wire analog loops, as well as the 2-wire and 4-wire digital
22 loop sub-metrics.

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xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for April, May and/or June 2002 are as follows:

Order Completion Interval / Line Sharing / < 6 Circuits / Dispatch (B.2.1.7.3.1)
(May/June)

There were 46 orders completed for this sub-metric in May and 31 orders completed in June 2002. The average completion interval for these orders in May was 6.30 days as compared to 3.77 days for the BellSouth retail analogue and 4.87 days for CLECs in June as compared to 2.80 days for the retail analogue. In May, six orders in this sub-metric added 88 days of installation interval because of feeder cable augment projects. No other trends or systemic installation issues were identified. In June 2002, there were only two CLEC orders that did not complete within the standard installation intervals. One order, missed due to customer reasons added 25 days to the total completion interval, and one order missed due to company reasons added 4 days to the total completion interval. Two orders that required loop modifications, carrying a 14-day standard interval, were completed as committed. The remainder of the June CLEC orders were

1 completed within the 3-day standard interval. BellSouth met the retail
2 analogue comparison for this sub-metric in April 2002.

3
4 Order Completion Interval / Line Sharing / < 6 Circuits / Non-Dispatch
5 (B.2.1.7.3.2) (April/May/June)

6 There were 180 CLEC orders completed for this sub-metric in April, 129
7 orders completed in May and 125 orders completed in June 2002. The
8 average completion interval for the CLEC orders in April was 3.96 days
9 compared to 3.59 days for the BellSouth retail analogue; 3.81 days for CLEC
10 orders in May as compared to 3.49 days for the retail analogue; and 3.77
11 days for CLEC orders in June as compared to 2.32 days for the retail
12 analogue. The primary cause of the miss for this sub-metric is that the
13 standard interval for the orders in this sub-metric is four days as compared to
14 the "available in three days" requirement for the retail analogue orders.

15
16 Held Orders / UNE ISDN / < 10 Circuits / Facility (B.2.3.6.1.1) (June)

17 There were only two orders held for this sub-metric in June 2002. 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 April and May 2002.

21
22 Held Orders / Line Sharing / < 10 Circuits / Other (B.2.3.7.1.3) (April)

1 There was only one order held for this sub-metric in April 2002. The small
2 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 May and June 2002.

5
6 % Jeopardies / UNE ISDN (B.2.5.6) (April/May/June)

7 There were 58 orders placed in jeopardy for facilities reasons for orders in
8 this sub-metric in April, 4 orders put in jeopardy for May and 48 jeopardy
9 orders in June 2002. Of the 58 April jeopardy orders, 47 were resolved prior
10 to the due dates and the orders completed on time. Of the 48 jeopardies in
11 June, 46 were resolved prior to the due dates. Seven of the eleven jeopardies
12 not resolved by the due dates in April were held due to customer reasons.
13 The small universe of orders placed in jeopardy in May does not provide a
14 statistically conclusive comparison to the retail analogue.

15
16 % Jeopardy Notice >= 48 Hours / xDSL / Electronic (B.2.10.5) (June)

17 There were only six jeopardy notices issued for this sub-metric June 2002.
18 The small universe of orders for this sub-metric does not provide a conclusive
19 benchmark comparison. There were no xDSL orders placed in jeopardy
20 status in April or May 2002.

21

1 % Missed Installation Appointments / Line Sharing / < 10 Circuits / Dispatch

2 (B.2.18.7.1.1) (May)

3 BellSouth completed 61 of the 70 orders as scheduled for this sub-metric in
4 May 2002. Eight of the nine missed appointments were due to facilities
5 problems encountered in required loop modifications to unload cable pairs.
6 The BellSouth Service Advocacy Center personnel are being updated on the
7 correct intervals for loop modifications. BellSouth met the retail analogue
8 comparison for this sub-metric in April and June 2002.

9
10 % Provisioning Troubles within 30 Days / xDSL / < 10 Circuits / Dispatch

11 (B.2.19.5.1.1) (April)

12 There were 22 troubles reported for orders that completed for this sub-metric
13 in the prior 30 days for April 2002. Four of the troubles (18%) were closed as
14 "no trouble found." No patterns or systemic installation issues were identified
15 for the remainder of the troubles. BellSouth met the retail analogue
16 comparison for this sub-metric in May and June 2002.

17
18 % Provisioning Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch

19 (B.2.19.6.1.1) (April)

20 There were 24 troubles reported for orders that completed for this sub-metric
21 in the prior 30 days for April 2002. BellSouth has implemented an improved
22 procedure to document circuit test results in the order closeout narratives.

1 This initiative, along with added emphasis on cooperative testing procedures,
2 should improve the results for this sub-metric. No patterns or systemic
3 installation issues were identified for the trouble reports for this sub-metric.
4 BellSouth met the retail analogue for this sub-metric in May and June 2002.

5
6 % Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits /
7 Dispatch (B.2.19.7.1.1) (April/May/June)

8 There were 15 troubles reported for orders completed for this sub-metric in
9 the 30 days prior to April, 23 troubles reported for orders completed in the 30
10 days prior to May and 23 troubles for orders completed in the 30 days prior to
11 June 2002. Of the 15 April troubles, 4 (27%) were closed to "no trouble
12 found," as were 9 (39%) of the 23 May troubles and 6 (26%) of the 23 June
13 troubles. All the troubles for this sub-metric were reported by the same
14 CLEC. No other patterns or systemic installation issues were identified for
15 the trouble reports for this sub-metric.

16
17 % Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-
18 Dispatch (B.2.19.7.1.2) (April/May/June)

19 There were 23 troubles reported for orders completed for this sub-metric in
20 the 30 days prior to April, 25 troubles reported for orders completed in the 30
21 days prior to May and 18 troubles for the 156 orders completed in the 30 days
22 prior to June 2002. Fifteen of the twenty-three (65%) trouble reports for April,

1 fifteen of the twenty-five (60%) trouble reports for May and three of the
2 eighteen (17%) trouble reports for June were closed as "no trouble found."

3
4 % Provisioning Troubles within 30 Days / Line Sharing / >= 10 Circuits /

5 Dispatch (B.2.19.7.2.1) (May)

6 There was only one order completed for this sub-metric in the 30 days prior to
7 May 2002. This small universe does not provide a statistically conclusive
8 comparison to the retail analogue. There was no CLEC activity for this sub-
9 metric in either April or June 2002.

10
11 Average Completion Notice Interval / xDSL / < 10 Circuits / Dispatch

12 (B.2.21.5.1.1) (June)

13 The root cause analysis of this measure indicated that the only differences
14 between the performance between BellSouth retail and CLECs are the
15 mismatches found when the orders are compared with the original LSRs.
16 The start of the completion interval is the point at which the technician
17 completes the order, and the interval ends when the completion notice is
18 sent. Any change to a name, number of items, etc., occurring during the
19 provisioning process will generate inconsistencies with the original LSRs that
20 must be resolved before a final completion notice can be sent. Any time to
21 resolve these inconsistencies with the original LSRs is included in the
22 average. Because of numerous CLEC changes and order updates,

1 mismatches on CLECs orders exceed those for BellSouth retail orders.
2 Combining this with the smaller base for the CLECs' measurement raises the
3 average, which results in a miss. Specific Service Representatives within the
4 Work Management Centers have been assigned to resolve any completion
5 issues that are required. Providing specific training and dedicating personnel
6 to this task should reduce the difference between the CLEC and retail
7 analogue results. There was no CLEC activity for this sub-metric in either
8 April or May 2002.

9
10 **2. Maintenance & Repair Measures**

11 The xDSL group sub-metrics that did not meet the fixed critical value
12 comparison requirements for April, May and/or June 2002 are as follows:

13
14 Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2)

15 (April/May/June)

16 BellSouth completed 31 of the 37 repair appointments as scheduled for this
17 sub-metric in April, 36 of the 40 appointments scheduled for May and 14 of
18 the 19 repair appointments as scheduled for June 2002. Of the 6 total trouble
19 reports for this sub-metric in April 2002, 4 (67%) were closed to "no trouble
20 found." The following of proper Line Sharing methods and procedures is
21 being emphasized to all Central Office technicians. There were no patterns

1 or systemic maintenance issues revealed for the 4 missed appointments in
2 May or the 5 missed appointments in June.

3
4 Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1)

5 (April/May/June)

6 Both the CLECs and BellSouth retail had 97% to 98% trouble free service for
7 all in service lines in this sub-metric in April, May and June 2002. Even
8 though the measurement indicated that BellSouth did not meet the retail
9 analogue, both BellSouth and the CLECs were being provided a high level of
10 service for this sub-metric. BellSouth is developing an action plan to improve
11 circuit testing and turn-up documentation. ISDN test jacks have been
12 installed in each central office to facilitate improved testing and turn-up control
13 procedures.

14
15 Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2) (June)

16 In June 2002 the average duration for CLEC orders was 3.70 days compared
17 to 2.41 days for the retail analogue. Of the 45 total June repair orders for this
18 sub-metric, 4 orders had completion intervals of 10 or more hours. One of
19 the four orders had an interval of 20 hours due to problems with a BST
20 vendor's equipment and software. The other three long duration orders
21 required multiple outside dispatches for trouble isolation and repair. No
22 trends or systemic maintenance issues were identified for these orders.

1 BellSouth met the retail analogue comparison for this sub-metric in April and
2 May 2002.

3

4 % Repeat Troubles within 30 Days / UNE ISDN / Dispatch (B.3.4.6.1) (June)

5 Of the 123 trouble reports for this sub-metric in June 2002, 24 were repeat
6 reports. The biggest common reason found for the repeat reports was
7 reseating/replacing channel unit cards (13 of the 24 repeat reports). Further
8 investigation is underway to determine what can be done to reduce these
9 type reports. BellSouth met the retail analogue for this sub-metric in April and
10 May 2002.

11

12 % Repeat Troubles within 30 Days / Line Sharing / Dispatch (B.3.4.7.1) (May)

13 There were 11 repeat reports for May 2002 of the 22 total troubles reported.
14 There were no patterns or systemic maintenance issues identified for the
15 repeat troubles for this sub-metric in May 2002. BellSouth met the retail
16 analogue comparison for this sub-metric in April and June 2002.

17

18 % Repeat Troubles within 30 Days / Line Sharing / Non-Dispatch (B.3.4.7.2)

19 (May)

20 In May 2002, there were 15 repeat reports for the 40 total trouble reports for
21 this sub-metric. Of the 15 May repeat reports, 12 (80%) were incorrectly
22 coded as "no trouble found," and should have been coded to be excluded

1 from the measurement. BellSouth CO technicians are being re-covered on
2 proper use of closeout codes. BellSouth met the retail analogue for this sub-
3 metric in April and June 2002.

4
5 **SL1/SL2/Digital Loop Group**

6
7 **Provisioning Measures**

8 The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed
9 critical value comparison requirements for April, May and/or June 2002 are as
10 follows:

11
12 **Order Completion Interval (OCI)**

13 OCI is adversely affected by LSRs for which CLECs request intervals beyond
14 the offered interval. When a CLEC requests an interval beyond the available
15 interval offered by BellSouth, an "L" code should be entered on the Service
16 Order generated by BellSouth. Such "L" coded orders are excluded from the
17 OCI metrics.

18
19 **Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch**

20 **(B.2.1.8.1.1) (April/May)**

21 There were a total of 159 orders completed for this sub-metric in April and
22 232 orders completed in May 2002. The primary factor for the misses in this

1 sub-metric is that the standard installation interval for this product is four
2 business days. Even though the committed dates to the customer are
3 generally being met, the intervals for orders in this sub-metric are longer than
4 for the retail analogue product. BellSouth continues to work to lower the
5 interval for this sub-metric to meet the "three calendar day" interval ordered
6 for the POTS type retail analogue services in Florida.

7
8 Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits /
9 Dispatch In (B.2.1.9.1.4) (April/May/June)

10 There were 36 orders completed for this sub-metric in April, 18 CLEC orders
11 completed in May and 28 orders completed in June 2002. The average
12 standard installation interval for the products in this sub-metric is between 3
13 and 4 days as compared to 1 to 2 days for the associated BellSouth retail
14 analogue. Even though the committed dates to the customer are being met,
15 the intervals are much longer than for the associated retail analogue product.

16
17 Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits /
18 Dispatch (B.2.1.12.1.1) (April/May)

19 There were a total of 156 orders that completed for this sub-metric in April
20 and 188 orders that completed in May 2002. A detailed analysis indicated a
21 significant number of orders with customer requested extended intervals were
22 not "L coded" and should have been excluded from the measurement.

1 BellSouth continues to work to lower the interval for this sub-metric to meet
2 the "three day" interval ordered for the POTS type retail analogue services in
3 Florida. The current standard interval for orders in this sub-metric is four
4 business days as compared to the three-calendar day interval for the retail
5 analogue. BellSouth met the retail analogue comparison for this sub-metric in
6 June 2002.

7
8 Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10
9 Circuits / Dispatch (B.2.1.13.1.1) (April/May)

10 There were a total of 477 orders that completed for this sub-metric in April
11 and 583 orders that completed in May 2002. BellSouth continues to work to
12 lower the interval for this sub-metric to meet the "three calendar day" interval
13 ordered for the POTS type retail analogue services in Florida. The current
14 standard interval for this sub-metric is four business days as compared to the
15 three-day interval for the retail analogue. BellSouth met the retail analogue
16 comparison for this sub-metric in June 2002.

17
18 Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10
19 Circuits / Dispatch In (B.2.1.13.1.4) (April/May/June)

20 There were a total of 213 orders completed for this sub-metric in April, 260
21 orders that completed in May and 172 orders that completed in June 2002.
22 BellSouth continues to work to lower the interval for this sub-metric to meet

1 the "three calendar day" interval ordered for the POTS type retail analogue
2 services in Florida. The current standard interval for this sub-metric is four
3 business days as compared to the three-day interval for the retail analogue.

4
5 Order Completion Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch

6 (B.2.1.18.1.1) (April/May/June)

7 There were a total of 377 orders that completed for this sub-metric in April,
8 593 orders that completed in May and 422 orders that completed in June
9 2002. BellSouth continues to work to lower the interval for this sub-metric.

10 Only 14 of the April orders, 11 of the May orders and 7 of the June orders
11 missed the committed installation interval due to company reasons.
12 BellSouth is currently investigating the makeup of the retail analogue for this
13 sub-metric.

14
15 The remainder of the provisioning measures that did not meet the retail
16 analogue for provisioning is as follows:

17
18 Held Orders / 2w Analog Loop Non-Design / >= 10 Circuits / Facility

19 (B.2.3.9.2.1) (May)

20 There was only one held order for this sub-metric in May 2001. The small
21 universe size for this sub-metric does not provide a statistically conclusive

1 comparison to the retail analogue. BellSouth met the retail analogue
2 comparison for this sub-metric in April and June 2002.

3
4 Held Orders / 2w Analog Loop w/LNP Design / < 10 Circuits / Facility

5 (B.2.3.12.1.1) (May)

6 There was only one held order for this sub-metric in May 2001. The small
7 universe size for this sub-metric does not provide a statistically conclusive
8 comparison to the retail analogue. BellSouth met the retail analogue
9 comparison for this sub-metric in April and June 2002.

10
11 Held Orders / Digital Loop >= DS1 / < 10 Circuits / Facility (B.2.3.19.1.1)

12 (May/June)

13 There were only two held orders for this sub-metric in May and one held order
14 in June 2002. The small universe size for this sub-metric does not provide a
15 statistically conclusive comparison to the retail analogue. BellSouth met the
16 retail analogue comparison for this sub-metric in April 2002.

17
18 % Jeopardies / 2w Analog Loop Design (B.2.5.8) (April/May/June)

19 In April 2002, there were a total of 34 jeopardies issued for the 217 orders
20 that were scheduled for this sub-metric. All but 5 of the jeopardies were
21 resolved prior to the due date and the orders worked as scheduled. Of the 34
22 total April jeopardies, only 2 caused missed appointments due to company

1 reasons. In May 2002, there were a total of 48 jeopardies issued for the 285
2 orders that were scheduled for this sub-metric. Of the 48 May jeopardies, 32
3 were resolved prior to the due dates and the orders completed on time.
4 Fifteen of the remaining May jeopardy orders were held for customer reasons,
5 and only one order was held for company reasons. In June 2002, there were
6 a total of 45 jeopardies issued for the 322 orders that were scheduled for this
7 sub-metric. All but 4 of the jeopardies were resolved prior to the due date and
8 the orders worked as scheduled. Of the 4 unresolved jeopardies, 3 orders
9 were held due to customer reasons.

10
11 % Jeopardies / 2w Analog Loop Non-Design (B.2.5.9) (April/May/June)

12 In April 2002, there were a total of 90 jeopardies issued for the 1,235 orders
13 that were scheduled for this sub-metric. Of the 90 April jeopardies, only 8
14 resulted in a missed installation appointments due to BellSouth reasons. In
15 May 2002, there were a total of 99 jeopardies issued for the 1,373 orders
16 scheduled. While a large majority of the May jeopardies were resolved prior
17 to the due dates, BellSouth is currently investigating the causes for this level
18 of facility jeopardy issues. In June 2002, there were a total of 58 jeopardies
19 issued for the 811 orders that were scheduled for this sub-metric. Of the 58
20 total June jeopardies, 49 were resolved prior to the due dates and the orders
21 completed on time. Six of the orders with missed due dates were held due to
22 customer reasons.

1

2 % Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12) (April/May/June)

3 In April 2002, there were a total of 32 jeopardies issued for the 425 orders
4 that were scheduled for this sub-metric. Of the 32 April jeopardies, 29 were
5 resolved prior to the scheduled due date and the orders completed as
6 scheduled. All three of the unresolved jeopardy orders were missed due to
7 customer reasons. In May 2002, there were a total of 48 jeopardies issued
8 for the 370 orders that were scheduled for this sub-metric. All but 10 of the
9 May jeopardies were resolved prior to the due dates, and the orders were
10 completed on time. Seven of the ten May jeopardies causing missed
11 appointments were held due to customer reasons, and only three were held
12 for company reasons. In June 2002, there were a total of 17 jeopardies
13 issued for the 243 orders that were scheduled for this sub-metric. Of the 17
14 total June jeopardies, 12 were resolved prior to the due dates and the orders
15 completed on time. All 5 of the orders with missed due dates were held due
16 to customer reasons.

17

18 % Jeopardies / 2w Analog Loop w/LNP Non-Design (B.2.5.13)

19 (April/May/June)

20 In April 2002, there were a total of 69 jeopardies issued for the 1,121 orders
21 that were scheduled for this sub-metric. Of the 69 April jeopardies for this
22 sub-metric, 60 were resolved prior to the due dates and the orders completed

1 on time. Only 1 of the jeopardy orders was held for company reasons. In
2 May 2002, there were a total of 54 jeopardies issued for the 1,272 scheduled
3 orders. Only 3 of the 54 May jeopardies resulted in missed installation
4 appointments, all of which were missed due to customer reasons. In June
5 2002, there were a total of 29 jeopardies issued for the 746 orders that were
6 scheduled for this sub-metric. Of the 29 total June jeopardies, 24 were
7 resolved prior to the due dates and the orders completed on time. All 5 of the
8 orders with missed due dates were held due to customer reasons.

9
10 % Jeopardies / Digital Loop < DS1 (B.2.5.18) (April/May/June)

11 In April 2002, there were a total of 57 jeopardies issued for the 128 orders
12 that were scheduled for this sub-metric. Of the 57 April jeopardies for this
13 sub-metric, 46 were resolved prior to the due dates and the orders completed
14 on time. Only 4 of the jeopardy orders were held for company reasons. In
15 May 2002, there were a total of 63 jeopardies issued for the 162 scheduled
16 orders. Only 9 of the 63 May jeopardies resulted in missed installation
17 appointments. Five of the May missed appointments were due to customer
18 reasons and four were due to company reasons. In June 2002, there were a
19 total of 56 jeopardies issued for the 265 orders that were scheduled for this
20 sub-metric. Of the 56 June jeopardies for this sub-metric, 51 were
21 resolved prior to the due dates and the orders completed on time. The

1 jeopardy orders not resolved prior to the due dates required engineering work
2 orders to augment distribution facilities.

3
4 % Jeopardies / Digital Loop >= DS1 (B.2.5.19) (April/May/June)

5 There were a total of 123 jeopardies issued for the 181 installation
6 appointments that were scheduled for this sub-metric in April, 197 jeopardies
7 for the 274 appointments scheduled for May and 166 jeopardies issued for
8 the 261 orders scheduled for June 2002. All but 21 of the April jeopardies, 22
9 of the May jeopardies and 130 of the June jeopardies were resolved prior to
10 the due dates and the orders completed on time. Customer causes
11 accounted 17 of the 21 missed appointments in April, 16 of the 22 missed
12 appointments in May and 33 of the 36 missed appointments in June.

13
14 % Jeopardy Notice >= 48 Hours / 2w Analog Loop Design / Electronic

15 (B.2.10.8) (May)

16 BellSouth met the 48-hour benchmark interval for 44 of the 47 notices issued
17 for this sub-metric in May 2002 – only one notice short of the 45 required to
18 satisfy the 95% benchmark. BellSouth met the benchmark for this sub-metric
19 in April and June 2002.

20
21 % Jeopardy Notice >= 48 Hours / 2w Analog Loop Non-Design / Electronic

22 (B.2.10.9) (April)

1 BellSouth met the 48-hour benchmark for 72 of the 74 (94.74%) jeopardy
2 notices for this sub-metric in April 2002. Normal rounding convention
3 indicates that there is no significant difference between the April CLEC result
4 and the benchmark. BellSouth met the benchmark for this sub-metric in May
5 and June 2002.

6

7 % Missed Installation Appointments / Digital Loop >= DS1 / < 10 Circuits /
8 Dispatch (B.2.18.19.1.1) (April/May/June)

9 BellSouth completed 373 of the 385 installation appointments as scheduled
10 for this sub-metric in April, 452 of the 462 appointments as scheduled for May
11 and 325 of the 331 appointments as scheduled for June 2002. The majority
12 of the missed appointments in each month were due to lack of available
13 company facilities. The remainder of the missed appointments were due to
14 various scheduling and prioritization problems. BellSouth is refocusing its
15 efforts on this area to improve its performance on these orders.

16

17 % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10
18 Circuits / Dispatch In (B.2.19.9.1.4) (May/June)

19 There were 5 troubles reported for the 42 orders that completed for this sub-
20 metric in the 30 days prior to May and 3 troubles reported for the 25 orders
21 that completed in the 30 days prior to June 2002. There were no patterns or
22 systemic installation issues identified for any of the 5 trouble reports for May

1 or the 3 reports for June. BellSouth met the retail analogue comparison for
2 this sub-metric in April 2002.

3

4 % Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / >= 10
5 Circuits / Dispatch In (B.2.19.9.2.4) (April)

6 There were only three troubles reported for the CLEC aggregate for this sub-
7 metric in April 2002. This small universe does not provide a statistically
8 conclusive comparison to the retail analogue. There was no CLEC activity for
9 this sub-metric in either May or June 2002.

10

11 % Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Non-Design /
12 >= 10 Circuits / Dispatch In (B.2.19.13.2.4) (April/May)

13 There were only 2 troubles reported for this sub-metric for the 26 orders that
14 completed in the 30 days prior to April and 1 trouble reported for the 18
15 orders that completed in the 30 days prior to May 2002. No trends or
16 systemic installation issues were identified for the small number of troubles
17 reported for this sub-metric. BellSouth met the retail analogue comparison for
18 this sub-metric in June 2002.

19

20 % Provisioning Troubles w/i 30 Days / Digital Loops < DS1 / < 10 Circuits /
21 Dispatch (B.2.19.18.1.1) (April/May/June)

1 There were a total of 42 troubles reported for this sub-metric for the 510
2 orders that completed in the 30 days prior to April, 35 troubles reported for the
3 485 orders that completed in the 30 days prior to May and 48 troubles
4 reported for the 726 orders that completed in the 30 days prior to June 2002.
5 In April, May and June, respectively, 14%, 11% and 13% of the trouble
6 reports in this sub-metric were closed as "no trouble found" indicating minimal
7 impact on the end user. The majority of the troubles found were due to
8 defective plant facilities.

9
10 % Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits /
11 Dispatch (B.2.19.19.1.1) (April/May)

12 There were a total of 46 troubles reported for this sub-metric for the 373
13 orders that completed in the 30 days prior to April and 43 troubles reported for
14 the 385 orders that completed in the 30 days prior to May 2002. In April and
15 May 2002, 50% and 23%, respectively, of the trouble reports in this sub-
16 metric were closed as "no trouble found" indicating minimal impact on the end
17 user. An initiative is being developed by BellSouth to address cooperative
18 testing and proper documentation procedures during the turn-up process.
19 Both BellSouth and CLEC technicians will be trained on improved turn-up
20 processes. BellSouth met the retail analogue comparison for this sub-metric
21 in June 2002.

22

1 Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits /
2 Dispatch (B.2.21.8.1.1) (April/May/June)

3 Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10
4 Circuits / Dispatch (B.2.21.12.1.1) (April/May)

5 The root cause analysis of these measures indicated that the only differences
6 between the performance between BellSouth retail and CLECs are the
7 mismatches found when the orders are compared with the original LSRs.
8 The start of the completion interval is the point at which the technician
9 completes the order, and the interval ends when the completion notice is
10 sent. Any change to a name, number of items, etc., occurring during the
11 provisioning process will generate inconsistencies with the original LSRs that
12 must be resolved before a final completion notice can be sent. Any time to
13 resolve these inconsistencies with the original LSRs is included in the
14 average. Because of numerous CLEC changes and order updates,
15 mismatches on CLECs orders exceed those for BellSouth retail orders.
16 Combining this with the smaller base for the CLECs' measurement raises the
17 average, which results in a miss. Specific Service Representatives within the
18 Work Management Centers have been assigned to resolve any completion
19 issues that are required. Providing specific training and dedicating personnel
20 to this task should reduce the difference between the CLEC and retail
21 analogue results.

22

1 **2. Maintenance & Repair Measures**

2 The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed
3 critical value comparison requirements for April, May and/or June 2002 are as
4 follows:

5
6 % Missed Repair Appointments / 2W Analog Loop Non-Design / Dispatch
7 (B.3.1.9.1) (May)

8 BellSouth completed 939 of the 1,043 repair orders as scheduled for this sub-
9 metric in May 2002. Of the 104 missed appointments, 60 were due to
10 damaged cable facilities. There were no other trends or no systemic
11 maintenance issues identified for the remainder of the missed appointments.
12 BellSouth met the retail analogue comparison for this sub-metric in April and
13 June 2002.

14
15 % Missed Repair Appointments / 2W Analog Loop Non-Design / Non-
16 Dispatch (B.3.1.9.2) (April/May)

17 BellSouth completed 71 of the 75 repair appointments for this sub-metric as
18 scheduled in April and 65 of the 71 repair appointments as scheduled for May
19 2002. There were only 4 missed repair appointments for this sub-metric in
20 April. All 4 missed appointments were the result of a single digital carrier
21 equipment failure. In May 2002, one of the six missed appointments was only
22 missed by twenty minutes and another was missed by only thirty minutes.

1 The other four missed appointments were associated with vendor meet
2 orders for the same customer and should have been closed out within the
3 allotted period. There were no distinct patterns or systemic maintenance
4 problems identified for the remainder of the missed appointments in either of
5 these months.

6
7 Customer Trouble Report Rate / 2w Analog Loop Non-Design / Dispatch

8 (B.3.2.9.1) (April/May/June)

9 There were 998 troubles reported for the 39,456 lines in service for this sub-
10 metric in April, 1,043 troubles reported for the 43,089 lines in service in May
11 and 1,138 troubles reported for the 38,685 lines in service in June 2002. Both
12 CLECs and BellSouth's retail customers received trouble free service on
13 more than 97% of lines in service for all three months for this sub-metric.

14 There were no patterns or systemic maintenance issues identified for the
15 trouble reports in any of the months. Even though the measurement
16 indicated that BellSouth did not meet the retail analogue, both BellSouth and
17 the CLECs were being provided a high level of service for this sub-metric.

18
19 Maintenance Average Duration / 2w Analog Loop Non-Design / Non-Dispatch

20 (B.3.3.9.2) (April)

21 There were 75 CLEC repair orders completed for this sub-metric in April
22 2002. The average repair interval for CLEC orders was 7.93 hours as

1 compared to 5.01 hours for the BellSouth retail analogue. Even though
2 BellSouth missed the retail analogue comparison for this sub-metric in April,
3 only 3 of the 75 repair orders resulted in missed appointments. BellSouth met
4 the retail analogue comparison for this sub-metric in May and June 2002.

5
6 Out of Service > 24 Hours / 2W Analog Loop Non-Design / Dispatch

7 (B.3.5.9.1) (April/May)

8 Of the 34 and 30 total “service affecting” trouble reports for this sub-metric in
9 April and May 2002, respectively, 8 and 11, respectively, were out of service
10 longer than 24 hours. No patterns or systemic maintenance issues were
11 identified for any of these reports. BellSouth met the retail analogue
12 comparison for this sub-metric in June 2002.

13
14 **E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT**

15
16 The data in these measures indicate that BellSouth met the
17 benchmark/analogue requirements for all measurements in Checklist Item 5
18 for April, May and June 2002 for which there was CLEC activity.

19
20 **F. CHECKLIST ITEM 6 – UNBUNDLED LOCAL SWITCHING**

1 The data in these measures indicate that BellSouth met the
2 benchmark/analogous requirements for all measurements in Checklist Item 6
3 for April, May and June 2002 for which there was CLEC activity.
4

5 **G. CHECKLIST ITEM 7a – 911 AND E911 SERVICES**

6 **H. CHECKLIST ITEM 7b – DIRECTORY ASSISTANCE/OPERATOR**
7 **SERVICES**
8

9 As indicated in Attachment 1M, Sections F.6, F.7 and F.8, BellSouth met the
10 benchmark/analogous requirements of Checklist Items 7a and 7b in April, May
11 and June 2002. Even though BellSouth tracks and reports these measures,
12 the processes used in providing these services are designed to provide parity
13 for all users.
14

15 **I. CHECKLIST ITEM 10 – ACCESS TO DATABASES AND ASSOCIATED**
16 **SIGNALING**

17 BellSouth met the required benchmarks for all four of the four sub-metrics
18 associated with this checklist item in April and May 2002 and met two of the
19 four sub-metrics in June 2002. See items F.13.1.1 through F.13.3 in
20 Attachment 1M for further details. The sub-metrics that did not meet the
21 benchmarks for June 2002 were as follows:
22

1 % Update Accuracy / LIDB (F.13.2.1) (June)

2 BellSouth met the accuracy criteria for 617 of the 660 updates to this
3 database in June 2002. The 95% benchmark set a requirement that 627 of
4 the 660 updates meet the criteria. BellSouth met the benchmark for this sub-
5 metric in April and May 2002.

6
7 % NXXs / LRNs Loaded by LERG Effective Date / Region (F.13.3) (June)

8 BellSouth met the effective date for loading 62 of the 63 NXXs implemented
9 during June 2002. This is regional measure. BellSouth met the LERG
10 effective dates for all NXXs loaded for Florida operations in June 2002.

11 BellSouth met the benchmark for this sub-metric in April and May 2002.

12
13 **J. CHECKLIST ITEM 11 – NUMBER PORTABILITY**

14
15 All the measurements in this Checklist Item were met or exceeded for April,
16 May and/or June 2002 except for the following:

17
18 % Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-
19 Dispatch (B.2.18.17.1.2) (May)

20 BellSouth missed only 9 of the 3,350 installation appointments scheduled for
21 this sub-metric in May 2002. BellSouth met over 99.7% of the scheduled
22 appointments for both retail and the CLECs in this sub-metric for May. When

1 BellSouth provisions high quality service coupled with very large universe
2 sizes, it can cause an apparent out of equity condition from a quantitative
3 viewpoint. In these cases, there is very little variation and the universe size
4 is so large that the Z-test becomes overly sensitive to any difference. In other
5 words, the statistical test shows that the measurement does not meet the
6 fixed critical value when compared with the retail analogue, but BellSouth's
7 actual performance for both CLECs and its own retail operations is at a very
8 high level – in this case over 99%. From a practical point of view, the CLECs'
9 ability to compete has not been hindered even though the statistical results
10 may technically show that BellSouth failed to meet the benchmark/analogue.
11 BellSouth met the retail analogue comparison for this sub-metric in April and
12 June 2002.

13

14 % Provisioning Troubles w/i 30 Days / INP (Standalone) / < 10 Circuits / Non-
15 Dispatch (B.2.19.16.1.2) (May)

16 There was only one order that completed for this sub-metric in the 30 days
17 prior to May 2002. This small universe does not provide a statistically
18 conclusive comparison to the retail analogue. There was no CLEC activity for
19 this sub-metric in either April or June 2002.

20

21 Disconnect Timeliness / LNP / < 10 Circuits (B.2.31) (April/May/June)

1 The Disconnect Timeliness measure is supposed to track the time it takes to
2 disconnect a number in the central office switch after the message has been
3 received from the Local Number Portability (LNP) Gateway that it is ready.
4 However, this measurement does not track the relevant time to perform this
5 function.

6
7 On a great majority of LNP orders, BellSouth creates what is referred to as a
8 "trigger" in conjunction with the order. This trigger gives the end user
9 customer the ability to make and receive calls from other customers who are
10 served by the customer's host switch at the time of the LNP activation. This
11 ability is not dependent upon BellSouth working a disconnect order in the
12 central office switch. In other words, when a trigger is involved, an end user
13 customer can receive calls from other customers served by the same host
14 switch before the disconnect order is ever worked.

15
16 As it currently exists, Performance Measure P-13 does not recognize the
17 importance of triggers and their effect on the LNP process. Rather, the
18 current measure calculates the end time of the LNP activity as the processing
19 of the actual disconnect order in the host switch, even though, from a
20 customer's perspective, this activity is totally meaningless on most LNP
21 orders. It is the activation of the LNP and the routing function accomplished
22 by the LSMS that ultimately determines whether the end user is back in full

1 service and is able to make and receive calls when a trigger is used in porting
2 a telephone number. So, while BellSouth may be missing this measure, the
3 actual impact on CLECs and their end users, for a great majority of the orders
4 is minimal, or nonexistent. The Georgia PSC is currently evaluating a change
5 in this measure that more accurately reflects the LNP process and its impacts
6 on end users.

7
8 **K. CHECKLIST ITEM 14 – RESALE**

9
10 BellSouth has met or exceeded the benchmarks/analogues for 88% of the
11 223 Resale metrics having CLEC activity and compared to a benchmark/retail
12 analogue for the month of April, for 87% of the 216 metrics in May and for
13 88% of the 204 metrics in June 2002. The details are delineated in
14 Attachment 1M, Items A.1.1.1 through A.4.2.

15
16 For the three-month period, April through June 2002, there were 201 sub-
17 metrics in the Resale measurements for which there was CLEC activity in all
18 three months and were compared to retail analogues or benchmarks. Of
19 those 201 sub-metrics, 182 sub-metrics (91%) met the retail
20 analogue/benchmark comparisons in at least two of the three months.

21
22 **Resale Ordering Measures**

1

2 Reject Interval

3 The benchmark for electronic rejects is 97% within 1 hour. In April 2002,
4 there were a total of 16,957 resale LSRs rejected, with 93% meeting the
5 relevant benchmark. Of the 16,957 rejected LSRs, 66% were processed
6 electronically with 95% of them meeting the 1-hour benchmark interval. In
7 May 2002, 17,610 resale LSRs were rejected, with 93% meeting the relevant
8 benchmark or retail analogue. Of the 17,610 rejected LSRs, 64% were
9 processed electronically with 97% of them meeting the 1-hour benchmark
10 interval. In June 2002, 14,638 resale LSRs were rejected, with 96% meeting
11 the relevant benchmark or retail analogue. Of the 14,638 rejected LSRs,
12 61% were processed electronically with 98% of them meeting the 1-hour
13 benchmark interval. See Attachment 1M, Items A.1.4 through A.1.8 for
14 further details.

15

16 FOC Timeliness

17 In April 2002, BellSouth issued FOCs for 70,584 resale LSRs and met the
18 relevant benchmark for 97% of them. Of the 70,584 FOCs returned, 53,723
19 were fully mechanized with 99.6% meeting the 3-hour benchmark interval. In
20 May 2002, BellSouth issued FOCs for 66,631 resale LSRs and met the
21 relevant benchmark for 96% of them. Of the 66,631 FOCs returned, 49,035
22 were fully mechanized with 99.6% meeting the 3-hour benchmark interval. In

1 June, BellSouth issued FOCs for 56,194 resale LSRs and met the relevant
2 benchmark for 96% of them. Of the 56,194 FOCs returned, 43,121 were fully
3 mechanized with 98% meeting the 3-hour benchmark interval. See
4 Attachment 1M, Sections A.1.9 through A.1.13 for further details.

5

6 The Resale Ordering sub-metrics for which BellSouth did not meet the
7 benchmarks/analogues for April, May and/or June 2002 were:

8

9 Reject Interval / Residence / Electronic (A.1.4.1) (April/May)

10 Reject Interval / Business / Electronic (A.1.4.2) (April/May)

11 The current benchmark for these sub-metrics is $\geq 97\%$ within one hour. A
12 root cause analysis has identified two outstanding issues that affect the
13 electronic reject interval measurements. First, a subset of the transactions
14 currently being counted as electronic orders are actually "falling out" for
15 manual processing through a process known as Planned for Manual Fallout.
16 Currently, these transactions are being inappropriately counted in the
17 electronic reject sub-metrics, when they should be properly classified as
18 partially electronic. A feature enhancement is currently being scheduled for
19 implementation that will correct this misclassification problem. Second, the
20 investigation has identified a LESOG application defect that affects the Reject
21 Interval measure. Currently, the Working Service on Premise indicator on the
22 LSR is not verified prior to the FOC. If this indicator is not populated on

1 orders for additional lines, the order is manually clarified back to the CLEC
2 during post-FOC error handling. With implementation of the fix for this defect,
3 the systems will verify the Working Service on Premise indicator prior to the
4 issuance of a FOC for LSRs attempting to add additional lines. The
5 implementation of a fix for this defect is also being scheduled. It is expected
6 that the implementation of these system correction will significantly improve
7 the results of the reject interval measurements. BellSouth met the benchmark
8 for these sub-metrics in June 2002.

9

10 Reject Interval / Residence / Partial Electronic (A.1.7.1) (May)

11 BellSouth met the 10-hour benchmark interval for 3,974 of the 4,700 rejected
12 LSRs for this sub-metric in May 2002. The 85% benchmark set a
13 requirement of 3,995 rejects returned within the 10-hour interval. BellSouth
14 met the benchmark for this sub-metric in April and June 2002.

15

16 Reject Interval / PBX / Partial Electronic (A.1.7.4) (April)

17 There were only two LSRs rejected for this sub-metric April 2002. The small
18 universe of orders for this sub-metric does not provide a conclusive
19 benchmark comparison. BellSouth met the benchmark for this sub-metric in
20 May 2002. There was no CLEC activity for this sub-metric in June 2002.

21

22 Reject Interval / Centrex / Manual (A.1.8.5) (April)

1 There were only two LSRs rejected for this sub-metric in April 2002. This
2 small universe does not provide a conclusive benchmark comparison.
3 BellSouth met the benchmark for this sub-metric in May and June 2002.

4

5 Reject Interval / ISDN / Manual (A.1.8.6) (May)

6 There were only three LSRs rejected for this sub-metric in May 2002. This
7 small universe does not provide a conclusive benchmark comparison.
8 BellSouth met the benchmark for this sub-metric in April and June 2002.

9

10 FOC Timeliness / Residence / Partial Electronic (A.1.12.1) (May)

11 BellSouth met the 10-hour benchmark interval for 12,752 of the 15,031 FOCs
12 returned for this sub-metric in May 2002. The 95% benchmark set a
13 requirement of 14,280 FOCs returned, based on the quantity of orders in this
14 sub-metric. BellSouth met the benchmark for this sub-metric in April and
15 June 2002.

16

17 FOC Timeliness / PBX / Partial Electronic (A.1.12.4) (April/May/June)

18 There was only one LSR rejected for this sub-metric in April, two LSRs
19 rejected in May and one LSR rejected in June 2002. The small universe of
20 orders for this sub-metric does not provide a conclusive benchmark
21 comparison.

22

1 FOC Timeliness / ISDN / Partial Electronic (A.1.12.6) (April/June)

2 There were only two LSRs rejected for this sub-metric in April and one LSR
3 rejected in June 2002. The small universe of orders for this sub-metric does
4 not provide a conclusive benchmark comparison. There was no CLEC
5 activity for this sub-metric in May 2002.

6
7 FOC & Reject Response Completeness Measures

8 There are two major issues that affect BellSouth's performance for the FOC &
9 Reject Response Completeness sub-metrics. The first issue concerns
10 situations where numerous versions of the same LSR are submitted by a
11 CLEC within a very short time period of time. The second issue involves
12 LSRs received at the end of the month with the FOC or Reject returned in the
13 following month. When a CLEC submits multiple versions of an LSR within a
14 relatively short period of time, only the last LSR receives a response. All
15 previous versions do not receive a response and, therefore, count as missed
16 responses. When an LSR is received at the end of the month and the 24 or
17 36-hour interval allows the response to be in the next calendar month, it is
18 also counted as a miss. These two items are inherent in the measure and are
19 the major reasons for the failure of these sub-metrics to achieve the 95%
20 benchmark.

21

1 FOC Reject & Response Completeness / Residence / EDI / Partial Electronic

2 (A.1.15.1.1) (April)

3 BellSouth met the standard criteria for 31 of the 33 responses returned for
4 this sub-metric in April 2002. The 95% benchmark set a requirement that 32
5 of the 33 responses meet the criteria. BellSouth met the benchmark for this
6 sub-metric in May and June 2002.

7

8 FOC Reject & Response Completeness / Business / EDI / Partial Electronic

9 (A.1.15.2.1) (May)

10 BellSouth met the standard criteria for 15 of the 17 responses returned for
11 this sub-metric in May 2002. The 95% benchmark set a requirement that all
12 17 of the 17 responses meet the criteria. BellSouth met the benchmark for
13 this sub-metric in April and June 2002.

14

15 FOC Reject & Response Completeness / Residence / Manual (A.1.16.1)

16 (May/June)

17 BellSouth met the completeness criteria for 641 of the 676 responses for this
18 sub-metric in May and for 627 of the 664 responses in June 2002. The 95%
19 benchmark required that 643 of the 676 responses for May and 631 of the
20 664 responses for June meet the criteria. Normal rounding convention
21 indicates that there is no significant difference between the CLEC result for

1 May and the benchmark. BellSouth met the benchmark for this sub-metric in
2 April 2002.

3

4 FOC Reject & Response Completeness / Business / Manual (A.1.16.2)

5 (April/May/June)

6 BellSouth met the completeness criteria for 863 of the 913 (94.52%)
7 responses for this sub-metric in April, for 964 of the 1,016 (94.88%)
8 responses in May and for 691 of the 728 (94.92%) responses in June 2002.

9 Normal rounding convention indicates that there is no significant difference
10 between the CLEC results for any of the three months and the 95%
11 benchmark.

12

13 FOC Reject & Response Completeness / Design (Specials) / Manual

14 (A.1.16.3) (May)

15 BellSouth met the completeness criteria for 89 of the 103 responses for this
16 sub-metric in May 2002. The 95% benchmark required that 98 of the 103
17 responses meet the criteria. BellSouth met the benchmark for this sub-metric
18 in April and June 2002.

19

20 FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)

21 (April/May/June)

1 BellSouth met the completeness criteria for 35 of the 37 responses for this
2 sub-metric in April, for 24 of the 28 responses in May and for 10 of the 11
3 responses returned in June 2002. The 95% benchmark required that 36 of 37
4 LSRs in April, 27 of 28 LSRs in May and all 11 of 11 LSRs in June meet the
5 criteria. BellSouth continues to focus on this measurement in order to
6 improve results to meet the benchmark.

7
8 FOC Reject & Response Completeness / Centrex / Manual (A.1.16.5)

9 (April/May)

10 There were only six LSR responses returned for this sub-metric in April 2002.
11 The small universe of orders for the month does not provide a conclusive
12 benchmark comparison. BellSouth met the completeness criteria for 62 of the
13 66 responses for this sub-metric in May 2002 – only one response short of
14 the 63 required to meet the 95% benchmark. BellSouth met the benchmark
15 for this sub-metric in June 2002.

16
17 **Resale Provisioning Measures**

18 For the months of April, May and June 2002, BellSouth met or exceeded the
19 benchmark or retail analogue for 89%, 90% and 88%, respectively, of all
20 Resale provisioning measures. The details supporting the June 2002
21 percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of
22 Attachment 1M.

1

2 The following are the Resale provisioning measures for which BellSouth did
3 not meet the retail analogue in April, May and/or June 2002:

4

5 Order Completion Interval / Residence / < 10 Circuits / Non-Dispatch

6 (A.2.1.1.1.2) (June)

7 The average order completion interval for CLEC orders in this sub-metric for
8 June 2002 was 0.88 days for CLEC orders compared to 0.84 days for the
9 retail analogue. Differences, on average, of less than one day, in this case
10 less than one hour, do not hinder the CLECs' ability to compete in this area.
11 BellSouth met the retail analogue comparison for this sub-metric in April and
12 May 2002.

13

14 % Missed Installation Appointments / Residence / < 10 Circuits / Non-
15 Dispatch (A.2.11.1.1.2) (April/May/June)

16 BellSouth missed only 146 of the 56,111 installation appointments scheduled
17 for this sub-metric in April, missed 263 of the 51,529 appointments scheduled
18 for May and missed 147 of the 44,620 installation appointments scheduled for
19 June 2002. Both the CLECs and BellSouth retail had over 99% of all orders
20 completed as scheduled in April, May and June 2002. When BellSouth
21 provisions high quality service coupled with very large universe sizes, it can
22 cause an apparent out of equity condition from a quantitative viewpoint. In

1 these cases, there is very little variation and the universe size is so large that
2 the Z-test becomes overly sensitive to any difference. In other words, the
3 statistical test shows that the measurement does not meet the fixed critical
4 value when compared with the retail analogue, but BellSouth's actual
5 performance for both CLECs and its own retail operations is at a very high
6 level – in this case over 99%. From a practical point of view, the CLECs'
7 ability to compete has not been hindered even though the statistical results
8 may technically show that BellSouth failed to meet the benchmark/analogue.

9
10 % Missed Installation Appointments / Business / < 10 Circuits / Dispatch

11 (A.2.11.2.1.1) (April)

12 BellSouth missed only 16 installation appointments out of the 340
13 appointments scheduled for this sub-metric in April 2002. BellSouth
14 completed over 95% of appointments for both BellSouth retail and the CLECs
15 for the month. BellSouth met the retail analogue comparison for this sub-
16 metric in May and June 2002.

17
18 % Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch

19 (A.2.11.2.1.2) (April/May/June)

20 BellSouth missed only 13 of the 3,227 scheduled appointments for this sub-
21 metric in April, missed 27 of the 3,902 appointments scheduled for May and
22 missed 18 of the 2,198 installation appointments scheduled for June 2002.

1 Both the CLECs and BellSouth retail had over 99% of all orders completed as
2 scheduled in all three months. From a practical point of view, the CLECs'
3 ability to compete has not been hindered even though the statistical results
4 may technically show that BellSouth failed to meet the benchmark/analogue.

5

6 % Missed Installation Appointments / Business / >= 10 Circuits / Dispatch

7 (A.2.11.2.2.1) (June)

8 There were only 10 orders scheduled for this sub-metric in June 2002. This
9 small universe of orders does not provide a statistically conclusive
10 comparison to the retail analogue. BellSouth met the retail analogue
11 comparison for this sub-metric in April and May 2002.

12

13 % Missed Installation Appointments / Design (Specials) / < 10 Circuits /

14 Dispatch (A.2.11.3.1.1) (April)

15 BellSouth completed 15 of the 17 installation appointments as scheduled in
16 April 2002. There were no systemic installation issues identified for the two
17 missed appointments. BellSouth met the retail analogue comparison for this
18 sub-metric in May and June 2002.

19

20 % Missed Installation Appointments / ISDN / < 10 Circuits / Dispatch

21 (A.2.11.6.1.1) (May)

1 There were only six orders for this sub-metric in may 2002. This small
2 universe of orders does not provide a statistically conclusive comparison to
3 the retail analogue. BellSouth met the retail analogue comparison for this
4 sub-metric in April and June 2002.

5

6 % Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-

7 Dispatch (A.2.12.1.1.2) (April/May/June)

8 There were 2,250 troubles reported for the 58,086 orders that completed in
9 the 30 days prior to April and 2,093 troubles reported for the 56,111 orders
10 that completed in the 30 days prior to May 2002. Thirty percent of the April
11 trouble reports and thirty-three percent of the May reports were closed as “no
12 trouble found.” In June 2002, there were 1,826 troubles reported for the
13 51,529 orders that completed in the prior 30 days. Twenty-eight percent of
14 those troubles were closed as “no trouble found.” With the exclusion of the
15 “no trouble found” reports, CLEC results for this sub-metric would have been
16 better than for the retail analogue in each of the three months. BellSouth is
17 conducting an analysis of the provisioning situation with CLECs and will
18 conduct joint sessions to determine how to reduce the number of “no trouble
19 found” reports.

20

21 % Provisioning Troubles w/i 30 days / Business / >= 10 Circuits / Non-

22 Dispatch (A.2.12.2.2.2) (May)

1 There were only four orders that completed for this sub-metric in the 30 days
2 prior to May 2002. This small universe of orders does not provide a
3 statistically conclusive comparison to the retail analogue. BellSouth met the
4 retail analogue for this sub-metric in April and June 2002.

5

6 % Provisioning Troubles w/i 30 days / Design (Specials) / < 10 Circuits /
7 Dispatch (A.2.12.3.1.2) (April)

8 There were only five troubles reported for this sub-metric in April 2002 for
9 orders that completed in the prior 30 days. The small universe of orders for
10 the month does not provide a statistically conclusive comparison to the retail
11 analogue. BellSouth met the retail analogue comparison for this sub-metric in
12 May and June 2002.

13

14 % Provisioning Troubles w/i 30 days / Centrex / < 10 Circuits / Non-Dispatch
15 (A.2.12.5.1.2) (April)

16 There were five troubles reported for this sub-metric in April 2002 for the 20
17 orders that completed in the prior 30 days. There were no systemic
18 installation issues identified for these trouble reports. BellSouth met the retail
19 analogue comparison for this sub-metric in May and June 2002.

20

21 % Provisioning Troubles w/i 30 days / ISDN / < 10 Circuits / Dispatch
22 (A.2.12.6.1.1) (June)

1 There were two troubles reported for this sub-metric in June 2002 for the six
2 orders that completed in the prior 30 days. This small universe of orders
3 does not provide a statistically conclusive comparison to the retail analogue.
4 BellSouth met the retail analogue comparison for this sub-metric in April and
5 May 2002.

6
7 % Provisioning Troubles w/i 30 days / ISDN / < 10 Circuits / Non-Dispatch
8 (A.2.12.6.1.2) (June)

9 There was only one trouble reported for this sub-metric in June 2002 for the
10 eighteen orders that completed in the prior 30 days. There were no systemic
11 installation issues identified for the one reported trouble. BellSouth met the
12 retail analogue comparison for this sub-metric in April and May 2002.

13
14 Service Order Accuracy / Residence / < 10 Circuits / Dispatch (A.2.25.1.1.1)
15 (May)

16 BellSouth met the standard criteria for 177 of the 195 orders reviewed for this
17 sub-metric in May 2002. The 95% benchmark required that 186 of the 195
18 orders meet the criteria. BellSouth met the benchmark for this sub-metric in
19 April and June 2002.

20
21 Service Order Accuracy / Residence / < 10 Circuits / Non-Dispatch
22 (A.2.25.1.1.2) (April)

1 BellSouth met the standard criteria for 132 of the 140 orders reviewed in this
2 sub-metric in April 2002. The 95% benchmark required that 133 of the 140
3 orders meet the criteria. BellSouth met the benchmark for this sub-metric in
4 May and June 2002.

5

6 Service Order Accuracy / Residence / >= 10 Circuits / Dispatch (A.2.25.1.2.1)
7 (April)

8 BellSouth met the standard for 15 of the 17 orders reviewed in this sub-metric
9 for April 2002. The 95% benchmark required that all 17 of the 17 orders meet
10 the criteria. BellSouth met the benchmark for this sub-metric in May and June
11 2002.

12

13 Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1)
14 (May/June)

15 BellSouth met the standard for 151 of the 170 orders reviewed in this sub-
16 metric in May and for 170 of the 180 orders reviewed in June 2002. The 95%
17 benchmark required that 162 of the 170 orders for May and 171 of the 180
18 orders for June meet the criteria, based on the quantity of orders for the sub-
19 metric. BellSouth met the benchmark for this sub-metric in April 2002.

20

21 Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1)
22 (April/May/June)

1 There were only nine orders reviewed for this sub-metric in April 2002. The
2 small universe of orders does not provide a conclusive benchmark
3 comparison. BellSouth met the standard for 14 of the 18 orders reviewed for
4 this sub-metric in May and for 10 of the 13 orders in June 2002. The 95%
5 benchmark set a requirement of all 18 of the 18 orders for May and all 13 of
6 the 13 orders for June, based on the quantity of orders for this sub-metric.
7 BellSouth continues to focus on this measurement to improve performance to
8 meet the benchmark for this sub-metric.

9
10 Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch

11 (A.2.25.2.2.2) (May/June)

12 BellSouth met the standard criteria for 25 of the 27 orders reviewed for this
13 sub-metric in May and for 34 of the 37 orders reviewed in June 2002. The
14 95% benchmark set requirements of 26 of the 27 orders in May and for 36 of
15 the 37 orders for June, based on the quantity of orders for this sub-metric.
16 BellSouth met the benchmark for this sub-metric in April 2002.

17
18 Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch

19 (A.2.25.3.1.1) (April/May)

20 BellSouth met the standard for 32 of the 35 orders reviewed for this sub-
21 metric in April and for 33 of the 41 orders reviewed for May 2002. The 95%
22 benchmark set requirements of 34 of the 35 orders for April and 39 of the 41

1 orders for May, based on the quantity of orders for this sub-metric. BellSouth
2 met the benchmark for this sub-metric in June 2002.

3
4 Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch
5 (A.2.25.3.1.2) (April/May/June)

6 BellSouth met the standard for 127 of the 134 orders reviewed for this sub-
7 metric in April, for 128 of the 140 orders reviewed in May and for 74 of the 81
8 orders reviewed in June 2002. The 95% benchmark set requirements of 128
9 of the 134 orders for April, for 133 of the 140 orders for May and for 77 of the
10 81 orders for June, based on the quantity of orders for this sub-metric.
11 BellSouth continues to focus on this measurement to improve performance to
12 meet the benchmark for this sub-metric.

13
14 Service Order Accuracy / Design (Specials) / >= 10 Circuits / Non-Dispatch
15 (A.2.25.3.2.2) (April/May/June)

16 BellSouth met the standard criteria for 18 of the 20 orders reviewed for this
17 sub-metric in April, for 12 of the 13 orders reviewed for May and for 8 of the 9
18 orders reviewed in June 2002. The 95% benchmark set requirements of 19
19 of the 20 orders for April, for all 13 of the 13 orders for May and all 9 of the 9
20 orders for June. BellSouth continues to focus on this measurement to
21 improve performance to meet the benchmark for this sub-metric.

22

1 **Resale Maintenance and Repair (M&R) Measures**

2 BellSouth met the relevant retail analogues for 94%, 92% and 87% of all the
3 Resale Maintenance & Repair measurements in April, May and June 2002,
4 respectively. The sub-metrics for which BellSouth did not meet the retail
5 analogues were:

6
7 **Missed Repair Appointments / Residence / Non-Dispatch (A.3.1.1.2) (April)**

8 BellSouth completed 1,555 of the 1,596 repair appointments as scheduled for
9 this sub-metric for April 2002. BellSouth provided over 97% repair completion
10 rate for both CLECs and the retail analogue for the month. Of the 41 trouble
11 reports, 13 (32%) were closed as "no trouble found." No other patterns or
12 systemic issues were identified for the missed repair appointments.
13 BellSouth met the retail analogue comparison for this sub-metric in May and
14 June 2002.

15
16 **Missed Repair Appointments / Design (Specials) / Dispatch (A.3.1.3.1) (June)**

17 BellSouth completed 28 of the 30 repair appointments as scheduled for this
18 sub-metric for June 2002. There were no systemic maintenance issues
19 identified for the two missed appointments. BellSouth met the retail analogue
20 comparison for this sub-metric in April and May 2002.

21
22 **Missed Repair Appointments / Centrex / Dispatch (A.3.1.5.1) (June)**

1 There were only four orders for this sub-metric in June 2002. This small
2 universe of orders does not provide a statistically conclusive comparison to
3 the retail analogue. BellSouth met the retail analogue comparison for this
4 sub-metric in April and May 2002.

5
6 Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1)

7 (April/May/June)

8 There were 2,917 troubles reported for the 157,650 in service lines for this
9 sub-metric in April, 2,614 trouble reports for the 126,901 lines in service in
10 May and 2,972 trouble reports for the 94,966 lines in service for June 2002.
11 Both the CLECs and BellSouth retail had no trouble reports for 96% or more
12 of the in service lines in all three months. There was less than 1% difference
13 in the report rates between retail and resale results for this sub-metric for any
14 of the three months. Many of the troubles due to wire and facilities appear to
15 be caused by CPE and/or CLEC problems. BellSouth technicians will be
16 trained on proper closeout procedures on troubles involving CPE and CLEC
17 interfaces.

18
19 Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1) (May/June)

20 There were 555 trouble reports for the 34,879 lines in service for this sub-
21 metric in May and 502 troubles reported for the 29,580 lines in service in June
22 2002. In May and June, 99 (18%) and 75 (15%), respectively, of the trouble

1 reports were closed as "no trouble found." In May and June, 74 and 44,
2 respectively, of the troubles were due to damaged feeder cable. Procedures
3 on exclusions for trouble reports to tag and locate circuits for CLECs will be
4 reviewed with all applicable BellSouth technicians, as these orders should be
5 excluded from this measurement. BellSouth met the retail analogue
6 comparison for this sub-metric in April 2002.

7
8 Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1) (June)

9 There were 40 troubles reported in June 2002 for the 3,989 lines in service for
10 this sub-metric. Of the 40 total June trouble reports, 26 (65%) were closed as
11 "no trouble found." Both the CLECs and BellSouth retail customers received
12 99% or better trouble free service for the lines in service for this sub-metric for
13 the month. From a practical point of view, the CLECs' ability to compete has
14 not been hindered even though the statistical results may technically show
15 that BellSouth failed to meet the benchmark/analogue. BellSouth met the
16 retail analogue comparison for this sub-metric in April and May 2002.

17
18 Customer Trouble Report Rate / PBX / Non-Dispatch (A.3.2.4.2) (May/June)

19 There were only 28 trouble reports for the 4,645 in service lines for this sub-
20 metric in May and 19 trouble reports for the 3,989 lines in service in June
21 2002. BellSouth provided over 99% trouble free service for both retail and the
22 CLECs for this sub-metric in both May and June. Of the 28 May trouble

1 reports, 6 (21%) were closed as “no trouble found.” Of the 19 June trouble
2 reports, 15 (79%) were closed as “no trouble found.” 16 of the 19 June
3 reports were from the same customer, and 14 of these 16 reports were closed
4 as “no trouble found.” From a practical point of view, the CLECs’ ability to
5 compete has not been hindered even though the statistical results may
6 technically show that BellSouth failed to meet the benchmark/analogue.
7 BellSouth met the retail analogue comparison for this sub-metric in April
8 2002.

9
10 Customer Trouble Report Rate / Centrex / Dispatch (A.3.2.5.1) (May)

11 There were only 10 trouble reports for the 862 in service lines for this sub-
12 metric in May 2002. BellSouth provided over 98% trouble free service for
13 both retail and the CLECs for this sub-metric in May. Of the 10 May trouble
14 reports, 7 (70%) were closed as “no trouble found.” From a practical point of
15 view, the CLECs’ ability to compete has not been hindered even though the
16 statistical results may technically show that BellSouth failed to meet the
17 benchmark/analogue. BellSouth met the retail analogue comparison for this
18 sub-metric in April and June 2002.

19
20 Customer Trouble Report Rate / ISDN / Non-Dispatch (A.3.2.6.2) (May)

21 There were only 8 trouble reports for the 3,662 in service lines for this sub-
22 metric in May 2002. BellSouth provided over 99% trouble free service for

1 both retail and the CLECs for this sub-metric in May. From a practical point of
2 view, the CLECs' ability to compete has not been hindered even though the
3 statistical results may technically show that BellSouth failed to meet the
4 benchmark/analogue. BellSouth met the retail analogue comparison for this
5 sub-metric in April and June 2002.

6
7 % Repeat Troubles within 30 Days / PBX / Non-Dispatch (A.3.4.4.2) (April)

8 There were only 5 trouble reports for this sub-metric in April 2002. The small
9 universe of orders for this sub-metric does not provide a statistically
10 conclusive comparison to the retail analogue. BellSouth met the retail
11 analogue comparison for this sub-metric in May and June 2002.

12
13 Out of Service > 24 Hours / Business / Dispatch (A.3.5.2.1) (April)

14 In April 2002, only 38 of the 370 service affecting repair orders for this sub-
15 metric were out of service longer than 24 hours. Of these 38 longer interval
16 orders, 17 of the trouble reports (45%) were received on Friday or Saturday
17 and were scheduled for and completed on Monday. BellSouth met the retail
18 analogue comparison for this sub-metric in May and June 2002.

19
20 Out of Service > 24 Hours / Design (Specials) / Dispatch (A.3.5.3.1) (June)

21 In June 2002, only 2 of the 30 service affecting repair orders for this sub-
22 metric were out of service longer than 24 hours. There were no systemic

1 maintenance issues identified for these two outages. BellSouth met the retail
2 analogue comparison for this sub-metric in April and May 2002.

3
4 Out of Service > 24 Hours / Centrex / Dispatch (A.3.5.5.1) (June)

5 There were only four service affecting troubles reported for this sub-metric in
6 June 2002. This small universe of orders does not provide a statistically
7 conclusive comparison to the retail analogue. BellSouth met the retail
8 analogue comparison for this sub-metric in April and May 2002.

9
10 **II. Summary**

11
12 As stated in the Introduction to the Analysis of Performance Measurements
13 section, BellSouth met or exceeded the criteria for 761 of the 885 sub-metrics
14 (86%) for which there was CLEC activity in April, for 712 of 863 sub-metrics
15 (83%) in May and for 728 of 859 sub-metrics (85%) in June 2002.

16
17 During the three-month period of April through June 2002, there were a total
18 of 812 sub-metrics that had CLEC activity for all three months and that were
19 compared with either a benchmark or retail analogue. Of those 812 sub-
20 metrics, 699 or 86% satisfied the comparison criteria for a minimum of two of
21 the three months.

22

BellSouth Monthly State Summary
Florida, June 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		16.69%	49,954				Diagnostic
A.1.1.2	O-7	Business/FL (%)	Diagnostic		26.39%	2,031				Diagnostic
A.1.1.3	O-7	Design (Specials)/FL (%)	Diagnostic							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		29.05%	14,576				Diagnostic
A.1.2.2	O-7	Business/FL (%)	Diagnostic		43.74%	1,470				Diagnostic
A.1.2.3	O-7	Design (Specials)/FL (%)	Diagnostic							Diagnostic
A.1.2.4	O-7	PBX/FL (%)	Diagnostic		0.00%	1				Diagnostic
A.1.2.5	O-7	Centrex/FL (%)	Diagnostic							Diagnostic
A.1.2.6	O-7	ISDN/FL (%)	Diagnostic		0.00%	1				Diagnostic
% Rejected Service Requests - Non-Mechanized										
A.1.3.1	O-7	Residence/FL (%)	Diagnostic		45.23%	664				Diagnostic
A.1.3.2	O-7	Business/FL (%)	Diagnostic		49.31%	728				Diagnostic
A.1.3.3	O-7	Design (Specials)/FL (%)	Diagnostic		31.18%	93				Diagnostic
A.1.3.4	O-7	PBX/FL (%)	Diagnostic		45.45%	11				Diagnostic
A.1.3.5	O-7	Centrex/FL (%)	Diagnostic		55.56%	18				Diagnostic
A.1.3.6	O-7	ISDN/FL (%)	Diagnostic		35.00%	20				Diagnostic
Reject Interval - Mechanized										
A.1.4.1	O-8	Residence/FL (%)	>= 97% w in 1 hr		97.60%	8,345				YES
A.1.4.2	O-8	Business/FL (%)	>= 97% w in 1 hr		97.03%	638				YES
A.1.4.3	O-8	Design (Specials)/FL (%)	>= 97% w in 1 hr							
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		92.66%	4,346				YES
A.1.7.2	O-8	Business/FL (%)	>= 85% w in 10 hrs		98.01%	654				YES
A.1.7.3	O-8	Design (Specials)/FL (%)	>= 85% w in 10 hrs							
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							
Reject Interval - Non-Mechanized										
A.1.8.1	O-8	Residence/FL (%)	>= 85% w in 24 hrs		99.07%	324				YES
A.1.8.2	O-8	Business/FL (%)	>= 85% w in 24 hrs		97.61%	377				YES
A.1.8.3	O-8	Design (Specials)/FL (%)	>= 85% w in 24 hrs		96.88%	32				YES
A.1.8.4	O-8	PBX/FL (%)	>= 85% w in 24 hrs		100.00%	5				YES
A.1.8.5	O-8	Centrex/FL (%)	>= 85% w in 24 hrs		90.00%	10				YES
A.1.8.6	O-8	ISDN/FL (%)	>= 85% w in 24 hrs		100.00%	7				YES
FOC Timeliness - Mechanized										
A.1.9.1	O-9	Residence/FL (%)	>= 95% w in 3 hrs		98.18%	41,631				YES
A.1.9.2	O-9	Business/FL (%)	>= 95% w in 3 hrs		98.93%	1,490				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		85.84%	11,326				YES

BellSouth Monthly State Summary
Florida, June 2002

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
A.1.12.2	O-9	Business/FL (%)			87 85%	963				YES
A.1.12.3	O-9	Design (Specials)/FL (%)								
A.1.12.4	O-9	PBX/FL (%)			0 00%	1				NO
A.1.12.5	O-9	Centrex/FL (%)								
A.1.12.6	O-9	ISDN/FL (%)			0 00%	1				NO
FOC Timeliness - Non-Mechanized										
A.1.13.1	O-9	Residence/FL (%)			95 87%	339				YES
A.1.13.2	O-9	Business/FL (%)			98 32%	357				YES
A.1.13.3	O-9	Design (Specials)/FL (%)			96 49%	57				YES
A.1.13.4	O-9	PBX/FL (%)			85 71%	7				YES
A.1.13.5	O-9	Centrex/FL (%)			88 89%	9				YES
A.1.13.6	O-9	ISDN/FL (%)			92 31%	13				YES
FOC & Reject Response Completeness - Mechanized										
A.1.14.1.1	O-11	Residence/EDI/FL (%)			100 00%	59				YES
A.1.14.1.2	O-11	Residence/TAG/FL (%)			99 95%	49,895				YES
A.1.14.2.1	O-11	Business/EDI/FL (%)			100 00%	21				YES
A.1.14.2.2	O-11	Business/TAG/FL (%)			99 10%	2,010				YES
A.1.14.3.1	O-11	Design (Specials)/EDI/FL (%)								
A.1.14.3.2	O-11	Design (Specials)/TAG/FL (%)								
A.1.14.4.1	O-11	PBX/EDI/FL (%)								
A.1.14.4.2	O-11	PBX/TAG/FL (%)								
A.1.14.5.1	O-11	Centrex/EDI/FL (%)								
A.1.14.5.2	O-11	Centrex/TAG/FL (%)								
A.1.14.6.1	O-11	ISDN/EDI/FL (%)								
A.1.14.6.2	O-11	ISDN/TAG/FL (%)								
FOC & Reject Response Completeness - Partially Mechanized										
A.1.15.1.1	O-11	Residence/EDI/FL (%)			96 43%	28				YES
A.1.15.1.2	O-11	Residence/TAG/FL (%)			99 73%	14,548				YES
A.1.15.2.1	O-11	Business/EDI/FL (%)			100 00%	13				YES
A.1.15.2.2	O-11	Business/TAG/FL (%)			99 66%	1,457				YES
A.1.15.3.1	O-11	Design (Specials)/EDI/FL (%)								
A.1.15.3.2	O-11	Design (Specials)/TAG/FL (%)								
A.1.15.4.1	O-11	PBX/EDI/FL (%)								
A.1.15.4.2	O-11	PBX/TAG/FL (%)			100 00%	1				YES
A.1.15.5.1	O-11	Centrex/EDI/FL (%)								
A.1.15.5.2	O-11	Centrex/TAG/FL (%)								
A.1.15.6.1	O-11	ISDN/EDI/FL (%)								
A.1.15.6.2	O-11	ISDN/TAG/FL (%)			100 00%	1				YES
FOC & Reject Response Completeness - Non-Mechanized										
A.1.16.1	O-11	Residence/FL (%)			94 43%	664				NO
A.1.16.2	O-11	Business/FL (%)			94 92%	728				NO
A.1.16.3	O-11	Design (Specials)/FL (%)			95 70%	93				YES
A.1.16.4	O-11	PBX/FL (%)			90 91%	11				NO
A.1.16.5	O-11	Centrex/FL (%)			100 00%	18				YES
A.1.16.6	O-11	ISDN/FL (%)			100 00%	20				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized										
A.1.17.1.1	O-11	Residence/EDI/FL (%)			98 31%	59				YES
A.1.17.1.2	O-11	Residence/TAG/FL (%)			99 85%	49,871				YES
A.1.17.2.1	O-11	Business/EDI/FL (%)			90 48%	21				NO
A.1.17.2.2	O-11	Business/TAG/FL (%)			99 30%	1,992				YES
A.1.17.3.1	O-11	Design (Specials)/EDI/FL (%)								
A.1.17.3.2	O-11	Design (Specials)/TAG/FL (%)								
A.1.17.4.1	O-11	PBX/EDI/FL (%)								
A.1.17.4.2	O-11	PBX/TAG/FL (%)								
A.1.17.5.1	O-11	Centrex/EDI/FL (%)								
A.1.17.5.2	O-11	Centrex/TAG/FL (%)								

**BellSouth Monthly State Summary
Florida, June 2002**

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
>= 95%								
>= 95%								

A.1.17.6.1	O-11	ISDN/EDI/FL (%)
A.1.17.6.2	O-11	ISDN/TAG/FL (%)

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

A.1.18.1.1	O-11	Residence/EDI/FL (%)	>= 95%
A.1.18.1.2	O-11	Residence/TAG/FL (%)	>= 95%
A.1.18.2.1	O-11	Business/EDI/FL (%)	>= 95%
A.1.18.2.2	O-11	Business/TAG/FL (%)	>= 95%
A.1.18.3.1	O-11	Design (Specials)/EDI/FL (%)	>= 95%
A.1.18.3.2	O-11	Design (Specials)/TAG/FL (%)	>= 95%
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%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		96.30%	27				YES
		92.97%	14,509				NO
		76.92%	13				NO
		90.63%	1,452				NO
		100.00%	1				YES
		100.00%	1				YES

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

A.1.19.1	O-11	Residence/FL (%)	>= 95%
A.1.19.2	O-11	Business/FL (%)	>= 95%
A.1.19.3	O-11	Design (Specials)/FL (%)	>= 95%
A.1.19.4	O-11	PBX/FL (%)	>= 95%
A.1.19.5	O-11	Centrex/FL (%)	>= 95%
A.1.19.6	O-11	ISDN/FL (%)	>= 95%

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		92.19%	627				NO
		91.32%	691				NO
		93.26%	89				NO
		90.00%	10				NO
		04.44%	18				NO
		100.00%	20				YES

Resale - Provisioning

Order Completion Interval

A.2.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL (days)	Res
A.2.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL (days)	Res
A.2.1.2.1	P-4	Residence/>=10 circuits/Dispatch/FL (days)	Res
A.2.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL (days)	Res
A.2.1.2.1	P-4	Business/<10 circuits/Dispatch/FL (days)	Bus
A.2.1.2.2	P-4	Business/<10 circuits/Non-Dispatch/FL (days)	Bus
A.2.1.2.1	P-4	Business/>=10 circuits/Dispatch/FL (days)	Bus
A.2.1.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL (days)	Bus
A.2.1.3.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL (days)	Design
A.2.1.3.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL (days)	Design
A.2.1.3.2	P-4	Design (Specials)/>=10 circuits/Dispatch/FL (days)	Design
A.2.1.3.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL (days)	Design
A.2.1.4.1	P-4	PBX/<10 circuits/Dispatch/FL (days)	PBX
A.2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL (days)	PBX
A.2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL (days)	PBX
A.2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL (days)	PBX
A.2.1.5.1	P-4	Centrex/<10 circuits/Dispatch/FL (days)	Centrex
A.2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL (days)	Centrex
A.2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL (days)	Centrex
A.2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL (days)	Centrex
A.2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL (days)	ISDN
A.2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL (days)	ISDN
A.2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL (days)	ISDN
A.2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL (days)	ISDN

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
4.36	34,521	3.86	1,540	4.174	0.10870	4.6167	YES
0.84	577,521	0.88	41,811	1.130	0.00573	-6.6686	NO
4.68	74	4.33	3	3.952	2.32764	0.1510	YES
6.02	12,793	4.10	248	9.007	0.57745	3.3294	YES
1.22	56,220	1.08	1,950	2.625	0.06031	2.4135	YES
11.50	239	5.25	4	14.643	7.38237	0.8473	YES
13.72	18	5.50	2	29.920	22.30137	0.3687	YES
23.01	2,237	6.62	13	21.994	6.11776	2.6804	YES
8.45	468	4.50	4	8.045	4.03985	0.9769	YES
29.35	82			22.375			
2.00	1			0.000			
12.49	64	6.00	1	12.327	12.42319	0.5228	YES
6.50	176	2.87	5	18.455	8.36980	0.4346	YES
68.60	5			53.449			
8.97	12			24.692			
7.24	450			8.387			
2.18	1,108	1.55	11	2.356	0.71384	0.8863	YES
14.78	58			12.150			
4.08	72	0.94	11	13.247	4.28854	0.7331	YES
17.78	548	8.33	3	25.676	14.86473	0.6353	YES
2.52	830	1.44	3	4.629	2.67745	0.4023	YES
13.33	9			9.205			
9.55	67			9.699			

Held Orders

A.2.2.1.1	P-1	Residence/<10 circuits/Facility/FL (days)	Res
A.2.2.1.2	P-1	Residence/<10 circuits/Equipment/FL (days)	Res
A.2.2.1.3	P-1	Residence/<10 circuits/Other/FL (days)	Res
A.2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL (days)	Res
A.2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL (days)	Res
A.2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL (days)	Res

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
9.33	318	9.27	11	8.206	2.51673	0.0215	YES
0.00	0	0.00	0				YES
10.43	47	12.50	2	15.687	11.32579	-0.1832	YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES
0.00	0	0.00	0				YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
A.2.2.2.1.1	P-1 Business/<10 circuits/Facility/FL (days)	Bus	8.56	94	7.67	3	7.216	4.23236	0.2120	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	3.38	8	0.00	0	0.518			YES
A.2.2.2.2.1	P-1 Business/>=10 circuits/Facility/FL (days)	Bus	0.00	0	0.00	0				YES
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	13.25	4	0.00	0	8.884			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	17.79	19	0.00	0	11.603			YES
A.2.2.3.2.1	P-1 Design (Specials)/>=10 circuits/Facility/FL (days)	Design	0.00	0						
A.2.2.3.2.2	P-1 Design (Specials)/>=10 circuits/Equipment/FL (days)	Design	0.00	0						
A.2.2.3.2.3	P-1 Design (Specials)/>=10 circuits/Other/FL (days)	Design	0.00	0						
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						
A.2.2.4.2.2	P-1 PBX/>=10 circuits/Equipment/FL (days)	PBX	0.00	0						
A.2.2.4.2.3	P-1 PBX/>=10 circuits/Other/FL (days)	PBX	0.00	0						
A.2.2.5.1.1	P-1 Centrex/<10 circuits/Facility/FL (days)	Centrex	11.00	4	0.00	0	10.033			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	3.00	1	0.00	0	0.000			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	7.00	1	0.00	0	0.000			YES
A.2.2.6.2.1	P-1 ISDN/>=10 circuits/Facility/FL (days)	ISDN	0.00	0						
A.2.2.6.2.2	P-1 ISDN/>=10 circuits/Equipment/FL (days)	ISDN	0.00	0						
A.2.2.6.2.3	P-1 ISDN/>=10 circuits/Other/FL (days)	ISDN	0.00	0						
% Jeopardies - Mechanized										
A.2.4.1	P-2 Residence/FL (%)	Res	0.53%	657,433	0.29%	45,231		0.00035	6.6771	YES
A.2.4.2	P-2 Business/FL (%)	Bus	1.52%	80,776	0.38%	2,112		0.00270	4.2352	YES
A.2.4.3	P-2 Design (Specials)/FL (%)	Design	15.35%	3,498						
A.2.4.4	P-2 PBX/FL (%)	PBX	4.95%	283	0.00%	6		0.08946	0.5530	YES
A.2.4.5	P-2 Centrex/FL (%)	Centrex	5.00%	1,861	0.00%	1		0.21795	0.2293	YES
A.2.4.6	P-2 ISDN/FL (%)	ISDN	9.30%	1,580	0.00%	1		0.29058	0.3202	YES
% Jeopardies - Non-Mechanized										
A.2.5.1	P-2 Residence/FL (%)	Diagnostic			0.70%	1,139				Diagnostic
A.2.5.2	P-2 Business/FL (%)	Diagnostic			0.22%	457				Diagnostic
A.2.5.3	P-2 Design (Specials)/FL (%)	Diagnostic			12.90%	31				Diagnostic
A.2.5.4	P-2 PBX/FL (%)	Diagnostic			0.00%	5				Diagnostic
A.2.5.5	P-2 Centrex/FL (%)	Diagnostic			0.00%	22				Diagnostic
A.2.5.6	P-2 ISDN/FL (%)	Diagnostic			9.09%	11				Diagnostic
Average Jeopardy Notice Interval - Mechanized										
A.2.7.1	P-2 Residence/FL (hours)	>= 48 hrs			117.24	75				YES
A.2.7.2	P-2 Business/FL (hours)	>= 48 hrs			167.60	7				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										
A.2.8.1	P-2 Residence/FL (hours)	Diagnostic			96.52	5				Diagnostic
A.2.8.2	P-2 Business/FL (hours)	Diagnostic			157.12	1				Diagnostic
A.2.8.3	P-2 Design (Specials)/FL (hours)	Diagnostic			267.71	4				Diagnostic
A.2.8.4	P-2 PBX/FL (hours)	Diagnostic								Diagnostic
A.2.8.5	P-2 Centrex/FL (hours)	Diagnostic								Diagnostic

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A 2 8 6

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A 2 9 1
A 2 9 2
A 2 9 3
A 2 9 4
A 2 9 5
A 2 9 6

P-2	Residence/FL (%)
P-2	Business/FL (%)
P-2	Design (Specials)/FL (%)
P-2	PBX/FL (%)
P-2	Centrex/FL (%)
P-2	ISDN/FL (%)

% Jeopardy Notices >= 48 hours - Non-Mechanized

A 2 10 1
A 2 10 2
A 2 10 3
A 2 10 4
A 2 10 5
A 2 10 6

P-2	Residence/FL (%)
P-2	Business/FL (%)
P-2	Design (Specials)/FL (%)
P-2	PBX/FL (%)
P-2	Centrex/FL (%)
P-2	ISDN/FL (%)

% Missed Installation Appointments

A 2 11 1 1 1
A 2 11 1 1 2
A 2 11 1 2 1
A 2 11 1 2 2
A 2 11 2 1 1
A 2 11 2 1 2
A 2 11 2 2 1
A 2 11 2 2 2
A 2 11 3 1 1
A 2 11 3 1 2
A 2 11 3 2 1
A 2 11 3 2 2
A 2 11 4 1 1
A 2 11 4 1 2
A 2 11 4 2 1
A 2 11 4 2 2
A 2 11 5 1 1
A 2 11 5 1 2
A 2 11 5 2 1
A 2 11 5 2 2
A 2 11 6 1 1
A 2 11 6 1 2
A 2 11 6 2 1
A 2 11 6 2 2

P-3	Residence/<10 circuits/Dispatch/FL (%)
P-3	Residence/<10 circuits/Non-Dispatch/FL (%)
P-3	Residence/>=10 circuits/Dispatch/FL (%)
P-3	Residence/>=10 circuits/Non-Dispatch/FL (%)
P-3	Business/<10 circuits/Dispatch/FL (%)
P-3	Business/<10 circuits/Non-Dispatch/FL (%)
P-3	Business/>=10 circuits/Dispatch/FL (%)
P-3	Business/>=10 circuits/Non-Dispatch/FL (%)
P-3	Design (Specials)/<10 circuits/Dispatch/FL (%)
P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)
P-3	Design (Specials)/>=10 circuits/Dispatch/FL (%)
P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)
P-3	PBX/<10 circuits/Dispatch/FL (%)
P-3	PBX/<10 circuits/Non-Dispatch/FL (%)
P-3	PBX/>=10 circuits/Dispatch/FL (%)
P-3	PBX/>=10 circuits/Non-Dispatch/FL (%)
P-3	Centrex/<10 circuits/Dispatch/FL (%)
P-3	Centrex/<10 circuits/Non-Dispatch/FL (%)
P-3	Centrex/>=10 circuits/Dispatch/FL (%)
P-3	Centrex/>=10 circuits/Non-Dispatch/FL (%)
P-3	ISDN/<10 circuits/Dispatch/FL (%)
P-3	ISDN/<10 circuits/Non-Dispatch/FL (%)
P-3	ISDN/>=10 circuits/Dispatch/FL (%)
P-3	ISDN/>=10 circuits/Non-Dispatch/FL (%)

% Provisioning Troubles within 30 Days

A 2 12 1 1 1
A 2 12 1 1 2
A 2 12 1 2 1
A 2 12 1 2 2
A 2 12 2 1 1
A 2 12 2 1 2
A 2 12 2 2 1
A 2 12 2 2 2
A 2 12 3 1 1
A 2 12 3 1 2
A 2 12 3 2 1
A 2 12 3 2 2
A 2 12 4 1 1
A 2 12 4 1 2
A 2 12 4 2 1
A 2 12 4 2 2

P-9	Residence/<10 circuits/Dispatch/FL (%)
P-9	Residence/<10 circuits/Non-Dispatch/FL (%)
P-9	Residence/>=10 circuits/Dispatch/FL (%)
P-9	Residence/>=10 circuits/Non-Dispatch/FL (%)
P-9	Business/<10 circuits/Dispatch/FL (%)
P-9	Business/<10 circuits/Non-Dispatch/FL (%)
P-9	Business/>=10 circuits/Dispatch/FL (%)
P-9	Business/>=10 circuits/Non-Dispatch/FL (%)
P-9	Design (Specials)/<10 circuits/Dispatch/FL (%)
P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)
P-9	Design (Specials)/>=10 circuits/Dispatch/FL (%)
P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)
P-9	PBX/<10 circuits/Dispatch/FL (%)
P-9	PBX/<10 circuits/Non-Dispatch/FL (%)
P-9	PBX/>=10 circuits/Dispatch/FL (%)
P-9	PBX/>=10 circuits/Non-Dispatch/FL (%)

Benchmark/
Analog

Diagnostic

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

Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic
Diagnostic

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

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

BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
		175 00	1				Diagnostic
		96 00%	75				YES
		100 00%	7				YES
		100 00%	5				Diagnostic
		100 00%	1				Diagnostic
		100 00%	4				Diagnostic
							Diagnostic
							Diagnostic
		100 00%	1				Diagnostic
5 82%	42,350	4 67%	1,820		0 00560	2 0445	YES
0 02%	616,028	0 33%	44,620		0 00008	-40 0110	NO
5 81%	86	0 00%	5		0 10765	0 5401	YES
4 03%	13,781	3 85%	364		0 01044	0 1735	YES
0 05%	66,746	0 82%	2,198		0 00050	-15 1989	NO
4 27%	281	20 00%	10		0 06507	-2 4175	NO
0 00%	21	0 00%	2		0 00000		YES
2 39%	2,339	0 00%	16		0 03836	0 6243	YES
0 81%	496	0 00%	13		0 02513	0 3209	YES
0 00%	82						
0 00%	1						
4 41%	68	0 00%	1		0 20686	0 2133	YES
1 10%	181	0 00%	9		0 03570	0 3095	YES
0 00%	5						
0 00%	13						
8 49%	530						
0 09%	1,130	0 00%	12		0 00863	0 1026	YES
31 34%	67						
0 00%	74	0 00%	11		0 00000		YES
3 11%	578	0 00%	7		0 06605	0 4715	YES
1 14%	878	0 00%	8		0 03769	0 3022	YES
0 00%	9						
0 00%	67						
10 74%	44,897	8 24%	2,305		0 00661	3 7704	YES
3 19%	700,346	3 54%	51,529		0 00080	-4 4463	NO
11 49%	87	0 00%	3		0 18730	0 6137	YES
12 82%	33,604	10 45%	402		0 01678	1 4159	YES
8 10%	53,772	4 79%	3,902		0 00452	7 3204	YES
24 32%	296	0 00%	9		0 14517	1 6756	YES
8 33%	12	0 00%	3		0 17841	0 4671	YES
5 30%	2,340	0 00%	15		0 05803	0 9132	YES
5 19%	713	13 33%	15		0 05787	-1 4073	YES
0 00%	18						
0 00%	1						
4 17%	72	0 00%	3		0 11775	0 3539	YES
3 29%	243	0 00%	19		0 04251	0 7745	YES
0 00%	6						
2 33%	43	0 00%	2		0 10902	0 2133	YES

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Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Total Service Order Cycle Time - Mechanized								
A.2.17.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic					Diagnostic
A.2.17.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	3 90	989			Diagnostic
A.2.17.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic	0 83	29,906			Diagnostic
A.2.17.1.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic	4 29	3			Diagnostic
A.2.17.2.1.1	P-10	Business/<10 circuits/Dispatch/FL (days)	Diagnostic					Diagnostic
A.2.17.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	3 53	66			Diagnostic
A.2.17.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic	1 11	811			Diagnostic
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								
A.2.18.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic					Diagnostic
A.2.18.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	3 97	212			Diagnostic
A.2.18.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic	1 37	8,630			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					Diagnostic
A.2.18.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	3 28	48			Diagnostic
A.2.18.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic	2 33	610			Diagnostic
A.2.18.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic	6 06	2			Diagnostic
A.2.18.3.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL (days)	Diagnostic	7 39	1			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	7 09	1			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					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								
A.2.19.1.1.1	P-10	Residence/<10 circuits/Dispatch/FL (days)	Diagnostic					Diagnostic
A.2.19.1.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	4 38	50			Diagnostic
A.2.19.1.2.1	P-10	Residence/>=10 circuits/Dispatch/FL (days)	Diagnostic	1 93	136			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					Diagnostic
A.2.19.2.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL (days)	Diagnostic	5 42	24			Diagnostic
A.2.19.2.2.1	P-10	Business/>=10 circuits/Dispatch/FL (days)	Diagnostic	1 53	134			Diagnostic
A.2.19.2.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL (days)	Diagnostic					Diagnostic

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		Benchmark/	BST	BST	CLEC	CLEC	Standard	Standard		
		Analogue	Measure	Volume	Measure	Volume	Deviation	Error	Zscore	Equity
A.2.25.3.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)			96.47%	85				YES
A.2.25.3.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)			91.36%	81				NO
A.2.25.3.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)			100.00%	1				YES
A.2.25.3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)			88.89%	9				NO

Resale - Maintenance and Repair

Missed Repair Appointments

			Res	Res	Bus	Bus	Design	Design	PBX	PBX	Centrex	Centrex	ISDN	ISDN
A.3.1.1.1	M&R-1	Residence/Dispatch/FL (%)	10.47%	91,520	5.85%	2,972			0.00571	8.0830	YES			
A.3.1.1.2	M&R-1	Residence/Non-Dispatch/FL (%)	0.91%	45,426	1.04%	965			0.00308	-0.4193	YES			
A.3.1.2.1	M&R-1	Business/Dispatch/FL (%)	10.38%	16,741	10.16%	502			0.01381	0.1566	YES			
A.3.1.2.2	M&R-1	Business/Non-Dispatch/FL (%)	2.24%	9,437	2.23%	224			0.01000	0.0037	YES			
A.3.1.3.1	M&R-1	Design (Specials)/Dispatch/FL (%)	1.19%	2,180	6.67%	30			0.01996	-2.7431	NO			
A.3.1.3.2	M&R-1	Design (Specials)/Non-Dispatch/FL (%)	0.33%	2,109	0.00%	33			0.01009	0.3289	YES			
A.3.1.4.1	M&R-1	PBX/Dispatch/FL (%)	17.43%	436	2.50%	40			0.06268	2.3823	YES			
A.3.1.4.2	M&R-1	PBX/Non-Dispatch/FL (%)	0.96%	312	0.00%	19			0.02306	0.4170	YES			
A.3.1.5.1	M&R-1	Centrex/Dispatch/FL (%)	12.86%	1,376	75.00%	4			0.16764	-3.7065	NO			
A.3.1.6.2	M&R-1	Centrex/Non-Dispatch/FL (%)	4.01%	922	0.00%	4			0.09834	0.4081	YES			
A.3.1.6.1	M&R-1	ISDN/Dispatch/FL (%)	4.48%	290	0.00%	4			0.10417	0.4303	YES			
A.3.1.6.2	M&R-1	ISDN/Non-Dispatch/FL (%)	0.00%	351	0.00%	2			0.00000		YES			

Customer Trouble Report Rate

			Res	Res	Bus	Bus	Design	Design	PBX	PBX	Centrex	Centrex	ISDN	ISDN
A.3.2.1.1	M&R-2	Residence/Dispatch/FL (%)	2.18%	4,201,938	3.13%	94,966			0.00048	-19.6474	NO			
A.3.2.1.2	M&R-2	Residence/Non-Dispatch/FL (%)	1.08%	4,201,938	1.02%	94,966			0.00034	1.9027	YES			
A.3.2.2.1	M&R-2	Business/Dispatch/FL (%)	1.43%	1,169,541	1.70%	29,580			0.00070	-3.7718	NO			
A.3.2.2.2	M&R-2	Business/Non-Dispatch/FL (%)	0.81%	1,169,541	0.76%	29,580			0.00053	0.9384	YES			
A.3.2.3.1	M&R-2	Design (Specials)/Dispatch/FL (%)	1.54%	141,726	1.03%	2,924			0.00232	2.2104	YES			
A.3.2.3.2	M&R-2	Design (Specials)/Non-Dispatch/FL (%)	1.49%	141,726	1.13%	2,924			0.00228	1.5774	YES			
A.3.2.4.1	M&R-2	PBX/Dispatch/FL (%)	0.24%	185,075	1.00%	3,989			0.00078	-9.8771	NO			
A.3.2.4.2	M&R-2	PBX/Non-Dispatch/FL (%)	0.17%	185,075	0.48%	3,989			0.00066	-4.6835	NO			
A.3.2.5.1	M&R-2	Centrex/Dispatch/FL (%)	0.59%	234,897	0.41%	985			0.00244	0.7353	YES			
A.3.2.5.2	M&R-2	Centrex/Non-Dispatch/FL (%)	0.39%	234,897	0.41%	985			0.00200	-0.0679	YES			
A.3.2.6.1	M&R-2	ISDN/Dispatch/FL (%)	0.07%	398,709	0.12%	3,355			0.00047	-0.8943	YES			
A.3.2.6.2	M&R-2	ISDN/Non-Dispatch/FL (%)	0.09%	398,709	0.06%	3,355			0.00051	0.5525	YES			

Maintenance Average Duration

			Res	Res	Bus	Bus	Design	Design	PBX	PBX	Centrex	Centrex	ISDN	ISDN
A.3.3.1.1	M&R-3	Residence/Dispatch/FL (hours)	22.93	91,520	19.11	2,972	23.833	0.44421	8.5909	YES				
A.3.3.1.2	M&R-3	Residence/Non-Dispatch/FL (hours)	7.81	45,426	5.22	965	12.761	0.41513	6.2369	YES				
A.3.3.2.1	M&R-3	Business/Dispatch/FL (hours)	15.97	16,741	15.23	502	19.589	0.88732	0.8410	YES				
A.3.3.2.2	M&R-3	Business/Non-Dispatch/FL (hours)	4.65	9,437	5.11	224	11.157	0.75425	-0.6064	YES				
A.3.3.3.1	M&R-3	Design (Specials)/Dispatch/FL (hours)	5.61	2,180	6.01	30	32.674	6.00638	-0.0663	YES				
A.3.3.3.2	M&R-3	Design (Specials)/Non-Dispatch/FL (hours)	2.91	2,109	3.42	33	32.466	5.69566	-0.0883	YES				
A.3.3.4.1	M&R-3	PBX/Dispatch/FL (hours)	13.92	436	19.00	40	19.671	3.24978	-1.5647	YES				
A.3.3.4.2	M&R-3	PBX/Non-Dispatch/FL (hours)	3.07	312	2.01	19	5.622	1.32848	0.8031	YES				
A.3.3.5.1	M&R-3	Centrex/Dispatch/FL (hours)	17.53	1,376	23.25	4	22.609	11.32107	-0.5051	YES				
A.3.3.5.2	M&R-3	Centrex/Non-Dispatch/FL (hours)	5.02	922	1.75	4	9.799	4.90994	0.6652	YES				
A.3.3.6.1	M&R-3	ISDN/Dispatch/FL (hours)	6.52	290	2.85	4	8.661	4.36038	0.8425	YES				
A.3.3.6.2	M&R-3	ISDN/Non-Dispatch/FL (hours)	2.30	351	5.43	2	3.364	2.38545	-1.3117	YES				

% Repeat Troubles within 30 Days

			Res	Res	Bus	Bus	Design	Design	PBX	PBX	Centrex	Centrex	ISDN	ISDN
A.3.4.1.1	M&R-4	Residence/Dispatch/FL (%)	16.17%	91,520	10.73%	2,972			0.00686	7.9184	YES			
A.3.4.1.2	M&R-4	Residence/Non-Dispatch/FL (%)	14.68%	45,426	10.26%	965			0.01151	3.8390	YES			
A.3.4.2.1	M&R-4	Business/Dispatch/FL (%)	13.71%	16,741	11.75%	502			0.01658	1.2564	YES			
A.3.4.2.2	M&R-4	Business/Non-Dispatch/FL (%)	13.86%	9,437	8.48%	224			0.02336	2.3024	YES			
A.3.4.3.1	M&R-4	Design (Specials)/Dispatch/FL (%)	21.47%	2,180	20.00%	30			0.07548	0.1945	YES			
A.3.4.3.2	M&R-4	Design (Specials)/Non-Dispatch/FL (%)	19.39%	2,109	24.24%	33			0.06936	-0.6991	YES			
A.3.4.4.1	M&R-4	PBX/Dispatch/FL (%)	11.47%	436	0.00%	40			0.05264	2.1785	YES			
A.3.4.4.2	M&R-4	PBX/Non-Dispatch/FL (%)	7.37%	312	0.00%	19			0.06175	1.1939	YES			
A.3.4.5.1	M&R-4	Centrex/Dispatch/FL (%)	12.86%	1,376	25.00%	4			0.16764	-0.7240	YES			
A.3.4.5.2	M&R-4	Centrex/Non-Dispatch/FL (%)	12.47%	922	25.00%	4			0.16556	-0.7566	YES			

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Score	Equity
A.3.4.6.1	M&R-4	ISDN/Dispatch/FL (%)	12.76%	290	25.00%	4		0.16796	-0.7288	YES
A.3.4.6.2	M&R-4	ISDN/Non-Dispatch/FL (%)	11.11%	351	0.00%	2		0.22285	0.4986	YES
<i>Out of Service > 24 hours</i>										
A.3.5.1.1	M&R-5	Residence/Dispatch/FL (%)	24.21%	61,403	19.20%	2,286		0.00912	5.4838	YES
A.3.5.1.2	M&R-5	Residence/Non-Dispatch/FL (%)	10.67%	14,172	4.75%	400		0.01565	3.7815	YES
A.3.5.2.1	M&R-5	Business/Dispatch/FL (%)	14.99%	10,595	13.08%	367		0.01895	1.0073	YES
A.3.5.2.2	M&R-5	Business/Non-Dispatch/FL (%)	3.19%	3,709	3.13%	128		0.01578	0.0381	YES
A.3.5.3.1	M&R-5	Design (Specials)/Dispatch/FL (%)	1.19%	2,180	6.67%	30		0.01996	-2.7431	NO
A.3.5.3.2	M&R-5	Design (Specials)/Non-Dispatch/FL (%)	0.33%	2,109	0.00%	33		0.01009	0.3289	YES
A.3.5.4.1	M&R-5	PBX/Dispatch/FL (%)	11.36%	352	21.43%	14		0.08649	-1.1637	YES
A.3.5.4.2	M&R-5	PBX/Non-Dispatch/FL (%)	0.88%	227	0.00%	19		0.02232	0.3948	YES
A.3.5.5.1	M&R-5	Centrex/Dispatch/FL (%)	17.26%	927	50.00%	4		0.18936	-1.7290	NO
A.3.5.5.2	M&R-5	Centrex/Non-Dispatch/FL (%)	2.13%	376	0.00%	3		0.08365	0.2544	YES
A.3.5.6.1	M&R-5	ISDN/Dispatch/FL (%)	4.48%	290	0.00%	4		0.10417	0.4303	YES
A.3.5.6.2	M&R-5	ISDN/Non-Dispatch/FL (%)	0.00%	351	0.00%	2		0.00000		YES
Resale - Billing										
<i>Invoice Accuracy</i>										
A.4.1	B-1	FL (%)	98.27%	\$501,853,922	98.90%	\$8,772,271		0.00004	-141.6589	YES
<i>Mean Time to Deliver Invoices - CRIS</i>										
A.4.2	B-2	Region (business days)	3.82	1	3.37	1,921				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 (%)	15 14%	Diagnostic	56,934			Diagnostic
B 1 1 4	O-7	Combo Other/FL (%)	21 82%	Diagnostic	55			Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	14 51%	Diagnostic	1,006			Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	9 86%	Diagnostic	71			Diagnostic
B 1 1 7	O-7	Line Sharing/FL (%)	22 76%	Diagnostic	268			Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/FL (%)	22 65%	Diagnostic	830			Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/FL (%)	16 07%	Diagnostic	952			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 (%)	44 19%	Diagnostic	43			Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	97 09%	Diagnostic	103			Diagnostic
B 1 1 14	O-7	Other Design/FL (%)	16 39%	Diagnostic	299			Diagnostic
B 1 1 15	O-7	Other Non-Design/FL (%)	48 16%	Diagnostic	12,756			Diagnostic
B 1 1 16	O-7	INP Standalone/FL (%)	100 00%	Diagnostic	1			Diagnostic
B 1 1 17	O-13	LNP Standalone/FL (%)	9 14%	Diagnostic	3,029			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 (%)	21 52%	Diagnostic	17,473			Diagnostic
B 1 2 4	O-7	Combo Other/FL (%)	33 33%	Diagnostic	6			Diagnostic
B 1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	10 34%	Diagnostic	29			Diagnostic
B 1 2 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	26 67%	Diagnostic	30			Diagnostic
B 1 2 7	O-7	Line Sharing/FL (%)	40 00%	Diagnostic	75			Diagnostic
B 1 2 8	O-7	2W Analog Loop Design/FL (%)	22 63%	Diagnostic	433			Diagnostic
B 1 2 9	O-7	2W Analog Loop Non-Design/FL (%)	16 80%	Diagnostic	1,393			Diagnostic
B 1 2 10	O-7	2W Analog Loop w/INP Design/FL (%)		Diagnostic				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 (%)	32 98%	Diagnostic	376			Diagnostic
B 1 2 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	23 25%	Diagnostic	1,419			Diagnostic
B 1 2 14	O-7	Other Design/FL (%)	16 78%	Diagnostic	286			Diagnostic
B 1 2 15	O-7	Other Non-Design/FL (%)	41 21%	Diagnostic	7,238			Diagnostic
B 1 2 16	O-7	INP Standalone/FL (%)		Diagnostic				Diagnostic
B 1 2 17	O-13	LNP Standalone/FL (%)	29 47%	Diagnostic	1,707			Diagnostic
		% Rejected Service Requests - Non-Mechanized						
B 1 3 1	O-7	Switch Ports/FL (%)	0 00%	Diagnostic	1			Diagnostic
B 1 3 2	O-7	Local Interoffice Transport/FL (%)	11 11%	Diagnostic	9			Diagnostic
B 1 3 3	O-7	Loop + Port Combinations/FL (%)	41 32%	Diagnostic	2,287			Diagnostic
B 1 3 4	O-7	Combo Other/FL (%)	51 20%	Diagnostic	125			Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/FL (%)	25 91%	Diagnostic	274			Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/FL (%)	19 19%	Diagnostic	344			Diagnostic
B 1 3 7	O-7	Line Sharing/FL (%)	35 85%	Diagnostic	53			Diagnostic
B 1 3 8	O-7	2W Analog Loop Design/FL (%)	27 38%	Diagnostic	168			Diagnostic
B 1 3 9	O-7	2W Analog Loop Non-Design/FL (%)	25 93%	Diagnostic	671			Diagnostic
B 1 3 10	O-7	2W Analog Loop w/INP Design/FL (%)		Diagnostic				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/FL (%)	44 44%	Diagnostic	9			Diagnostic
B 1 3 12	O-13	2W Analog Loop w/LNP Design/FL (%)	62 16%	Diagnostic	37			Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/FL (%)	43 18%	Diagnostic	44			Diagnostic
B 1 3 14	O-7	Other Design/FL (%)	35 35%	Diagnostic	396			Diagnostic
B 1 3 15	O-7	Other Non-Design/FL (%)	31 56%	Diagnostic	1,752			Diagnostic
B 1 3 16	O-7	INP Standalone/FL (%)	35 62%	Diagnostic	73			Diagnostic
B 1 3 17	O-13	LNP Standalone/FL (%)	40 32%	Diagnostic	930			Diagnostic

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Reject Interval - Mechanized									
B 1 4 1	O-8 Switch Ports/FL (%)								
B 1 4 2	O-8 Local Interoffice Transport/FL (%)								
B 1 4 3	O-8 Loop + Port Combinations/FL (%)								
B 1 4 4	O-8 Combo Other/FL (%)			95 49%	8,651				NO
B 1 4 5	O-8 xDSL (ADSL, HDSL and UCL)/FL (%)			83 33%	12				NO
B 1 4 6	O-8 ISDN Loop (UDN, UDC)/FL (%)			98 63%	146				YES
B 1 4 7	O-8 Line Sharing/FL (%)			55 56%	9				NO
B 1 4 8	O-8 2W Analog Loop Design/FL (%)			69 35%	62				NO
B 1 4 9	O-8 2W Analog Loop Non-Design/FL (%)			77 60%	192				NO
B 1 4 10	O-8 2W Analog Loop w/INP Design/FL (%)			64 29%	154				NO
B 1 4 11	O-8 2W Analog Loop w/INP Non-Design/FL (%)								
B 1 4 12	O-14 2W Analog Loop w/LNP Design/FL (%)								
B 1 4 13	O-14 2W Analog Loop w/LNP Non-Design/FL (%)			94 74%	19				NO
B 1 4 14	O-8 Other Design/FL (%)			96 00%	100				NO
B 1 4 15	O-8 Other Non-Design/FL (%)			61 22%	49				NO
B 1 4 16	O-8 INP Standalone/FL (%)			73 90%	6,226				NO
B 1 4 17	O-14 LNP Standalone/FL (%)			100 00%	1				YES
				96 06%	279				NO
Reject Interval - Partially Mechanized - 10 hours									
B 1 7 1	O-8 Switch Ports/FL (%)								
B 1 7 2	O-8 Local Interoffice Transport/FL (%)								
B 1 7 3	O-8 Loop + Port Combinations/FL (%)								
B 1 7 4	O-8 Combo Other/FL (%)			96 49%	3,983				YES
B 1 7 5	O-8 xDSL (ADSL, HDSL and UCL)/FL (%)			100 00%	2				YES
B 1 7 6	O-8 ISDN Loop (UDN, UDC)/FL (%)			100 00%	3				YES
B 1 7 7	O-8 Line Sharing/FL (%)			46 67%	15				NO
B 1 7 8	O-8 2W Analog Loop Design/FL (%)			84 85%	33				NO
B 1 7 9	O-8 2W Analog Loop Non-Design/FL (%)			87 96%	108				YES
B 1 7 10	O-8 2W Analog Loop w/INP Design/FL (%)			78 24%	239				NO
B 1 7 11	O-8 2W Analog Loop w/INP Non-Design/FL (%)								
B 1 7 12	O-14 2W Analog Loop w/LNP Design/FL (%)								
B 1 7 13	O-14 2W Analog Loop w/LNP Non-Design/FL (%)			75 18%	137				NO
B 1 7 14	O-8 Other Design/FL (%)			85 30%	347				YES
B 1 7 15	O-8 Other Non-Design/FL (%)			88 00%	50				YES
B 1 7 16	O-8 INP Standalone/FL (%)			98 67%	3,004				YES
B 1 7 17	O-14 LNP Standalone/FL (%)								
				91 38%	522				YES
Reject Interval - Non-Mechanized									
B 1 8 1	O-8 Switch Ports/FL (%)								
B 1 8 2	O-8 Local Interoffice Transport/FL (%)								
B 1 8 3	O-8 Loop + Port Combinations/FL (%)			100 00%	1				YES
B 1 8 4	O-8 Combo Other/FL (%)			98 50%	998				YES
B 1 8 5	O-8 xDSL (ADSL, HDSL and UCL)/FL (%)			85% w in 24 hrs	66				YES
B 1 8 6	O-8 ISDN Loop (UDN, UDC)/FL (%)			85% w in 24 hrs	74				YES
B 1 8 7	O-8 Line Sharing/FL (%)			85% w in 24 hrs	72				YES
B 1 8 8	O-8 2W Analog Loop Design/FL (%)			85% w in 24 hrs	19				YES
B 1 8 9	O-8 2W Analog Loop Non-Design/FL (%)			85% w in 24 hrs	46				YES
B 1 8 10	O-8 2W Analog Loop w/INP Design/FL (%)			85% w in 24 hrs	184				YES
B 1 8 11	O-8 2W Analog Loop w/INP Non-Design/FL (%)								
B 1 8 12	O-14 2W Analog Loop w/LNP Design/FL (%)			85% w in 24 hrs	4				YES
B 1 8 13	O-14 2W Analog Loop w/LNP Non-Design/FL (%)			85% w in 24 hrs	24				YES
B 1 8 14	O-8 Other Design/FL (%)			85% w in 24 hrs	21				YES
B 1 8 15	O-8 Other Non-Design/FL (%)			85% w in 24 hrs	142				YES
B 1 8 16	O-8 INP Standalone/FL (%)			85% w in 24 hrs	567				YES
B 1 8 17	O-14 LNP Standalone/FL (%)			85% w in 24 hrs	26				YES
				85% w in 24 hrs	384				YES
FOC Timeliness - Mechanized									
B 1 9 1	O-9 Switch Ports/FL (%)								
B 1 9 2	O-9 Local Interoffice Transport/FL (%)								
				95% w in 3 hrs					
				95% w in 3 hrs					

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1 9 3	O-9	Loop + Port Combinations/FL (%)	>= 95% w in 3 hrs		98.62%	48,246				YES
B 1 9 4	O-9	Combo Other/FL (%)	>= 95% w in 3 hrs		60.00%	15				NO
B 1 9 5	O-9	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 3 hrs		92.54%	657				NO
B 1 9 6	O-9	ISDN Loop (UDN, UDCY/FL (%)	>= 95% w in 3 hrs		96.88%	64				YES
B 1 9 7	O-9	Line Shang/FL (%)	>= 95% w in 3 hrs		97.74%	221				YES
B 1 9 8	O-9	2W Analog Loop Design/FL (%)	>= 95% w in 3 hrs		94.23%	641				NO
B 1 9 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 95% w in 3 hrs		99.00%	803				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		91.30%	23				NO
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 95% w in 3 hrs		0.00%	3				NO
B 1 9 14	O-9	Other Design/FL (%)	>= 95% w in 3 hrs		83.61%	244				NO
B 1 9 15	O-9	Other Non-Design/FL (%)	>= 95% w in 3 hrs		94.85%	6,757				NO
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		96.73%	2,815				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		92.68%	14,712				YES
B 1 12 4	O-9	Combo Other/FL (%)	>= 85% w in 10 hrs		0.00%	1				NO
B 1 12 5	O-9	xDSL (ADSL, HDSL and UCLY/FL (%)	>= 85% w in 10 hrs		88.80%	18				YES
B 1 12 6	O-9	iSDN Loop (UDN, UDCY/FL (%)	>= 85% w in 10 hrs		82.05%	39				NO
B 1 12 7	O-9	Line Shang/FL (%)	>= 85% w in 10 hrs		88.80%	54				YES
B 1 12 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 10 hrs		91.67%	348				YES
B 1 12 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 10 hrs		91.53%	1,204				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		65.57%	273				NO
B 1 12 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 10 hrs		80.58%	1,107				NO
B 1 12 14	O-9	Other Design/FL (%)	>= 85% w in 10 hrs		84.84%	244				NO
B 1 12 15	O-9	Other Non-Design/FL (%)	>= 85% w in 10 hrs		98.82%	4,121				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		94.08%	1,182				YES
FOC Timeliness - Non-Mechanized										
B 1 13 1	O-9	Switch Ports/FL (%)	>= 85% w in 36 hrs		100.00%	1				YES
B 1 13 2	O-9	Local Interoffice Transport/FL (%)	>= 85% w in 36 hrs		100.00%	8				YES
B 1 13 3	O-9	Loop + Port Combinations/FL (%)	>= 85% w in 36 hrs		98.23%	1,246				YES
B 1 13 4	O-9	Combo Other/FL (%)	>= 85% w in 36 hrs		100.00%	65				YES
B 1 13 6	O-9	xDSL (ADSL, HDSL and UCLY/FL (%)	>= 85% w in 36 hrs		99.50%	200				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDCY/FL (%)	>= 85% w in 36 hrs		97.89%	285				YES
B 1 13 7	O-9	Line Shang/FL (%)	>= 85% w in 36 hrs		100.00%	35				YES
B 1 13 8	O-9	2W Analog Loop Design/FL (%)	>= 85% w in 36 hrs		98.41%	126				YES
B 1 13 9	O-9	2W Analog Loop Non-Design/FL (%)	>= 85% w in 36 hrs		99.21%	504				YES
B 1 13 10	O-9	2W Analog Loop w/INP Design/FL (%)	>= 85% w in 36 hrs							
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/FL (%)	>= 85% w in 36 hrs		100.00%	3				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/FL (%)	>= 85% w in 36 hrs		100.00%	14				YES
B 1 13 13	O-15	2W Analog Loop w/LNP Non-Design/FL (%)	>= 85% w in 36 hrs		100.00%	23				YES
B 1 13 14	O-9	Other Design/FL (%)	>= 85% w in 36 hrs		98.81%	253				YES
B 1 13 15	O-9	Other Non-Design/FL (%)	>= 85% w in 36 hrs		98.94%	1,221				YES
B 1 13 16	O-9	INP Standalone/FL (%)	>= 85% w in 36 hrs		100.00%	39				YES
B 1 13 17	O-15	LNP Standalone/FL (%)	>= 85% w in 36 hrs		99.81%	540				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%		99.53%	20,966				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1 14 3 2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%		99 97%	35,968				YES
B 1 14 4 1	O-11	Combo Other/EDI/FL (%)	>= 95%		62 50%	8				NO
B 1 14 4 2	O-11	Combo Other/TAG/FL (%)	>= 95%		46 81%	47				NO
B 1 14 5 1	O-11	xDSL (ADSL, HDSL and UCLY)EDI/FL (%)	>= 95%		98 09%	472				YES
B 1 14 5 2	O-11	xDSL (ADSL, HDSL and UCLY)TAG/FL (%)	>= 95%		64 04%	534				NO
B 1 14 6 1	O-11	ISDN Loop (UDN, UDC)EDI/FL (%)	>= 95%		100 00%	13				YES
B 1 14 6 2	O-11	ISDN Loop (UDN, UDC)TAG/FL (%)	>= 95%		100 00%	58				YES
B 1 14 7 1	O-11	Line Shannng/EDI/FL (%)	>= 95%		100 00%	182				YES
B 1 14 7 2	O-11	Line Shannng/TAG/FL (%)	>= 95%		100 00%	86				YES
B 1 14 8 1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%		97 35%	340				YES
B 1 14 8 2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%		98 78%	490				YES
B 1 14 9 1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%							
B 1 14 9 2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%							
B 1 14 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%		99 47%	952				YES
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%							
B 1 14 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%		96 97%	33				YES
B 1 14 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%		100 00%	10				YES
B 1 14 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%							
B 1 14 14 1	O-11	Other Design/EDI/FL (%)	>= 95%		100 00%	103				YES
B 1 14 14 2	O-11	Other Design/TAG/FL (%)	>= 95%		93 10%	116				NO
B 1 14 15 1	O-11	Other Non-Design/EDI/FL (%)	>= 95%		98 91%	183				YES
B 1 14 15 2	O-11	Other Non-Design/TAG/FL (%)	>= 95%		98 19%	11,850				YES
B 1 14 16 1	O-11	INP Standalone/EDI/FL (%)	>= 95%		89 29%	906				NO
B 1 14 16 2	O-11	INP Standalone/TAG/FL (%)	>= 95%		100 00%	1				YES
B 1 14 17 1	O-11	LNP Standalone/EDI/FL (%)	>= 95%		99 65%	2,861				YES
B 1 14 17 2	O-11	LNP Standalone/TAG/FL (%)	>= 95%		97 62%	168				YES
FOG & Reject Response Completeness - Partially Mechanized										
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%							
B 1 15 3 2	O-11	Loop + Port Combinations/TAG/FL (%)	>= 95%		99 44%	6,469				YES
B 1 15 4 1	O-11	Combo Other/EDI/FL (%)	>= 95%		98 74%	11,004				YES
B 1 15 4 2	O-11	Combo Other/TAG/FL (%)	>= 95%		100 00%	2				YES
B 1 15 5 1	O-11	xDSL (ADSL, HDSL and UCLY)EDI/FL (%)	>= 95%		25 00%	4				NO
B 1 15 5 2	O-11	xDSL (ADSL, HDSL and UCLY)TAG/FL (%)	>= 95%		75 00%	12				NO
B 1 15 6 1	O-11	ISDN Loop (UDN, UDC)EDI/FL (%)	>= 95%		64 71%	17				NO
B 1 15 6 2	O-11	ISDN Loop (UDN, UDC)TAG/FL (%)	>= 95%		50 00%	2				NO
B 1 15 7 1	O-11	Line Shannng/EDI/FL (%)	>= 95%		100 00%	28				YES
B 1 15 7 2	O-11	Line Shannng/TAG/FL (%)	>= 95%		100 00%	52				YES
B 1 15 8 1	O-11	2W Analog Loop Design/EDI/FL (%)	>= 95%		95.65%	23				YES
B 1 15 8 2	O-11	2W Analog Loop Design/TAG/FL (%)	>= 95%		99 72%	355				YES
B 1 15 9 1	O-11	2W Analog Loop Non-Design/EDI/FL (%)	>= 95%		98.72%	78				YES
B 1 15 9 2	O-11	2W Analog Loop Non-Design/TAG/FL (%)	>= 95%							
B 1 15 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL (%)	>= 95%		99 71%	1,393				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%							
B 1 15 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL (%)	>= 95%		99 65%	282				YES
B 1 15 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL (%)	>= 95%		100.00%	94				YES
B 1 15 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL (%)	>= 95%							
B 1 15 14 1	O-11	Other Design/EDI/FL (%)	>= 95%		100 00%	1,419				YES
B 1 15 14 2	O-11	Other Design/TAG/FL (%)	>= 95%		99 12%	227				YES
B 1 15 15 1	O-11	Other Non-Design/EDI/FL (%)	>= 95%		98 31%	59				YES
	O-11	Other Non-Design/TAG/FL (%)	>= 95%		99 87%	6,956				YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 1 15 15 2	O-11 Other Non-Design/TAG/FL (%)			96 10%	282				YES
B 1 15 16 1	O-11 INP Standalone/EDI/FL (%)								
B 1 15 16 2	O-11 INP Standalone/TAG/FL (%)								
B 1 15 17 1	O-11 LNP Standalone/EDI/FL (%)			99 52%	1,451				YES
B 1 15 17 2	O-11 LNP Standalone/TAG/FL (%)			100 00%	256				YES
FOC & Reject Response Completeness - Non-Mechanized									
B 1 16 1	O-11 Switch Ports/FL (%)			100 00%	1				YES
B 1 16 2	O-11 Local Interoffice Transport/FL (%)			100 00%	9				YES
B 1 16 3	O-11 Loop + Port Combinations/FL (%)			92 61%	2,287				NO
B 1 16 4	O-11 Combo Other/FL (%)			96 80%	125				YES
B 1 16 5	O-11 xDSL (ADSL, HDSL and UCL)/FL (%)			97 08%	274				YES
B 1 16 6	O-11 ISDN Loop (UDN, UDC)/FL (%)			97 67%	344				YES
B 1 16 7	O-11 Line Shannng/FL (%)			100 00%	53				YES
B 1 16 8	O-11 2W Analog Loop Design/FL (%)			98 21%	168				YES
B 1 16 9	O-11 2W Analog Loop Non-Design/FL (%)			97 02%	671				YES
B 1 16 10	O-11 2W Analog Loop w/INP Design/FL (%)								
B 1 16 11	O-11 2W Analog Loop w/INP Non-Design/FL (%)			77 78%	9				NO
B 1 16 12	O-11 2W Analog Loop w/LNP Design/FL (%)			89 19%	37				NO
B 1 16 13	O-11 2W Analog Loop w/LNP Non-Design/FL (%)			95 45%	44				YES
B 1 16 14	O-11 Other Design/FL (%)			98 23%	396				YES
B 1 16 15	O-11 Other Non-Design/FL (%)			98 29%	1,752				YES
B 1 16 16	O-11 INP Standalone/FL (%)			86 30%	73				NO
B 1 16 17	O-11 LNP Standalone/FL (%)			97.20%	930				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
B 1 17 1.1	O-11 Switch Ports/EDI/FL (%)								
B 1 17 1.2	O-11 Switch Ports/TAG/FL (%)								
B 1 17 2.1	O-11 Local Interoffice Transport/EDI/FL (%)								
B 1 17 2.2	O-11 Local Interoffice Transport/TAG/FL (%)								
B 1 17 3.1	O-11 Loop + Port Combinations/EDI/FL (%)								
B 1 17 3.2	O-11 Loop + Port Combinations/TAG/FL (%)			99 51%	20,867				YES
B 1 17 4.1	O-11 Combo Other/EDI/FL (%)			99 89%	36,958				YES
B 1 17 4.2	O-11 Combo Other/TAG/FL (%)			60 00%	5				NO
B 1 17 5.1	O-11 xDSL (ADSL, HDSL and UCL)/EDI/FL (%)			95 45%	22				YES
B 1 17 5.2	O-11 xDSL (ADSL, HDSL and UCL)/TAG/FL (%)			98 70%	463				YES
B 1 17 6.1	O-11 ISDN Loop (UDN, UDC)/EDI/FL (%)			90 94%	342				NO
B 1 17 6.2	O-11 ISDN Loop (UDN, UDC)/TAG/FL (%)			100 00%	13				YES
B 1 17 7.1	O-11 Line Shannng/EDI/FL (%)			98 28%	58				YES
B 1 17 7.2	O-11 Line Shannng/TAG/FL (%)			94 51%	182				NO
B 1 17 8.1	O-11 2W Analog Loop Design/EDI/FL (%)			95 35%	86				YES
B 1 17 8.2	O-11 2W Analog Loop Design/TAG/FL (%)			92 75%	331				NO
B 1 17 9.1	O-11 2W Analog Loop Non-Design/EDI/FL (%)			98 35%	484				YES
B 1 17 9.2	O-11 2W Analog Loop Non-Design/TAG/FL (%)								
B 1 17 10.1	O-11 2W Analog Loop w/INP Design/EDI/FL (%)			98 63%	947				YES
B 1 17 10.2	O-11 2W Analog Loop w/INP Design/TAG/FL (%)								
B 1 17 11.1	O-11 2W Analog Loop w/INP Non-Design/EDI/FL (%)								
B 1 17 11.2	O-11 2W Analog Loop w/INP Non-Design/TAG/FL (%)								
B 1 17 12.1	O-11 2W Analog Loop w/LNP Design/EDI/FL (%)			96 88%	32				YES
B 1 17 12.2	O-11 2W Analog Loop w/LNP Design/TAG/FL (%)			90 00%	10				NO
B 1 17 13.1	O-11 2W Analog Loop w/LNP Non-Design/EDI/FL (%)								
B 1 17 13.2	O-11 2W Analog Loop w/LNP Non-Design/TAG/FL (%)								
B 1 17 14.1	O-11 Other Design/EDI/FL (%)			99 03%	103				YES
B 1 17 14.2	O-11 Other Design/TAG/FL (%)			93 52%	108				NO
B 1 17 15.1	O-11 Other Non-Design/EDI/FL (%)			96 13%	181				YES
B 1 17 15.2	O-11 Other Non-Design/TAG/FL (%)			95 87%	11,636				YES
B 1 17 16.1	O-11 INP Standalone/EDI/FL (%)			98 39%	809				YES
B 1 17 16.2	O-11 INP Standalone/TAG/FL (%)								
B 1 17 17.1	O-11 LNP Standalone/EDI/FL (%)			100 00%	1				YES
B 1 17 17.2	O-11 LNP Standalone/TAG/FL (%)			66 82%	2,851				NO
				69 51%	164				NO

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B 2 1 1 1 2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL (days)
B 2 1 1 2 1	P-4	Switch Ports/>=10 circuits/Dispatch/FL (days)
B 2 1 1 2 2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 2 1 1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)
B 2 1 2 1 2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)
B 2 1 2 2 1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)
B 2 1 2 2 2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 3 1 1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)
B 2 1 3 1 2	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)
B 2 1 3 1 3	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (days)
B 2 1 3 1 4	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL (days)
B 2 1 3 2 1	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)
B 2 1 3 2 2	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 3 2 3	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (days)
B 2 1 3 2 4	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (days)
B 2 1 4 1 1	P-4	Combo Other/<10 circuits/Dispatch/FL (days)
B 2 1 4 1 4	P-4	Combo Other/<10 circuits/Dispatch In/FL (days)
B 2 1 4 2 1	P-4	Combo Other/>=10 circuits/Dispatch/FL (days)
B 2 1 4 2 4	P-4	Combo Other/>=10 circuits/Dispatch In/FL (days)
B 2 1 6 3 1	P-4	UNE ISDN/<6 circuits/Dispatch/FL (days)
B 2 1 6 3 2	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL (days)
B 2 1 6 4 1	P-4	UNE ISDN/6-13 circuits/Dispatch/FL (days)
B 2 1 6 4 2	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL (days)
B 2 1 6 5 1	P-4	UNE ISDN/>=14 circuits/Dispatch/FL (days)
B 2 1 6 5 2	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL (days)
B 2 1 7 3 1	P-4	Line Sharnng/<6 circuits/Dispatch/FL (days)
B 2 1 7 3 2	P-4	Line Sharnng/<6 circuits/Non-Dispatch/FL (days)
B 2 1 7 4 1	P-4	Line Sharnng/6-13 circuits/Dispatch/FL (days)
B 2 1 7 4 2	P-4	Line Sharnng/6-13 circuits/Non-Dispatch/FL (days)
B 2 1 7 5 1	P-4	Line Sharnng/>=14 circuits/Dispatch/FL (days)
B 2 1 7 5 2	P-4	Line Sharnng/>=14 circuits/Non-Dispatch/FL (days)
B 2 1 8 1 1	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)
B 2 1 8 1 2	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)
B 2 1 8 2 1	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)
B 2 1 8 2 2	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 9 1 1	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)
B 2 1 9 1 4	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (days)
B 2 1 9 2 1	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 1 9 2 4	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (days)
B 2 1 10 1 1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)
B 2 1 10 1 2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)
B 2 1 10 2 1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)
B 2 1 10 2 2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 11 1 1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)
B 2 1 11 1 4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL (days)
B 2 1 11 2 1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 1 11 2 4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL (days)
B 2 1 12 1 1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)
B 2 1 12 1 2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)
B 2 1 12 2 1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)
B 2 1 12 2 2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 13 1 1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)
B 2 1 13 1 4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (days)
B 2 1 13 2 1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 1 13 2 4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (days)
B 2 1 14 1 1	P-4	Other Design/<10 circuits/Dispatch/FL (days)
B 2 1 14 1 2	P-4	Other Design/<10 circuits/Non-Dispatch/FL (days)
B 2 1 14 2 1	P-4	Other Design/>=10 circuits/Dispatch/FL (days)
B 2 1 14 2 2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL (days)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0 88	643,741			1 367			
R&B (POTS)	9 89	313			13 253			
R&B (POTS)	13 72	18			29 920			
DS1/DS3	15 61	2,096	16 15	13	14 282	3 97328	-0 1374	YES
DS1/DS3			18 00	1				
DS1/DS3								
R&B	4 82	47,879	3 62	1,273	5,949	0 16894	7 1478	YES
R&B	0 89	645,770	0 69	34,055	1 384	0 00770	25 2536	YES
R&B	0 33	350,092	0 33	19,725	0 0000			YES
R&B	1 54	295,678	1 18	14,330	1 843	0 01577	22 5595	YES
R&B	11 41	377	4 20	10	15 675	5 02231	1 4365	YES
R&B	7 04	166	7 00	1	14 758	14 80239	0 0030	YES
R&B	0 33	34			0 000			
R&B	8 77	132	7 00	1	16 113	16 17387	0 1096	YES
R&B&D - Disp	5 79	50,613	11 57	83	8 822	0 96918	-5 9812	NO
R&B&D - Disp	5 79	50,613			8 822			
R&B&D - Disp	14 61	467			18 252			
R&B&D - Disp	14 61	467			18 252			
ISDN - BRI	13 80	240	10 02	235	12 343	1 13271	3 3384	YES
ISDN - BRI	2 14	239			4 510			
ISDN - BRI								
ISDN - BRI	4 00	1			0 000			
ADSL to Retail	2 80	7,820	4 87	31	3 056	0 55002	-3 7580	NO
ADSL to Retail	2 32	5,649	3 77	125	1 038	0 09391	-15 4542	NO
ADSL to Retail	2 31	13			1 316			
R&B - Disp	4 82	47,879	4 52	259	5 949	0 37067	0 8063	YES
R&B - Disp	4 82	47,879			5 949			
R&B - Disp	11 41	377	6 50	2	15 675	11 11354	0 4422	YES
R&B - Disp	11 41	377			15 675			
R&B (POTS) excl SB Or	4 81	47,314	3 73	629	5 932	0 23808	4 5617	YES
R&B (POTS) excl SB Or	1 53	294,261	3 11	28	1 819	0 34372	-4 5820	NO
R&B (POTS) excl SB Or	9 89	313	6 14	14	13 253	3 62028	1 0367	YES
R&B (POTS) excl SB Or	15 40	15			32 264			
R&B - Disp	4 82	47,879			5 949			
R&B - Disp	4 82	47,879			5 949			
R&B - Disp	11 41	377			15 675			
R&B - Disp	11 41	377			15 675			
R&B (POTS) excl SB Or	4 81	47,314	3 00	1	5 932	5 93167	0 3056	YES
R&B (POTS) excl SB Or	1 53	294,261			1 819			
R&B (POTS) excl SB Or	9 89	313			13 253			
R&B (POTS) excl SB Or	16 40	15			32 264			
R&B - Disp	4 82	47,879	5 59	91	5 949	0 62424	-1 2347	YES
R&B - Disp	4 82	47,879			5 949			
R&B - Disp	11 41	377	6 50	4	15 675	7 87917	0 6238	YES
R&B - Disp	11 41	377			15 675			
R&B (POTS) excl SB Or	4 81	47,314	4 94	306	5 932	0 34018	-0 3780	YES
R&B (POTS) excl SB Or	1 53	294,261	5 16	172	1 819	0 13872	-26 1726	NO
R&B (POTS) excl SB Or	9 89	313	7 35	17	13 253	3 30039	0 7695	YES
R&B (POTS) excl SB Or	16 40	15	7 00	3	32 264	20 40560	0 4607	YES
Design	22 71	2,734			22 775			
Design	9 33	553			11 743			
Design	28 00	90			21 948			
Design	30 25	4			38 413			

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B 2 1 15 1 1	P-4	Other Non-Design/<10 circuits/Dispatch/FL (days)
B 2 1 15 1 2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)
B 2 1 15 2 1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 1 15 2 2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 16 1 1	P-4	INP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 1 16 1 2	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 1 16 2 1	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 1 16 2 2	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 17 1 1	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 1 17 1 2	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 1 17 2 1	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 1 17 2 2	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 18 1 1	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)
B 2 1 18 1 2	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)
B 2 1 18 2 1	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)
B 2 1 18 2 2	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)
B 2 1 19 1 1	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)
B 2 1 19 1 2	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)
B 2 1 19 2 1	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)
B 2 1 19 2 2	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)

Order Completion Interval within X days

B 2 2 1	P-4	xDSL (ADSL, HDSL and UCL) Loop wth Conditioning/<6 circuits/Dispatch/FL (days)
B 2 2 2	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL (days)

Held Orders

B 2 3 1 1 1	P-1	Switch Ports/<10 circuits/Facility/FL (days)
B 2 3 1 1 2	P-1	Switch Ports/<10 circuits/Equipment/FL (days)
B 2 3 1 1 3	P-1	Switch Ports/<10 circuits/Other/FL (days)
B 2 3 1 2 1	P-1	Switch Ports/>=10 circuits/Facility/FL (days)
B 2 3 1 2 2	P-1	Switch Ports/>=10 circuits/Equipment/FL (days)
B 2 3 1 2 3	P-1	Switch Ports/>=10 circuits/Other/FL (days)
B 2 3 2 1 1	P-1	Local Interoffice Transport/<10 circuits/Facility/FL (days)
B 2 3 2 1 2	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL (days)
B 2 3 2 1 3	P-1	Local Interoffice Transport/<10 circuits/Other/FL (days)
B 2 3 2 2 1	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL (days)
B 2 3 2 2 2	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL (days)
B 2 3 2 2 3	P-1	Local Interoffice Transport/>=10 circuits/Other/FL (days)
B 2 3 3 1 1	P-1	Loop + Port Combinations/<10 circuits/Facility/FL (days)
B 2 3 3 1 2	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL (days)
B 2 3 3 1 3	P-1	Loop + Port Combinations/<10 circuits/Other/FL (days)
B 2 3 3 2 1	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL (days)
B 2 3 3 2 2	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL (days)
B 2 3 3 2 3	P-1	Loop + Port Combinations/>=10 circuits/Other/FL (days)
B 2 3 4 1 1	P-1	Combo Other/<10 circuits/Facility/FL (days)
B 2 3 4 1 2	P-1	Combo Other/<10 circuits/Equipment/FL (days)
B 2 3 4 1 3	P-1	Combo Other/<10 circuits/Other/FL (days)
B 2 3 4 2 1	P-1	Combo Other/>=10 circuits/Facility/FL (days)
B 2 3 4 2 2	P-1	Combo Other/>=10 circuits/Equipment/FL (days)
B 2 3 4 2 3	P-1	Combo Other/>=10 circuits/Other/FL (days)
B 2 3 5 1 1	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL (days)
B 2 3 5 1 2	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL (days)
B 2 3 5 1 3	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL (days)
B 2 3 5 2 1	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL (days)
B 2 3 5 2 2	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL (days)
B 2 3 5 2 3	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL (days)
B 2 3 6 1 1	P-1	UNE ISDN/<10 circuits/Facility/FL (days)
B 2 3 6 1 2	P-1	UNE ISDN/<10 circuits/Equipment/FL (days)
B 2 3 6 1 3	P-1	UNE ISDN/<10 circuits/Other/FL (days)
B 2 3 6 2 1	P-1	UNE ISDN/>=10 circuits/Facility/FL (days)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	4 82	47,879	5 80	20	5 949	1.33056	-0 7345	YES
R&B	0 89	645,770			1 384			
R&B	11 41	377			15 675			
R&B	7 04	166			14 758			
R&B (POTS)	4 81	47,314			5 832			
R&B (POTS)	0 88	643,741			1 367			
R&B (POTS)	9 89	313			13 253			
R&B (POTS)	13 72	18			29 920			
R&B (POTS)	4 81	47,314	0 33	12	5 932	1 71252	2 6156	YES
R&B (POTS)	0 88	643,741	0 77	2,743	1 367	0 02616	4 1934	YES
R&B (POTS)	9 89	313			13 253			
R&B (POTS)	13 72	18	0 57	7	29 920	13 32762	0 9867	YES
Digital Loop < DS1	3 69	8,431	7 64	422	6 546	0 32652	-12 0953	NO
Digital Loop < DS1	2 72	6,431			2 930			
Digital Loop < DS1	2 31	13	4 00	1	1 316	1,36525	-1 2396	YES
Digital Loop < DS1	2 00	1			0 000			
Digital Loop >= DS1	20 86	362	6 00	201	30 789	2.70828	5 4898	YES
Digital Loop >= DS1	2 90	524			5 008			
Digital Loop >= DS1	13 33	9	9 00	1	9 206	9 70395	0 4466	YES
Digital Loop >= DS1	9 55	67			9 699			

14 days								
7 days			4 69	208				YES

R&B (POTS)	9 15	412			7 989			
R&B (POTS)	0 00	0						
R&B (POTS)	9 40	55			14 695			
R&B (POTS)	0 00	0						
R&B (POTS)	0 00	0						
R&B (POTS)	0 00	0						
DS1/ DS3 - Interoffice	3 00	1	0 00	0	0 000			YES
DS1/ DS3 - Interoffice	0 00	0	0 00	0				YES
DS1/ DS3 - Interoffice	6 50	2	0 00	0	4 950			YES
DS1/ DS3 - Interoffice			0 00	0				
DS1/ DS3 - Interoffice			0 00	0				
DS1/ DS3 - Interoffice			0 00	0				
R&B	9 17	416	6 20	10	7 998	2 55951	1 1606	YES
R&B	0 00	0	0 00	0				YES
R&B	9 40	55	3 00	2	14 695	10 57830	0 6050	YES
R&B	0 00	0	0 00	0				YES
R&B	0 00	0	0 00	0				YES
R&B	0 00	0	0 00	0				YES
R&B	0 00	0	0 00	0				YES
R&B&D - Disp	9 19	421	0 00	0	8 001			YES
R&B&D - Disp	0 00	0	0 00	0				YES
R&B&D - Disp	11 58	74	0 00	0	14 361			YES
R&B&D - Disp	0 00	0						
R&B&D - Disp	0 00	0						
R&B&D - Disp	0 00	0						
ADSL to Retail	10 47	32	0 00	0	9 384			YES
ADSL to Retail	0 00	0	0 00	0				YES
ADSL to Retail	15 50	2	0 00	0	16 263			YES
ADSL to Retail	0 00	0	0 00	0				YES
ADSL to Retail	0 00	0	0 00	0				YES
ADSL to Retail	0 00	0	0 00	0				YES
ISDN - BRI	3 00	1	8 00	2	0 000	0 00000		NO
ISDN - BRI	0 00	0	0 00	0				YES
ISDN - BRI	7 00	1	0 00	0	0 000			YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
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 Shanna/<10 circuits/Facility/FL (days)	ADSL to Retail	10.47	32	7.00	1	9.384	9.52072	0.3640	YES
B 2 3 7 1 2	P-1 Line Shanna/<10 circuits/Equipment/FL (days)	ADSL to Retail	0.00	0	0.00	0				YES
B 2 3 7 1 3	P-1 Line Shanna/<10 circuits/Other/FL (days)	ADSL to Retail	15.50	2	0.00	0	16.253			YES
B 2 3 7 2 1	P-1 Line Shanna/>=10 circuits/Facility/FL (days)	ADSL to Retail	0.00	0						
B 2 3 7 2 2	P-1 Line Shanna/>=10 circuits/Equipment/FL (days)	ADSL to Retail	0.00	0						
B 2 3 7 2 3	P-1 Line Shanna/>=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	9.17	416	6.00	1	7.998	8.00793	0.3959	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	9.40	55	0.00	0	14.695			YES
B 2 3 8 2 1	P-1 2W Analog Loop Design/>=10 circuits/Facility/FL (days)	R&B - Disp	0.00	0	0.00	0				YES
B 2 3 8 2 2	P-1 2W Analog Loop Design/>=10 circuits/Equipment/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	9.15	412	7.00	2	7.989	5.66295	0.3802	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	9.40	55	0.00	0	14.695			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	0.00	0	0.00	0				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/LNP Design/<10 circuits/Facility/FL (days)	R&B - Disp	9.17	416			7.998			
B 2 3 10 1 2	P-1 2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL (days)	R&B - Disp	0.00	0						
B 2 3 10 1 3	P-1 2W Analog Loop w/LNP Design/<10 circuits/Other/FL (days)	R&B - Disp	9.40	55			14.695			
B 2 3 10 2 1	P-1 2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL (days)	R&B - Disp	0.00	0						
B 2 3 10 2 2	P-1 2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL (days)	R&B - Disp	0.00	0						
B 2 3 10 2 3	P-1 2W Analog Loop w/LNP Design/>=10 circuits/Other/FL (days)	R&B - Disp	0.00	0						
B 2 3 11 1 1	P-1 2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	9.15	412	0.00	0	7.989			YES
B 2 3 11 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 11 1 3	P-1 2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL (days)	R&B (POTS) excl SB Or	9.40	55	0.00	0	14.695			YES
B 2 3 11 2 1	P-1 2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL (days)	R&B (POTS) excl SB Or	0.00	0						
B 2 3 11 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						
B 2 3 11 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						
B 2 3 12 1 1	P-1 2W Analog Loop w/LNP Design/<10 circuits/Facility/FL (days)	R&B - Disp	9.17	416	0.00	0	7.998			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	9.40	55	0.00	0	14.695			YES
B 2 3 12 2 1	P-1 2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL (days)	R&B - Disp	0.00	0	0.00	0				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	9.15	412	0.00	0	7.989			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	9.40	55	0.00	0	14.695			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	0.00	0	0.00	0				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	11.20	5			8.955			
B 2 3 14 1 2	P-1 Other Design/<10 circuits/Equipment/FL (days)	Design	0.00	0						
B 2 3 14 1 3	P-1 Other Design/<10 circuits/Other/FL (days)	Design	17.25	20			11.548			
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	9.17	416	5.00	1	7.998	8.00793	0.5208	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	9.40	55	0.00	0	14.695			YES
B 2 3 15 2 1	P-1 Other Non-Design/>=10 circuits/Facility/FL (days)	R&B	0.00	0						
B 2 3 15 2 2	P-1 Other Non-Design/>=10 circuits/Equipment/FL (days)	R&B	0.00	0						
B 2 3 15 2 3	P-1 Other Non-Design/>=10 circuits/Other/FL (days)	R&B	0.00	0						
B 2 3 16 1 1	P-1 INP (Standalone)/<10 circuits/Facility/FL (days)	R&B (POTS)	9.15	412			7.989			
B 2 3 16 1 2	P-1 INP (Standalone)/<10 circuits/Equipment/FL (days)	R&B (POTS)	0.00	0						
B 2 3 16 1 3	P-1 INP (Standalone)/<10 circuits/Other/FL (days)	R&B (POTS)	9.40	55			14.695			

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B 2 3 16 2 1	P-1	INP (Standalone)/>=10 circuits/Facility/FL (days)
B 2 3 16 2 2	P-1	INP (Standalone)/>=10 circuits/Equipment/FL (days)
B 2 3 16 2 3	P-1	INP (Standalone)/>=10 circuits/Other/FL (days)
B 2 3 17 1 1	P-1	LNP (Standalone)/<10 circuits/Facility/FL (days)
B 2 3 17 1 2	P-1	LNP (Standalone)/<10 circuits/Equipment/FL (days)
B 2 3 17 1 3	P-1	LNP (Standalone)/<10 circuits/Other/FL (days)
B 2 3 17 2 1	P-1	LNP (Standalone)/>=10 circuits/Facility/FL (days)
B 2 3 17 2 2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL (days)
B 2 3 17 2 3	P-1	LNP (Standalone)/>=10 circuits/Other/FL (days)
B 2 3 18 1 1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL (days)
B 2 3 18 1 2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL (days)
B 2 3 18 1 3	P-1	Digital Loop < DS1/<10 circuits/Other/FL (days)
B 2 3 18 2 1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL (days)
B 2 3 18 2 2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL (days)
B 2 3 18 2 3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL (days)
B 2 3 19 1 1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL (days)
B 2 3 19 1 2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL (days)
B 2 3 19 1 3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL (days)
B 2 3 19 2 1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL (days)
B 2 3 19 2 2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL (days)
B 2 3 19 2 3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL (days)

% Jeopardies - Mechanized

B 2 5 1	P-2	Switch Ports/FL (%)
B 2 5 2	P-2	Local Interoffice Transport/FL (%)
B 2 5 3	P-2	Loop + Port Combinations/FL (%)
B 2 5 4	P-2	Combo Other/FL (%)
B 2 5 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)
B 2 5 6	P-2	UNE ISDN/FL (%)
B 2 5 7	P-2	Line Sharrg/FL (%)
B 2 5 8	P-2	2W Analog Loop Design/FL (%)
B 2 5 9	P-2	2W Analog Loop Non-Design/FL (%)
B 2 5 10	P-2	2W Analog Loop w/INP Design/FL (%)
B 2 5 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)
B 2 5 12	P-2	2W Analog Loop w/LNP Design/FL (%)
B 2 5 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)
B 2 5 14	P-2	Other Design/FL (%)
B 2 5 15	P-2	Other Non-Design/FL (%)
B 2 5 16	P-2	INP (Standalone)/FL (%)
B 2 5 17	P-2	LNP (Standalone)/FL (%)
B 2 5 18	P-2	Digital Loop < DS1/FL (%)
B 2 5 19	P-2	Digital Loop >= DS1/FL (%)

% Jeopardies - Non-Mechanized

B 2 6 1	P-2	Switch Ports/FL (%)
B 2 6 2	P-2	Local Interoffice Transport/FL (%)
B 2 6 3	P-2	Loop + Port Combinations/FL (%)
B 2 6 4	P-2	Combo Other/FL (%)
B 2 6 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)
B 2 6 6	P-2	UNE ISDN/FL (%)
B 2 6 7	P-2	Line Sharrg/FL (%)
B 2 6 8	P-2	2W Analog Loop Design/FL (%)
B 2 6 9	P-2	2W Analog Loop Non-Design/FL (%)
B 2 6 10	P-2	2W Analog Loop w/INP Design/FL (%)
B 2 6 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)
B 2 6 12	P-2	2W Analog Loop w/LNP Design/FL (%)
B 2 6 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)
B 2 6 14	P-2	Other Design/FL (%)
B 2 6 15	P-2	Other Non-Design/FL (%)
B 2 6 16	P-2	INP (Standalone)/FL (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0 00	0						
R&B (POTS)	0 00	0						
R&B (POTS)	0 00	0						
R&B (POTS)	9 15	412	0 00	0	7 989			YES
R&B (POTS)	0 00	0	0 00	0				YES
R&B (POTS)	9 40	55	0 00	0	14 695			YES
R&B (POTS)	0 00	0	0 00	0				YES
R&B (POTS)	0 00	0	0 00	0				YES
R&B (POTS)	0 00	0	0 00	0				YES
Digital Loop < DS1	10 72	36	8 00	2	9 291	6.74968	0 4033	YES
Digital Loop < DS1	0 00	0	0 00	0				YES
Digital Loop < DS1	10 25	4	0 00	0	11 295			YES
Digital Loop < DS1	0 00	0	0 00	0				YES
Digital Loop < DS1	0 00	0	0 00	0				YES
Digital Loop < DS1	0 00	0	0 00	0				YES
Digital Loop >= DS1	0 00	0	10 00	1				NO
Digital Loop >= DS1	0 00	0	0 00	0				YES
Digital Loop >= DS1	0 00	0	0 00	0				YES
Digital Loop >= DS1	0 00	0	0 00	0				YES
Digital Loop >= DS1	0 00	0	0 00	0				YES

R&B (POTS)	0 64%	738,209						
DS1/ DS3 - Interoffice	42 61%	2,173						
R&B	0 65%	741,237	0 17%	49,281		0 00037	12 6847	YES
R&B&D - Disp	8 99%	51,123	60 00%	5		0 12795	-3 9865	NO
ADSL to Retail	7 00%	14,650	5 33%	150		0 02093	0 7945	YES
ISDN - BRI	13 86%	577	39 34%	122		0 03444	-7 3990	NO
ADSL to Retail	7 00%	14,650	0 00%	1		0 25510	0 2743	YES
R&B - Disp	0 65%	741,237	13 98%	322		0 00447	-29 7993	NO
R&B (POTS) excl SB Or	1 21%	388,805	7 15%	811		0 00385	-15 4455	NO
R&B - Disp	0 65%	741,237						
R&B (POTS) excl SB Or	1 21%	388,805						
R&B - Disp	0 65%	741,237	7 00%	243		0 00515	-12 3310	NO
R&B (POTS) excl SB Or	1 21%	388,805	3 89%	746		0 00401	-6 8735	NO
Design	16 67%	4,194						
R&B	0 65%	741,237						
R&B (POTS)	0 64%	738,209						
R&B (POTS)	0 64%	738,209	0 00%	2,410		0 00162	3 9279	YES
Digital Loop < DS1	7 90%	16,047	21 13%	265		0 01671	-7 9186	NO
Digital Loop >= DS1	10 03%	1,087	63 60%	261		0 02070	-25 8756	NO

Diagnostic								Diagnostic
Diagnostic	0 00%			15				Diagnostic
Diagnostic	1 84%			1,688				Diagnostic
Diagnostic	54 46%			112				Diagnostic
Diagnostic	10 32%			126				Diagnostic
Diagnostic	20 29%			138				Diagnostic
Diagnostic	0 00%			166				Diagnostic
Diagnostic	7 02%			57				Diagnostic
Diagnostic	2 73%			110				Diagnostic
Diagnostic								Diagnostic
Diagnostic	33 33%			3				Diagnostic
Diagnostic	11 11%			9				Diagnostic
Diagnostic	0 00%			12				Diagnostic
Diagnostic								Diagnostic
Diagnostic	8 00%			25				Diagnostic
Diagnostic								Diagnostic

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B 2 6 17	P-2	LNP (Standalone)/FL (%)
B 2 6 18	P-2	Digital Loop < DS1/FL (%)
B 2 6 19	P-2	Digital Loop >= DS1/FL (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic			0 00%	371				Diagnostic
Diagnostic			15 16%	244				Diagnostic
Diagnostic			56 99%	93				Diagnostic

Average Jeopardy Notice Interval - Mechanized

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
B 2 8 4	P-2	Combo Other/FL (hours)	>= 48 hrs
B 2 8 5	P-2	xDSL (ADSL, HDSDL and UCL)/FL (hours)	>= 48 hrs
B 2 8 6	P-2	UNE ISDN/FL (hours)	>= 48 hrs
B 2 8 7	P-2	Line Shangng/FL (hours)	>= 48 hrs
B 2 8 8	P-2	2W Analog Loop Design/FL (hours)	>= 48 hrs
B 2 8 9	P-2	2W Analog Loop Non-Design/FL (hours)	>= 48 hrs
B 2 8 10	P-2	2W Analog Loop w/INP Design/FL (hours)	>= 48 hrs
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
B 2 8 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	>= 48 hrs
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
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
B 2 8 19	P-2	Digital Loop >= DS1/FL (hours)	>= 48 hrs

			117 58	62				YES
			293 61	3				YES
			95 37	6				YES
			324 35	47				YES
			147 19	44				YES
			99.83	42				YES
			178 08	16				YES
			112 94	28				YES
			298 43	53				YES
			188 20	164				YES

Average Jeopardy Notice Interval - Non-Mechanized

B 2 9 1	P-2	Switch Ports/FL (hours)	Diagnostic
B 2 9 2	P-2	Local Interoffice Transport/FL (hours)	Diagnostic
B 2 9 3	P-2	Loop + Port Combinations/FL (hours)	Diagnostic
B 2 9 4	P-2	Combo Other/FL (hours)	Diagnostic
B 2 9 5	P-2	xDSL (ADSL, HDSDL and UCL)/FL (hours)	Diagnostic
B 2 9 6	P-2	UNE ISDN/FL (hours)	Diagnostic
B 2 9 7	P-2	Line Shangng/FL (hours)	Diagnostic
B 2 9 8	P-2	2W Analog Loop Design/FL (hours)	Diagnostic
B 2 9 9	P-2	2W Analog Loop Non-Design/FL (hours)	Diagnostic
B 2 9 10	P-2	2W Analog Loop w/INP Design/FL (hours)	Diagnostic
B 2 9 11	P-2	2W Analog Loop w/INP Non-Design/FL (hours)	Diagnostic
B 2 9 12	P-2	2W Analog Loop w/LNP Design/FL (hours)	Diagnostic
B 2 9 13	P-2	2W Analog Loop w/LNP Non-Design/FL (hours)	Diagnostic
B 2 9 14	P-2	Other Design/FL (hours)	Diagnostic
B 2 9 15	P-2	Other Non-Design/FL (hours)	Diagnostic
B 2 9 16	P-2	INP (Standalone)/FL (hours)	Diagnostic
B 2 9 17	P-2	LNP (Standalone)/FL (hours)	Diagnostic
B 2 9 18	P-2	Digital Loop < DS1/FL (hours)	Diagnostic
B 2 9 19	P-2	Digital Loop >= DS1/FL (hours)	Diagnostic

								Diagnostic
								Diagnostic
			149 99	23				Diagnostic
			339 52	60				Diagnostic
			174 12	12				Diagnostic
			272 54	24				Diagnostic
								Diagnostic
			90 25	3				Diagnostic
			121 13	2				Diagnostic
								Diagnostic
			60 68	1				Diagnostic
			206.80	1				Diagnostic
								Diagnostic
								Diagnostic
			118 96	2				Diagnostic
								Diagnostic
								Diagnostic
								Diagnostic
			248 58	32				Diagnostic
			257 18	51				Diagnostic

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
B 2 10 4	P-2	Combo Other/FL (%)	95% >= 48 hrs
B 2 10 5	P-2	xDSL (ADSL, HDSDL and UCL)/FL (%)	95% >= 48 hrs
B 2 10 6	P-2	UNE ISDN/FL (%)	95% >= 48 hrs
B 2 10 7	P-2	Line Shangng/FL (%)	95% >= 48 hrs
B 2 10 8	P-2	2W Analog Loop Design/FL (%)	95% >= 48 hrs
B 2 10 9	P-2	2W Analog Loop Non-Design/FL (%)	95% >= 48 hrs
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
B 2 10 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)	95% >= 48 hrs

			88 71%	62				NO
			100 00%	3				YES
			83 33%	6				NO
			97 87%	47				YES
			100 00%	44				YES
			97 62%	42				YES
			100 00%	16				YES
			100 00%	28				YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2 10 14	P-2	Other Design/FL (%)								
B 2 10 15	P-2	Other Non-Design/FL (%)								
B 2 10 16	P-2	INP (Standalone)/FL (%)								
B 2 10 17	P-2	LNP (Standalone)/FL (%)								
B 2 10 18	P-2	Digital Loop < DS1/FL (%)			96 23%	53				YES
B 2 10 19	P-2	Digital Loop >= DS1/FL (%)			99 39%	164				YES
% Jeopardy Notice >= 48 hours - Non-Mechanized										
B 2 11 1	P-2	Switch Ports/FL (%)								
B 2 11 2	P-2	Local Interoffice Transport/FL (%)								Diagnostic
B 2 11 3	P-2	Loop + Port Combinations/FL (%)			86 96%	23				Diagnostic
B 2 11 4	P-2	Combo Other/FL (%)			100 00%	60				Diagnostic
B 2 11 5	P-2	xDSL (ADSL, HDSL and UCL)/FL (%)			83 33%	12				Diagnostic
B 2 11 6	P-2	UNE ISDN/FL (%)			95 83%	24				Diagnostic
B 2 11 7	P-2	Line Sharing/FL (%)								Diagnostic
B 2 11 8	P-2	2W Analog Loop Design/FL (%)			100 00%	3				Diagnostic
B 2 11 9	P-2	2W Analog Loop Non-Design/FL (%)			50 00%	2				Diagnostic
B 2 11 10	P-2	2W Analog Loop w/INP Design/FL (%)								Diagnostic
B 2 11 11	P-2	2W Analog Loop w/INP Non-Design/FL (%)			100 00%	1				Diagnostic
B 2 11 12	P-2	2W Analog Loop w/LNP Design/FL (%)			100 00%	1				Diagnostic
B 2 11 13	P-2	2W Analog Loop w/LNP Non-Design/FL (%)								Diagnostic
B 2 11 14	P-2	Other Design/FL (%)								Diagnostic
B 2 11 15	P-2	Other Non-Design/FL (%)			100 00%	2				Diagnostic
B 2 11 16	P-2	INP (Standalone)/FL (%)								Diagnostic
B 2 11 17	P-2	LNP (Standalone)/FL (%)								Diagnostic
B 2 11 18	P-2	Digital Loop < DS1/FL (%)			93 75%	32				Diagnostic
B 2 11 19	P-2	Digital Loop >= DS1/FL (%)			100 00%	51				Diagnostic
Coordinated Customers Conversions										
B 2 12 1	P-7	Loops with INP/FL (%)								
B 2 12 2	P-7	Loops with LNP/FL (%)	>= 95% w in 15 min		100 00%	3,254				YES
% Hot Cuts > 15 minutes Early										
B 2 13 1	P-7A	Time-Specific SL1/FL (%)	<= 5%		0 49%	615				YES
B 2 13 2	P-7A	Time-Specific SL2/FL (%)	<= 5%		0 00%	21				YES
B 2 13 3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%		0 00%	38				YES
B 2 13 4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%		0 00%	206				YES
Hot Cut Timeliness										
B 2 14 1	P-7A	Time-Specific SL1/FL (%)	>= 95% w in 15 min		97 07%	615				YES
B 2 14 2	P-7A	Time-Specific SL2/FL (%)	>= 95% w in 15 min		95 24%	21				YES
B 2 14 3	P-7A	Non-Time Specific SL1/FL (%)	>= 95% w in 15 min		100 00%	38				YES
B 2 14 4	P-7A	Non-Time Specific SL2/FL (%)	>= 95% w in 15 min		100 00%	206				YES
% Hot Cuts > 15 minutes Late										
B 2 15 1	P-7A	Time-Specific SL1/FL (%)	<= 5%		2 44%	615				YES
B 2 15 2	P-7A	Time-Specific SL2/FL (%)	<= 5%		4 76%	21				YES
B 2 15 3	P-7A	Non-Time Specific SL1/FL (%)	<= 5%		0 00%	38				YES
B 2 15 4	P-7A	Non-Time Specific SL2/FL (%)	<= 5%		0 00%	206				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		553 91	18				Diagnostic
% Provisioning Troubles within 7 Days - Hot Cuts										
B 2 17 1 1	P-7C	UNE Loop Design/Dispatch/FL (%)	<= 5%		2 70%	1,518				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%		0 76%	3,795				YES
B 2 17 2 2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL (%)	<= 5%		0 27%	1,127				YES
% Missed Installation Appointments										
B 2 18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/FL (%)	R&B (POTS)		5 38%	56,131				

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B 2 18 1 1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL (%)
B 2 18 1 2 1	P-3	Switch Ports/>=10 circuits/Dispatch/FL (%)
B 2 18 1 2 2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 2 1 1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)
B 2 18 2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)
B 2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)
B 2 18 2 2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)
B 2 18 3 1 3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)
B 2 18 3 1 4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)
B 2 18 3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)
B 2 18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/FL (%)
B 2 18 4 1 4	P-3	Combo Other/<10 circuits/Dispatch In/FL (%)
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/FL (%)
B 2 18 4 2 4	P-3	Combo Other/>=10 circuits/Dispatch In/FL (%)
B 2 18 5 1 1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)
B 2 18 5 1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)
B 2 18 5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)
B 2 18 5 2 2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 6 1 1	P-3	UNE ISDN/<10 circuits/Dispatch/FL (%)
B 2 18 6 1 2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)
B 2 18 6 2 1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL (%)
B 2 18 6 2 2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 7 1 1	P-3	Line Shannng/<10 circuits/Dispatch/FL (%)
B 2 18 7 1 2	P-3	Line Shannng/<10 circuits/Non-Dispatch/FL (%)
B 2 18 7 2 1	P-3	Line Shannng/>=10 circuits/Dispatch/FL (%)
B 2 18 7 2 2	P-3	Line Shannng/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)
B 2 18 8 2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)
B 2 18 8 2 2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 9 1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)
B 2 18 9 1 4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)
B 2 18 9 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)
B 2 18 9 2 4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (%)
B 2 18 10 1 1	P-3	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)
B 2 18 10 1 2	P-3	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)
B 2 18 10 2 1	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)
B 2 18 10 2 2	P-3	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 11 1 1	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)
B 2 18 11 1 4	P-3	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)
B 2 18 11 2 1	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)
B 2 18 11 2 4	P-3	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)
B 2 18 12 1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)
B 2 18 12 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)
B 2 18 12 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)
B 2 18 12 2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 13 1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (%)
B 2 18 13 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (%)
B 2 18 13 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (%)
B 2 18 13 2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (%)
B 2 18 14 1 1	P-3	Other Design/<10 circuits/Dispatch/FL (%)
B 2 18 14 1 2	P-3	Other Design/<10 circuits/Non-Dispatch/FL (%)
B 2 18 14 2 1	P-3	Other Design/>=10 circuits/Dispatch/FL (%)
B 2 18 14 2 2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B (POTS)	0 03%	682,774						
R&B (POTS)	4 63%	367						
R&B (POTS)	0 00%	21						
DS1/DS3	0 95%	2,006	0 00%	14		0 02607	0 3660	YES
DS1/DS3			0 00%	1				
R&B	5 40%	56,778	4 08%	1,567		0 00570	2 2706	YES
R&B	0 03%	684,871	0 13%	49,428		0 00008	-13 2127	NO
R&B	0 00%	350,336	0 00%	19,770		0 00000		YES
R&B	0 06%	334,535	0 22%	29,658		0 00015	-11 0857	NO
R&B	8 64%	440	0 00%	14		0 07626	1,1325	YES
R&B	0 00%	172	0 00%	3		0 00000		YES
R&B	0 00%	35						
R&B	0 00%	137	0 00%	3		0 00000		YES
R&B&D - Disp	5 26%	59,646	3 70%	108		0 02151	0 7256	YES
R&B&D - Disp	5 26%	59,646						
R&B&D - Disp	7 17%	530						
R&B&D - Disp	7 17%	530						
ADSL to Retail	4 67%	9,617	2 21%	272		0 01297	1 8987	YES
ADSL to Retail	0 00%	5,793						
ADSL to Retail	0 00%	14	0 00%	1		0 00000		YES
ADSL to Retail								
ISDN - BRI	7 00%	257	2 11%	284		0 02197	2 2261	YES
ISDN - BRI	3 16%	316						
ISDN - BRI								
ISDN - BRI								
ADSL to Retail	4 67%	9 617	5 41%	37		0 03475	-0 2120	YES
ADSL to Retail	0 00%	5,793	0 00%	129		0 00000		YES
ADSL to Retail	0 00%	14						
ADSL to Retail								
R&B - Disp	5 40%	56,778	1 38%	362		0 01192	3 3713	YES
R&B - Disp	5 40%	56,778						
R&B - Disp	8 64%	440	0 00%	5		0 12633	0 6836	YES
R&B - Disp	8 64%	440						
R&B (POTS) excl SB Or	5 38%	56,131	2 30%	870		0 00771	3 9940	YES
R&B (POTS) excl SB Or	0 06%	333,057	0 00%	31		0 00428	0 1327	YES
R&B (POTS) excl SB Or	4 63%	367	5 00%	20		0 04826	-0 0762	YES
R&B (POTS) excl SB Or	0 00%	18						
R&B - Disp	5 40%	56,778						
R&B - Disp	5 40%	56,778						
R&B - Disp	8 64%	440						
R&B - Disp	8 64%	440						
R&B (POTS) excl SB Or	5 38%	56,131	0 00%	2		0 15950	0 3371	YES
R&B (POTS) excl SB Or	0 06%	333,057	0 00%	1		0 02381	0 0238	YES
R&B (POTS) excl SB Or	4 63%	367						
R&B (POTS) excl SB Or	0 00%	18						
R&B - Disp	5 40%	56,778	1 22%	245		0 01447	2 8847	YES
R&B - Disp	5 40%	56,778						
R&B - Disp	8 64%	440	0 00%	11		0 08575	1 0072	YES
R&B - Disp	8 64%	440						
R&B (POTS) excl SB Or	5 38%	56,131	0 23%	437		0 01083	4 7526	YES
R&B (POTS) excl SB Or	0 06%	333,057	0 00%	301		0 00137	0 4132	YES
R&B (POTS) excl SB Or	4 63%	367	0 00%	24		0 04428	1,0460	YES
R&B (POTS) excl SB Or	0 00%	18	0 00%	4		0 00000		YES
Design	2 62%	2,868						
Design	1 36%	588						
Design	0 00%	90						
Design	0 00%	4						

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B 2 18 15 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/FL (%)
B 2 18 15 1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL (%)
B 2 18 15 2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL (%)
B 2 18 15 2 2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 16 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL (%)
B 2 18 16 1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)
B 2 18 16 2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL (%)
B 2 18 16 2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 17 1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL (%)
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)
B 2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL (%)
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 18 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL (%)
B 2 18 18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)
B 2 18 18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)
B 2 18 18 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (%)
B 2 18 19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL (%)
B 2 18 19 1 2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)
B 2 18 19 2 1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)
B 2 18 19 2 2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
R&B	5.40%	56,778	0.00%	25		0.04521	1.1941	YES
R&B	0.03%	684,871						
R&B	8.64%	440						
R&B	0.00%	172						
R&B (POTS)	5.38%	56,131						
R&B (POTS)	0.03%	682,774						
R&B (POTS)	4.63%	367						
R&B (POTS)	0.00%	21						
R&B (POTS)	5.38%	56,131	0.00%	12		0.06512	0.8257	YES
R&B (POTS)	0.03%	682,774	0.00%	2,753		0.00032	0.8713	YES
R&B (POTS)	4.63%	367						
R&B (POTS)	0.00%	21	0.00%	13		0.00000		YES
Digital Loop < DS1	4.72%	10,246	1.89%	529		0.00946	2.9955	YES
Digital Loop < DS1	0.18%	6,575						
Digital Loop < DS1	0.00%	14	0.00%	1		0.00000		YES
Digital Loop < DS1	0.00%	1						
Digital Loop >= DS1	0.00%	388	1.81%	331		0.00000		NO
Digital Loop >= DS1	0.00%	573						
Digital Loop >= DS1	0.00%	9	0.00%	1		0.00000		YES
Digital Loop >= DS1	0.00%	67						

% Provisioning Troubles within 30 Days		
B 2 19 1 1 1	P-9	Switch Ports/<10 circuits/Dispatch/FL (%)
B 2 19 1 1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL (%)
B 2 19 1 2 1	P-9	Switch Ports/>=10 circuits/Dispatch/FL (%)
B 2 19 1 2 2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 2 1 1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL (%)
B 2 19 2 1 2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (%)
B 2 19 2 2 1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL (%)
B 2 19 2 2 2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 3 1 1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL (%)
B 2 19 3 1 2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (%)
B 2 19 3 1 3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (%)
B 2 19 3 1 4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL (%)
B 2 19 3 2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL (%)
B 2 19 3 2 2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 3 2 3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (%)
B 2 19 3 2 4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL (%)
B 2 19 4 1 1	P-9	Combo Other/<10 circuits/Dispatch/FL (%)
B 2 19 4 1 4	P-9	Combo Other/<10 circuits/Dispatch In/FL (%)
B 2 19 4 2 1	P-9	Combo Other/>=10 circuits/Dispatch/FL (%)
B 2 19 4 2 4	P-9	Combo Other/>=10 circuits/Dispatch In/FL (%)
B 2 19 5 1 1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (%)
B 2 19 5 1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (%)
B 2 19 5 2 1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (%)
B 2 19 5 2 2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL (%)
B 2 19 6 1 2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL (%)
B 2 19 6 2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL (%)
B 2 19 6 2 2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/FL (%)
B 2 19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL (%)
B 2 19 7 2 1	P-9	Line Sharing/>=10 circuits/Dispatch/FL (%)
B 2 19 7 2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 8 1 1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL (%)
B 2 19 8 1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (%)
B 2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL (%)
B 2 19 8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (%)
B 2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (%)
B 2 19 9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL (%)

R&B (POTS)	11.63%	78,501						
R&B (POTS)	3.54%	754,118						
R&B (POTS)	21.41%	383						
R&B (POTS)	8.33%	12						
DS1/DS3	7.36%	2,107	0.00%	31		0.04723	1.6575	YES
DS1/DS3	0.00%	1						
DS1/DS3	11.60%	79,170	8.87%	1,500		0.00835	3.2794	YES
R&B	3.54%	757,172	2.55%	41,033		0.00094	10.5963	YES
R&B	3.83%	380,795	2.29%	21,422		0.00135	11.4273	YES
R&B	3.24%	376,377	2.82%	19,611		0.00130	3.2165	YES
R&B	21.09%	441	9.09%	11		0.12452	0.9635	YES
R&B	11.85%	270	0.00%	9		0.10952	1.0822	YES
R&B	7.78%	90	0.00%	5		0.12306	0.6321	YES
R&B	13.89%	180	0.00%	4		0.17483	0.7944	YES
R&B&D - Disp	11.39%	82,069	9.15%	164		0.02483	0.9019	YES
R&B&D - Disp	11.39%	82,069						
R&B&D - Disp	20.13%	462						
R&B&D - Disp	20.13%	462						
ADSL to Retail	4.56%	9,120	5.32%	282		0.01262	-0.6007	YES
ADSL to Retail	3.33%	5,431						
ADSL to Retail	6.25%	16						
ADSL to Retail	0.00%	1						
ADSL to Retail	11.60%	79,170	7.55%	384		0.01638	2.4733	YES
R&B - Disp	11.60%	79,170						
R&B - Disp	21.09%	441	25.00%	4		0.20489	-0.1909	YES
R&B - Disp	21.09%	441						
R&B (POTS) excl SB Or	11.63%	78,501	7.61%	1,498		0.00836	4.8066	YES
R&B (POTS) excl SB Or	3.24%	374,231	12.00%	25		0.03543	-2.4719	NO

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B 2 19 0 2 1	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (%)	R&B (POTS) excl SB Or	21 41%	383	20 41%	49		0 06224	0 1610	YES
B 2 19 0 2 4	P-9 2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL (%)	R&B (POTS) excl SB Or	10 00%	10						
B 2 19 10 1 1	P-9 2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	11 60%	79,170	0 00%	1		0 32028	0 3623	YES
B 2 19 10 1 2	P-9 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	11 60%	79,170						
B 2 19 10 2 1	P-9 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	21 09%	441						
B 2 19 10 2 2	P-9 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	21 09%	441						
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	11 63%	78,501	0 00%	1		0 32058	0 3628	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 24%	374,231	0 00%	1		0 17713	0 1831	YES
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	21 41%	383						
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	10 00%	10						
B 2 19 12 1 1	P-9 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (%)	R&B - Disp	11 60%	79,170	10 11%	366		0 01678	0 8909	YES
B 2 19 12 1 2	P-9 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (%)	R&B - Disp	11 60%	79,170						
B 2 19 12 2 1	P-9 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (%)	R&B - Disp	21 09%	441	30 77%	13		0 11480	-0 8433	YES
B 2 19 12 2 2	P-9 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (%)	R&B - Disp	21 09%	441						
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	11 63%	78,501	3 99%	828		0 01120	6 8251	YES
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 24%	374,231	3 18%	440		0 00845	0 0720	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	21 41%	383	19 35%	31		0 07660	0 2683	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	10 00%	10	0 00%	6		0 15492	0 6455	YES
B 2 19 14 1 1	P-9 Other Design/<10 circuits/Dispatch/FL (%)	Design	5 42%	2,899						
B 2 19 14 1 2	P-9 Other Design/<10 circuits/Non-Dispatch/FL (%)	Design	5 34%	843						
B 2 19 14 2 1	P-9 Other Design/>=10 circuits/Dispatch/FL (%)	Design	0 00%	21						
B 2 19 14 2 2	P-9 Other Design/>=10 circuits/Non-Dispatch/FL (%)	Design	0 00%	4						
B 2 19 15 1 1	P-9 Other Non-Design/<10 circuits/Dispatch/FL (%)	R&B	11 60%	79,170	23 08%	65		0 03974	-2 8869	NO
B 2 19 15 1 2	P-9 Other Non-Design/<10 circuits/Non-Dispatch/FL (%)	R&B	3 54%	757,172						
B 2 19 15 2 1	P-9 Other Non-Design/>=10 circuits/Dispatch/FL (%)	R&B	21 09%	441						
B 2 19 15 2 2	P-9 Other Non-Design/>=10 circuits/Non-Dispatch/FL (%)	R&B	11 85%	270						
B 2 19 16 1 1	P-9 INP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	11 63%	78,501						
B 2 19 16 1 2	P-9 INP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	3 54%	754,118						
B 2 19 16 2 1	P-9 INP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	21 41%	383						
B 2 19 16 2 2	P-9 INP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	8 33%	12						
B 2 19 17 1 1	P-9 LNP (Standalone)/<10 circuits/Dispatch/FL (%)	R&B (POTS)	11 63%	78,501	0 00%	1		0 32058	0 3628	YES
B 2 19 17 1 2	P-9 LNP (Standalone)/<10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	3 54%	754,118	0 00%	3,357		0 00320	11 0713	YES
B 2 19 17 2 1	P-9 LNP (Standalone)/>=10 circuits/Dispatch/FL (%)	R&B (POTS)	21 41%	383						
B 2 19 17 2 2	P-9 LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (%)	R&B (POTS)	8 33%	12	0 00%	14		0 10873	0 7664	YES
B 2 19 18 1 1	P-9 Digital Loop < DS1/<10 circuits/Dispatch/FL (%)	Digital Loop < DS1	4 63%	9,833	6 61%	726		0 00808	-2 4560	NO
B 2 19 18 1 2	P-9 Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop < DS1	3 46%	6,554						
B 2 19 18 2 1	P-9 Digital Loop < DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop < DS1	6 25%	16						
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	7 49%	334	9 31%	462		0 01890	-0 9642	YES
B 2 19 19 1 2	P-9 Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	0 17%	1,183						
B 2 19 19 2 1	P-9 Digital Loop >= DS1/>=10 circuits/Dispatch/FL (%)	Digital Loop >= DS1	0 00%	2						
B 2 19 19 2 2	P-9 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (%)	Digital Loop >= DS1	1 69%	59						
Average Completion Notice Interval - Mechanized										
B 2 21 1 1 1	P-5 Switch Ports/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4 30	55,558			18 977			
B 2 21 1 1 2	P-5 Switch Ports/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1 24	681,302			6 907			
B 2 21 1 2 1	P-5 Switch Ports/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	13 37	363			64 591			
B 2 21 1 2 2	P-5 Switch Ports/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	2 80	21			6 441			
B 2 21 2 1 1	P-5 Local Interoffice Transport/<10 circuits/Dispatch/FL (hours)	DS1/ DS3 - Interoffice	66 03	2,038			246,965			
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	4 33	56,194	1 23	1,161	19 165	0 56824	5 4550	YES
B 2 21 3 1 2	P-5 Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (hours)	R&B	1 25	683,392	0 83	48,137	6 986	0 03294	12 8266	YES
B 2 21 3 1 3	P-5 Loop + Port Combinations/<10 circuits/Switch Based Orders/FL (hours)	R&B	1 37	349,349	0 87	18,906	7 800	0 05899	8 4893	YES
B 2 21 3 1 4	P-5 Loop + Port Combinations/<10 circuits/Dispatch In/FL (hours)	R&B	1 13	334,043	0 80	29,231	5 879	0 03586	9 0252	YES
B 2 21 3 2 1	P-5 Loop + Port Combinations/>=10 circuits/Dispatch/FL (hours)	R&B	13 65	436	0 37	7	59 857	22 80480	0 5823	YES
B 2 21 3 2 2	P-5 Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1 89	172	1 37	1	7 376	7 39744	0 0707	YES
B 2 21 3 2 3	P-5 Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL (hours)	R&B	1 25	35			2 036			
B 2 21 3 2 4	P-5 Loop + Port Combinations/>=10 circuits/Dispatch In/FL (hours)	R&B	2 05	137	1 37	1	8 200	8 22985	0 0834	YES

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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
B 2 21 4 1 1	P-5	Combo Other/<10 circuits/Dispatch/FL (hours)	R&B&D - Disp	12 80	58,938	217 28	5	377 325	168.75200	-1.2117	YES
B 2 21 4 1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	12 80	58,938			104 397			
B 2 21 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL (hours)	R&B&D - Disp	22 92	526			76 141			
B 2 21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL (hours)	R&B&D - Disp	22 92	526			76 141			
B 2 21 5 1 1	P-5	xDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/FL (hours)	ADSL to Retail	6 40	9,596	13 28	142	35 427	2 99485	-2 2950	NO
B 2 21 5 1 2	P-5	xDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	1 52	5,788			11 236			
B 2 21 5 2 1	P-5	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	1 04	14			1 851			
B 2 21 5 2 2	P-5	xDSL (ADSL, HDSL and UCLY)>=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	38 49	248	23 83	136	97 859	10 44165	1 4036	YES
B 2 21 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL (hours)	ISDN - BRI	4 97	312			38 426			
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	6 40	9,596			24 574			
B 2 21 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL (hours)	ADSL to Retail	1 52	5,788	0 55	1	11 236	11 23735	0 0860	YES
B 2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL (hours)	ADSL to Retail	1 04	14			1.851			
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	4 33	56,194	8 32	309	30 285	1.72758	-2 3100	NO
B 2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4 33	56,194			19 165			
B 2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13 65	436	0 02	3	59 857	34 67729	0 3931	YES
B 2 21 8 2 2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13 65	436			59 857			
B 2 21 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	4 30	55,558	1 51	774	18 977	0 68683	4 0605	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	1 11	332,570	1 92	19	5 726	1 31367	-0 6139	YES
B 2 21 9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B (POTS) excl SB Or	13 37	363	2 48	14	64 591	17.59251	0 6189	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 58	18			6 885			
B 2 21 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	4 33	56,194			19 165			
B 2 21 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4 33	56,194			19 165			
B 2 21 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13 65	436			59 857			
B 2 21 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13 65	436			59 857			
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	4 30	55,558			18 977			
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	1 11	332,570			5 726			
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	13 37	363			64 591			
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 58	18			6 885			
B 2 21 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (hours)	R&B - Disp	4 33	56,194	7 69	232	37 702	2 48038	-1 3569	YES
B 2 21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	4 33	56,194			19 165			
B 2 21 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (hours)	R&B - Disp	13 65	436	0 56	11	59 857	18 27388	0 7162	YES
B 2 21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B - Disp	13 65	436			59 857			
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	4 30	55,558	1 58	434	18 977	0 91445	2 9818	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	1 11	332,570	1 39	291	5 726	0 33581	-0 8402	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	13 37	363	1 22	23	64 591	13 88835	0 8745	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 58	18	1 16	4	6 885	3 80592	0 3736	YES
B 2 21 14 1 1	P-5	Other Design/<10 circuits/Dispatch/FL (hours)	Design	186 19	2,744			441 705			
B 2 21 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL (hours)	Design	20 85	580			107 909			
B 2 21 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL (hours)	Design	67 85	90			119 266			
B 2 21 14 2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL (hours)	Design	0 78	4			0 955			
B 2 21 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL (hours)	R&B	4 33	56,194			19 165			
B 2 21 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)	R&B	1 25	683,392			6 986			
B 2 21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL (hours)	R&B	13 65	436			59 857			
B 2 21 15 2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)	R&B	1 89	172			7 376			
B 2 21 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4 30	55,558			18 977			
B 2 21 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1 24	681,302			6 907			
B 2 21 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	13 37	363			64 591			
B 2 21 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	2 60	21			6 441			
B 2 21 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL (hours)	R&B (POTS)	4 30	55,558	4 21	7	18 977	7 17291	0 0127	YES
B 2 21 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	1 24	681,302	0 67	2,400	6 907	0 14124	4 0230	YES
B 2 21 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)	R&B (POTS)	13 37	363			64 591			
B 2 21 17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)	R&B (POTS)	2 60	21	0 44	3	6 441	3 97549	0 5428	YES
B 2 21 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)	Digital Loop < DS1	11 78	10,204	18 82	271	73 931	4 55024	-1 5471	YES
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)	Digital Loop < DS1	2 24	6,566			30 217			
B 2 21 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)	Digital Loop < DS1	1 04	14			1 851			

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 2 22 13 1 4	P-5 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL (hours)			18 66	9				Diagnostic
B 2 22 13 2 1	P-5 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 13 2 4	P-5 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL (hours)								Diagnostic
B 2 22 14 1 1	P-5 Other Design/<10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 14 1 2	P-5 Other Design/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 14 2 1	P-5 Other Design/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 14 2 2	P-5 Other Design/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 15 1 1	P-5 Other Non-Design/<10 circuits/Dispatch/FL (hours)			21 29	25				Diagnostic
B 2 22 15 1 2	P-5 Other Non-Design/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 15 2 1	P-5 Other Non-Design/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 15 2 2	P-5 Other Non-Design/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 16 1 1	P-5 INP (Standalone)/<10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 16 1 2	P-5 INP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 16 2 1	P-5 INP (Standalone)/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 16 2 2	P-5 INP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 17 1 1	P-5 LNP (Standalone)/<10 circuits/Dispatch/FL (hours)			0 23	5				Diagnostic
B 2 22 17 1 2	P-5 LNP (Standalone)/<10 circuits/Non-Dispatch/FL (hours)			4 34	354				Diagnostic
B 2 22 17 2 1	P-5 LNP (Standalone)/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 17 2 2	P-5 LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 18 1 1	P-5 Digital Loop < DS1/<10 circuits/Dispatch/FL (hours)			1 94	11				Diagnostic
B 2 22 18 1 2	P-5 Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (hours)			29 48	254				Diagnostic
B 2 22 18 2 1	P-5 Digital Loop < DS1/>=10 circuits/Dispatch/FL (hours)								Diagnostic
B 2 22 18 2 2	P-5 Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (hours)			0 02	1				Diagnostic
B 2 22 19 1 1	P-5 Digital Loop >= DS1/<10 circuits/Dispatch/FL (hours)			37 91	84				Diagnostic
B 2 22 19 1 2	P-5 Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (hours)								Diagnostic
B 2 22 19 2 1	P-5 Digital Loop >= DS1/>=10 circuits/Dispatch/FL (hours)			43 45	1				Diagnostic
B 2 22 19 2 2	P-5 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (hours)								Diagnostic
Total Service Order Cycle Time - Mechanized									
B 2 24 1 1 1	P-10 Switch Ports/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 1 1 2	P-10 Switch Ports/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 1 2 1	P-10 Switch Ports/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 1 2 2	P-10 Switch Ports/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 2 1 1	P-10 Local Interoffice Transport/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 2 1 2	P-10 Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 2 2 1	P-10 Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 2 2 2	P-10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 3 1 1	P-10 Loop + Port Combinations/<10 circuits/Dispatch/FL (days)			3 87	631				Diagnostic
B 2 24 3 1 2	P-10 Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)			0 76	23,631				Diagnostic
B 2 24 3 2 1	P-10 Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)			3 66	4				Diagnostic
B 2 24 3 2 2	P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 4 1 1	P-10 Combo Other/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 4 1 2	P-10 Combo Other/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 4 2 1	P-10 Combo Other/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 4 2 2	P-10 Combo Other/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 5 1 1	P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL (days)			4 68	112				Diagnostic
B 2 24 5 1 2	P-10 xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 5 2 1	P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 5 2 2	P-10 xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 6 1 1	P-10 UNE ISDN/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 6 1 2	P-10 UNE ISDN/<10 circuits/Non-Dispatch/FL (days)			10 77	8				Diagnostic
B 2 24 6 2 1	P-10 UNE ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 6 2 2	P-10 UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 7 1 1	P-10 Line Sharing/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 7 1 2	P-10 Line Sharing/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 7 2 1	P-10 Line Sharing/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 7 2 2	P-10 Line Sharing/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 8 1 1	P-10 2W Analog Loop Design/<10 circuits/Dispatch/FL (days)			4 59	106				Diagnostic
B 2 24 8 1 2	P-10 2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 8 2 1	P-10 2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)								Diagnostic

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B 2 24 8 2 2	P-10 2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 9 1 1	P-10 2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)			3 08	20				Diagnostic
B 2 24 9 1 2	P-10 2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 9 2 1	P-10 2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 9 2 2	P-10 2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)			6 38	2				Diagnostic
B 2 24 10 1 1	P-10 2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 10 1 2	P-10 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 10 2 1	P-10 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 10 2 2	P-10 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 11 1 1	P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 11 1 2	P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 11 2 1	P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 11 2 2	P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 12 1 1	P-14 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 12 1 2	P-14 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)			4 78	1				Diagnostic
B 2 24 12 2 1	P-14 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 12 2 2	P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 13 1 1	P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 13 1 2	P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 13 2 1	P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 13 2 2	P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 14 1 1	P-10 Other Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 14 1 2	P-10 Other Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 14 2 1	P-10 Other Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 14 2 2	P-10 Other Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 15 1 1	P-10 Other Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 15 1 2	P-10 Other Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 15 2 1	P-10 Other Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 15 2 2	P-10 Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 16 1 1	P-10 INP (Standalone)/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 16 1 2	P-10 INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 16 2 1	P-10 INP (Standalone)/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 16 2 2	P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 17 1 1	P-14 LNP (Standalone)/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 17 1 2	P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)			0 81	1,766				Diagnostic
B 2 24 17 2 1	P-14 LNP (Standalone)/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 17 2 2	P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 18 1 1	P-10 Digital Loop < DS1/<10 circuits/Dispatch/FL (days)			5 12	113				Diagnostic
B 2 24 18 1 2	P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 18 2 1	P-10 Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 18 2 2	P-10 Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 19 1 1	P-10 Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)			6 27	54				Diagnostic
B 2 24 19 1 2	P-10 Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 24 19 2 1	P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 24 19 2 2	P-10 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
Total Service Order Cycle Time - Partially Mechanized									
B 2 25 1 1 1	P-10 Switch Ports/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 1 1 2	P-10 Switch Ports/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 25 1 2 1	P-10 Switch Ports/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 1 2 2	P-10 Switch Ports/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 25 2 1 1	P-10 Local Interoffice Transport/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 2 1 2	P-10 Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 25 2 2 1	P-10 Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 2 2 2	P-10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 25 3 1 1	P-10 Loop + Port Combinations/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 3 1 2	P-10 Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)			3 63	149				Diagnostic
B 2 25 3 2 1	P-10 Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)			1 41	8,376				Diagnostic
B 2 25 3 2 2	P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)			2 89	1				Diagnostic
B 2 25 4 1 1	P-10 Combo Other/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 25 4 1 2	P-10 Combo Other/<10 circuits/Non-Dispatch/FL (days)								Diagnostic

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B 2 25 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)
B 2 25 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)
B 2 25 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Dispatch/FL (days)
B 2 25 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)<10 circuits/Non-Dispatch/FL (days)
B 2 25 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Dispatch/FL (days)
B 2 25 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)>=10 circuits/Non-Dispatch/FL (days)
B 2 25 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)
B 2 25 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)
B 2 25 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)
B 2 25 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)
B 2 25 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)
B 2 25 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)
B 2 25 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)
B 2 25 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)
B 2 25 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)
B 2 25 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 25 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)
B 2 25 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)
B 2 25 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)
B 2 25 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 25 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)
B 2 25 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)
B 2 25 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)
B 2 25 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 25 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)
B 2 25 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)
B 2 25 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)
B 2 25 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)
B 2 25 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)
B 2 25 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 25 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 25 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 25 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 25 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 25 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 25 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 25 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)
B 2 25 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)
B 2 25 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)
B 2 25 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)

Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			4 24	5				Diagnostic
Diagnostic								Diagnostic
Diagnostic			12 33	11				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			5 61	56				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			3 97	442				Diagnostic
Diagnostic			3 94	16				Diagnostic
Diagnostic			5 66	6				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			6 62	72				Diagnostic
Diagnostic								Diagnostic
Diagnostic			8 24	4				Diagnostic
Diagnostic								Diagnostic
Diagnostic			5 59	269				Diagnostic
Diagnostic			5 51	165				Diagnostic
Diagnostic			8 49	12				Diagnostic
Diagnostic			7 58	3				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			2 62	7				Diagnostic
Diagnostic			0 94	558				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			9 80	16				Diagnostic
Diagnostic								Diagnostic
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 10 1 1	P-10 2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 10 1 2	P-10 2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 10 2 1	P-10 2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 10 2 2	P-10 2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 11 1 1	P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 11 1 2	P-10 2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 11 2 1	P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 11 2 2	P-10 2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 12 1 1	P-14 2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)			4 78	1				Diagnostic
B 2 28 12 1 2	P-14 2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 12 2 1	P-14 2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 12 2 2	P-14 2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 13 1 1	P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 13 1 2	P-14 2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 13 2 1	P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 13 2 2	P-14 2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 14 1 1	P-10 Other Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 14 1 2	P-10 Other Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 14 2 1	P-10 Other Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 14 2 2	P-10 Other Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 15 1 1	P-10 Other Non-Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 15 1 2	P-10 Other Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 15 2 1	P-10 Other Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 15 2 2	P-10 Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 16 1 1	P-10 INP (Standalone)/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 16 1 2	P-10 INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 16 2 1	P-10 INP (Standalone)/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 16 2 2	P-10 INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 17 1 1	P-14 LNP (Standalone)/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 17 1 2	P-14 LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)			0 81	1,765				Diagnostic
B 2 28 17 2 1	P-14 LNP (Standalone)/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 17 2 2	P-14 LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 18 1 1	P-10 Digital Loop < DS1/<10 circuits/Dispatch/FL (days)			5 27	96				Diagnostic
B 2 28 18 1 2	P-10 Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 18 2 1	P-10 Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 18 2 2	P-10 Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 19 1 1	P-10 Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)			6 28	52				Diagnostic
B 2 28 19 1 2	P-10 Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 28 19 2 1	P-10 Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 28 19 2 2	P-10 Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
Total Service Order Cycle Time (offered) - Partially Mechanized									
B 2 29 1 1 1	P-10 Switch Ports/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 1 1 2	P-10 Switch Ports/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 1 2 1	P-10 Switch Ports/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 1 2 2	P-10 Switch Ports/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 2 1 1	P-10 Local Interoffice Transport/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 2 1 2	P-10 Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 2 2 1	P-10 Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 2 2 2	P-10 Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 3 1 1	P-10 Loop + Port Combinations/<10 circuits/Dispatch/FL (days)			3 69	120				Diagnostic
B 2 29 3 1 2	P-10 Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)			1 44	4,687				Diagnostic
B 2 29 3 2 1	P-10 Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)			2 89	1				Diagnostic
B 2 29 3 2 2	P-10 Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 4 1 1	P-10 Combo Other/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 4 1 2	P-10 Combo Other/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 4 2 1	P-10 Combo Other/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 29 4 2 2	P-10 Combo Other/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 29 5 1 1	P-10 xDSL (ADSL, HDSL and UCLY)/<10 circuits/Dispatch/FL (days)			3 54	4				Diagnostic
B 2 29 5 1 2	P-10 xDSL (ADSL, HDSL and UCLY)/<10 circuits/Non-Dispatch/FL (days)								Diagnostic

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		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
B 2 30 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL (days)			3 45	181				Diagnostic
B 2 30 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL (days)			2 00	387				Diagnostic
B 2 30 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL (days)			6 02	2				Diagnostic
B 2 30 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL (days)			7 21	1				Diagnostic
B 2 30 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL (days)			13 46	35				Diagnostic
B 2 30 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 5 1 1	P-10	xDSL (ADSL, HDSL and UCLY)<10 circuits/Dispatch/FL (days)			5 79	43				Diagnostic
B 2 30 5 1 2	P-10	xDSL (ADSL, HDSL and UCLY)<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 5 2 1	P-10	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 5 2 2	P-10	xDSL (ADSL, HDSL and UCLY)>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL (days)			9 46	75				Diagnostic
B 2 30 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL (days)			4 04	4				Diagnostic
B 2 30 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL (days)			4 03	5				Diagnostic
B 2 30 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL (days)			4 49	26				Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL (days)			4 67	21				Diagnostic
B 2 30 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL (days)			3 58	2				Diagnostic
B 2 30 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL (days)			4 06	1				Diagnostic
B 2 30 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL (days)			6 08	3				Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL (days)			3 99	2				Diagnostic
B 2 30 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL (days)			4 08	2				Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL (days)			6 58	16				Diagnostic
B 2 30 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL (days)								Diagnostic
B 2 30 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL (days)								Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL (days)								Diagnostic

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B 2 30 15 2 2	P-10	Other Non-Design/>>=10 circuits/Non-Dispatch/FL (days)
B 2 30 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 30 16.1.2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 30 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 30 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 30 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL (days)
B 2 30 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL (days)
B 2 30 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL (days)
B 2 30 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL (days)
B 2 30 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL (days)
B 2 30 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL (days)
B 2 30 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL (days)
B 2 30 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL (days)
B 2 30 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL (days)
B 2 30 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL (days)
B 2 30 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL (days)
B 2 30 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL (days)

Disconnect Timeliness

B 2 31	P-13	LNP/FL (%)
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B 2 32 1 1	P-6	Switch Ports/Dispatch/FL (%)
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/FL (%)
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/FL (%)
B 2 32 2 2	P-6	Local Interoffice Transport/Non-Dispatch/FL (%)
B 2 32 3 1	P-6	Loop + Port Combinations/Dispatch/FL (%)
B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL (%)
B 2 32 4 1	P-6	Combo Other/Dispatch/FL (%)
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/FL (%)
B 2 32 5 1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)
B 2 32 5 2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)
B 2 32 6 1	P-6	UNE ISDN/Dispatch/FL (%)
B 2 32 6 2	P-6	UNE ISDN/Non-Dispatch/FL (%)
B 2 32 7 1	P-6	Line Sharing/Dispatch/FL (%)
B 2 32 7 2	P-6	Line Sharing/Non-Dispatch/FL (%)
B 2 32 8 1	P-6	2W Analog Loop Design/Dispatch/FL (%)
B 2 32 8 2	P-6	2W Analog Loop Design/Non-Dispatch/FL (%)
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/FL (%)
B 2 32 9 2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL (%)
B 2 32 10 1	P-6	2W Analog Loop w/INP Design/Dispatch/FL (%)
B 2 32 10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL (%)
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL (%)
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL (%)
B 2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL (%)
B 2 32 12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL (%)
B 2 32 13 1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL (%)
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL (%)
B 2 32 14 1	P-6	Other Design/Dispatch/FL (%)
B 2 32 14 2	P-6	Other Design/Non-Dispatch/FL (%)
B 2 32 15 1	P-6	Other Non-Design/Dispatch/FL (%)
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/FL (%)
B 2 32 16 1	P-6	INP (Standalone)/Dispatch/FL (%)
B 2 32 16 2	P-6	INP (Standalone)/Non-Dispatch/FL (%)
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/FL (%)
B 2 32 17 2	P-6	LNP (Standalone)/Non-Dispatch/FL (%)
B 2 32 18 1	P-6	Digital Loop < DS1/Dispatch/FL (%)
B 2 32 18 2	P-6	Digital Loop < DS1/Non-Dispatch/FL (%)
B 2 32 19 1	P-6	Digital Loop >= DS1/Dispatch/FL (%)
B 2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/FL (%)

Benchmark/ Analog	BST Measure	BST Volume	GLEC Measure	GLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0 35	5				Diagnostic
Diagnostic			0 96	298				Diagnostic
Diagnostic								Diagnostic
Diagnostic			1 76	4				Diagnostic
Diagnostic			8 06	114				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7 08	16				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic

>= 95% w in 15 min

			37 05%	8,472				NO
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Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			7 14%	14				Diagnostic
Diagnostic								Diagnostic
Diagnostic			10 10%	1,327				Diagnostic
Diagnostic			22 18%	34,223				Diagnostic
Diagnostic			5 88%	85				Diagnostic
Diagnostic								Diagnostic
Diagnostic			1 90%	211				Diagnostic
Diagnostic								Diagnostic
Diagnostic			5 02%	230				Diagnostic
Diagnostic								Diagnostic
Diagnostic			0 00%	30				Diagnostic
Diagnostic			0 00%	126				Diagnostic
Diagnostic			5 20%	269				Diagnostic
Diagnostic								Diagnostic
Diagnostic			9 59%	678				Diagnostic
Diagnostic			3 03%	33				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0 00%	1				Diagnostic
Diagnostic								Diagnostic
Diagnostic			55 26%	152				Diagnostic
Diagnostic								Diagnostic
Diagnostic			37 64%	348				Diagnostic
Diagnostic			52 05%	219				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			9 09%	22				Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic								Diagnostic
Diagnostic			0 00%	12				Diagnostic
Diagnostic			28 70%	2,749				Diagnostic
Diagnostic			3 50%	429				Diagnostic
Diagnostic								Diagnostic
Diagnostic			11 61%	224				Diagnostic

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Benchmark/
Analog BST BST CLEC CLEC Standard Standard
Measure Volume Measure Volume Deviation Error Zscore Equity

% Cooperative Test Attempts for xDSL

B 2.33.1	P-8	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% of requests	100 00%	240				YES
B 2.33.2	P-8	xDSL Other/FL (%)	>= 95% of requests						

Service Order Accuracy

B 2.34 1.1.1	P-11	Design (Specials)/<10 circuits/Dispatch/FL (%)	>= 95%	100 00%	110				YES
B 2.34 1.1.2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL (%)	>= 95%	69 33%	75				NO
B 2.34 1.2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL (%)	>= 95%	100 00%	25				YES
B 2.34 1.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL (%)	>= 95%	90 91%	11				NO
B 2.34 2.1.1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL (%)	>= 95%	96 33%	300				YES
B 2.34 2.1.2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL (%)	>= 95%	98 02%	405				YES
B 2.34 2.2.1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL (%)	>= 95%	97 73%	132				YES
B 2.34 2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL (%)	>= 95%	97 53%	81				YES

Unbundled Network Elements - Maintenance and Repair

Missed Repair Appointments

B 3.1 1.1	M&R-1	Switch Ports/Dispatch/FL (%)	R&B (POTS)	10 45%	108,261					
B 3.1 1.2	M&R-1	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1 14%	54,863					
B 3.1 2.1	M&R-1	Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0 08%	1,209	0 00%	5	0 01288	0 0642	YES
B 3.1 2.2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0 00%	633	0 00%	3	0 00000		YES
B 3.1 3.1	M&R-1	Loop + Port Combinations/Dispatch/FL (%)	R&B	10 52%	109,903	7 62%	6,550	0 00390	7 4280	YES
B 3.1 3.2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	1 18%	55,941	0 71%	2,109	0 00240	1 9624	YES
B 3.1 4.1	M&R-1	Combo Other/Dispatch/FL (%)	R&B&D - Disp	10 31%	112,543	0 00%	52	0 04219	2 4449	YES
B 3.1 4.2	M&R-1	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	10 31%	112,543	0 00%	27	0 05854	1 7619	YES
B 3.1 5.1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	38 52%	3,136	3 85%	52	0 06804	5 0960	YES
B 3.1 5.2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	1 46%	6,941	0 00%	21	0 02617	0 5560	YES
B 3.1 6.1	M&R-1	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	6 70%	179	1 63%	123	0 02929	1 7337	YES
B 3.1 6.2	M&R-1	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0 00%	212	0 00%	45	0 00000		YES
B 3.1 7.1	M&R-1	Line Shannng/Dispatch/FL (%)	ADSL to Retail	38 52%	3,136	21 43%	28	0 09238	1 8502	YES
B 3.1 7.2	M&R-1	Line Shannng/Non-Dispatch/FL (%)	ADSL to Retail	1 46%	6,941	26 32%	19	0 02751	-9 0371	NO
B 3.1 8.1	M&R-1	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	10 52%	109,903	3 33%	812	0 01081	6 6556	YES
B 3.1 8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	10 52%	109,903	0 43%	230	0 02025	4 9790	YES
B 3.1 9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	10 44%	108,007	8 26%	1,138	0 00911	2 3933	YES
B 3.1 9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	1 05%	47,706	2 78%	36	0 01703	-1 0120	YES
B 3.1 10.1	M&R-1	Other Design/Dispatch/FL (%)	Design	1 89%	2,640	0 00%	1	0 13634	0 1389	YES
B 3.1 10.2	M&R-1	Other Design/Non-Dispatch/FL (%)	Design	0 34%	2,616	0 00%	1	0 05856	0 0587	YES
B 3.1 11.1	M&R-1	Other Non-Design/Dispatch/FL (%)	R&B	10 52%	109,903	22 22%	9	0 10226	-1 1447	YES
B 3.1 11.2	M&R-1	Other Non-Design/Non-Dispatch/FL (%)	R&B	1 18%	55,941	0 00%	1	0 10806	0 1093	YES
B 3.1 12.1	M&R-1	LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	10 45%	108,261					
B 3.1 12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1 14%	54,863					

Customer Trouble Report Rate

B 3.2 1.1	M&R-2	Switch Ports/Dispatch/FL (%)	R&B (POTS)	2 02%	5,371,479					
B 3.2 1.2	M&R-2	Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	1 02%	5,371,479					
B 3.2 2.1	M&R-2	Local interoffice Transport/Dispatch/FL (%)	DS1/DS3	2 15%	56,300	0 34%	1,451	0 00390	4 6271	YES
B 3.2 2.2	M&R-2	Local interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	1 12%	56,300	0 21%	1,451	0 00282	3 2547	YES
B 3.2 3.1	M&R-2	Loop + Port Combinations/Dispatch/FL (%)	R&B	1 92%	5,718,894	1 41%	465,057	0 00021	24 2839	YES
B 3.2 3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	0 98%	5,718,894	0 45%	465,057	0 00015	34 7910	YES
B 3.2 4.1	M&R-2	Combo Other/Dispatch/FL (%)	R&B&D - Disp	1 69%	6,657,525	2 73%	1,903	0 00298	-3 4958	NO
B 3.2 4.2	M&R-2	Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	1 69%	6,657,525	1 42%	1,903	0 00298	0 9113	YES
B 3.2 5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	1 21%	259,588	1 00%	5,180	0 00154	1 3240	YES
B 3.2 5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	2 67%	259,588	0 41%	5,180	0 00229	9 8863	YES
B 3.2 6.1	M&R-2	UNE ISDN/Dispatch/FL (%)	ISDN - BRI	0 70%	25,643	1 87%	6,570	0 00116	-10 1628	NO
B 3.2 6.2	M&R-2	UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0 83%	25,643	0 68%	6,570	0 00126	1 1279	YES
B 3.2 7.1	M&R-2	Line Shannng/Dispatch/FL (%)	ADSL to Retail	1 21%	259,588	1 24%	2,251	0 00233	-0 1540	YES
B 3.2 7.2	M&R-2	Line Shannng/Non-Dispatch/FL (%)	ADSL to Retail	2 67%	259,588	0 84%	2,251	0 00346	5 2862	YES
B 3.2 8.1	M&R-2	2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	1 92%	5,718,894	1 17%	69,649	0 00053	14 3037	YES
B 3.2 8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	1 92%	5,718,894	0 33%	69,649	0 00053	30 1167	YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
B 3 2 0 1	M&R-2 2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	2 01%	5,371,479	2 94%	38,685	0 00072	-12 8666	NO
B 3 2 9 2	M&R-2 2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	0 89%	5,371,479	0 09%	38,685	0 00048	16 5342	YES
B 3 2 10 1	M&R-2 Other Design/Dispatch/FL (%)	Design	0 28%	938,631	1 11%	90	0 00559	-1 4844	YES
B 3 2 10 2	M&R-2 Other Design/Non-Dispatch/FL (%)	Design	0 28%	938,631	1 11%	90	0 00557	-1 4958	YES
B 3 2 11 1	M&R-2 Other Non-Design/Dispatch/FL (%)	R&B	1 92%	5,718,894	1 60%	564	0 00584	0 5585	YES
B 3 2 11 2	M&R-2 Other Non-Design/Non-Dispatch/FL (%)	R&B	0 98%	5,718,894	0 18%	564	0 00416	1 8230	YES
B 3 2 12 1	M&R-2 LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	2 02%	5,371,479					
B 3 2 12 2	M&R-2 LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	1 02%	5,371,479					
Maintenance Average Duration									
B 3 3 1 1	M&R-3 Switch Ports/Dispatch/FL (hours)	R&B (POTS)	21 85	108,261			23 363		
B 3 3 1 2	M&R-3 Switch Ports/Non-Dispatch/FL (hours)	R&B (POTS)	7 27	54,863			12 556		
B 3 3 2 1	M&R-3 Local Interoffice Transport/Dispatch/FL (hours)	DS1/DS3	3 49	1,209	4 60	5	2 505	1 12259	-0 9856
B 3 3 2 2	M&R-3 Local Interoffice Transport/Non-Dispatch/FL (hours)	DS1/DS3	1 60	633	0 93	3	2 111	1 22161	0 5428
B 3 3 3 1	M&R-3 Loop + Port Combinations/Dispatch/FL (hours)	R&B	21 79	109,903	18 13	6,550	23 353	0 29703	12 3082
B 3 3 3 2	M&R-3 Loop + Port Combinations/Non-Dispatch/FL (hours)	R&B	7 22	55,941	4 94	2,109	12 507	0 27742	8 2279
B 3 3 4 1	M&R-3 Combo Other/Dispatch/FL (hours)	R&B&D - Disp	21 41	112,543	4 17	52	23 657	3 28142	5 2560
B 3 3 4 2	M&R-3 Combo Other/Non-Dispatch/FL (hours)	R&B&D - Disp	21 41	112,543	2 40	27	23 657	4 55338	4 1748
B 3 3 5 1	M&R-3 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (hours)	ADSL to Retail	38 47	3,136	5 50	52	164 181	22 96584	1 4363
B 3 3 5 2	M&R-3 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (hours)	ADSL to Retail	2 10	6,941	1 28	21	55 060	12 03314	0 0680
B 3 3 6 1	M&R-3 UNE ISDN/Dispatch/FL (hours)	ISDN - BRI	7 46	179	4 76	123	10 474	1 22658	2 2023
B 3 3 6 2	M&R-3 UNE ISDN/Non-Dispatch/FL (hours)	ISDN - BRI	2 41	212	3 70	45	3 193	0 52403	-2 4606
B 3 3 7 1	M&R-3 Line Sharing/Dispatch/FL (hours)	ADSL to Retail	38 47	3,136	30 54	28	164 181	31 16556	0 2547
B 3 3 7 2	M&R-3 Line Sharing/Non-Dispatch/FL (hours)	ADSL to Retail	2 10	6,941	14 37	19	55 060	12 64880	-0 6700
B 3 3 8 1	M&R-3 2W Analog Loop Design/Dispatch/FL (hours)	R&B - Disp	21 79	109,903	5 10	812	23 353	0 82257	20 2834
B 3 3 8 2	M&R-3 2W Analog Loop Design/Non-Dispatch/FL (hours)	R&B - Disp	21 79	109,903	2 26	230	23 353	1 54149	12 6667
B 3 3 9 1	M&R-3 2W Analog Loop Non-Design/Dispatch/FL (hours)	R&B (POTS) excl SB FT	21 85	108,007	12 89	1,138	23 375	0 69655	12 8655
B 3 3 9 2	M&R-3 2W Analog Loop Non-Design/Non-Dispatch/FL (hours)	R&B (POTS) excl SB FT	7 79	47,706	6 08	36	12 910	2 15240	0 7952
B 3 3 10 1	M&R-3 Other Design/Dispatch/FL (hours)	Design	5 91	2,640	2 62	1	30 140	30 14524	0 1094
B 3 3 10 2	M&R-3 Other Design/Non-Dispatch/FL (hours)	Design	2 85	2,616	2 88	1	29 209	29 21449	-0 0011
B 3 3 11 1	M&R-3 Other Non-Design/Dispatch/FL (hours)	R&B	21 79	109,903	26 11	9	23 353	7 78482	-0 5556
B 3 3 11 2	M&R-3 Other Non-Design/Non-Dispatch/FL (hours)	R&B	7 22	55,941	3 00	1	12 507	12 50687	0 3372
B 3 3 12 1	M&R-3 LNP (Standalone)/Dispatch/FL (hours)	R&B (POTS)	21 85	108,261			23 363		
B 3 3 12 2	M&R-3 LNP (Standalone)/Non-Dispatch/FL (hours)	R&B (POTS)	7 27	54,863			12 556		
% Repeat Troubles within 30 Days									
B 3 4 1 1	M&R-4 Switch Ports/Dispatch/FL (%)	R&B (POTS)	15 79%	108,261					
B 3 4 1 2	M&R-4 Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	14 54%	54,863					
B 3 4 2 1	M&R-4 Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	22 83%	1,209	20 00%	5		0 18810	0 1504
B 3 4 2 2	M&R-4 Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	14 36%	633	33 33%	3		0 20304	-0 9337
B 3 4 3 1	M&R-4 Loop + Port Combinations/Dispatch/FL (%)	R&B	15 74%	109,903	11 73%	6,550		0 00463	8 6681
B 3 4 3 2	M&R-4 Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	14 48%	55,941	11 05%	2,109		0 00781	4 4026
B 3 4 4 1	M&R-4 Combo Other/Dispatch/FL (%)	R&B&D - Disp	15 84%	112,543	15 38%	52		0 05064	0 0893
B 3 4 4 2	M&R-4 Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	15 84%	112,543	3 70%	27		0 07027	1 7266
B 3 4 5 1	M&R-4 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	26 79%	3,136	11 54%	52		0 05192	2 4625
B 3 4 5 2	M&R-4 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	27 26%	6,941	14 29%	21		0 09732	1 3330
B 3 4 6 1	M&R-4 UNE ISDN/Dispatch/FL (%)	ISDN - BRI	12 29%	179	19 51%	123		0 03845	-1 8780
B 3 4 6 2	M&R-4 UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	14 15%	212	13 33%	45		0 05721	0 1429
B 3 4 7 1	M&R-4 Line Sharing/Dispatch/FL (%)	ADSL to Retail	26 79%	3,136	17 86%	28		0 08406	1 0621
B 3 4 7 2	M&R-4 Line Sharing/Non-Dispatch/FL (%)	ADSL to Retail	27 26%	6,941	10 53%	19		0 10230	1 6356
B 3 4 8 1	M&R-4 2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	15 74%	109,903	9 24%	812		0 01283	5 0703
B 3 4 8 2	M&R-4 2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	15 74%	109,903	6 09%	230		0 02404	4 0158
B 3 4 9 1	M&R-4 2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	15 77%	108,007	12 57%	1,138		0 01086	2 9496
B 3 4 9 2	M&R-4 2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	14 43%	47,706	8 33%	36		0 05858	1 0403
B 3 4 10 1	M&R-4 Other Design/Dispatch/FL (%)	Design	19 85%	2,640	0 00%	1		0 39893	0 4975
B 3 4 10 2	M&R-4 Other Design/Non-Dispatch/FL (%)	Design	17 55%	2,616	0 00%	1		0 38043	0 4612
B 3 4 11 1	M&R-4 Other Non-Design/Dispatch/FL (%)	R&B	15 74%	109,903	44 44%	9		0 12140	-2 3645
B 3 4 11 2	M&R-4 Other Non-Design/Non-Dispatch/FL (%)	R&B	14 48%	55,941	0 00%	1		0 35195	0 4116
B 3 4 12 1	M&R-4 LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	15 79%	108,261					
B 3 4 12 2	M&R-4 LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	14 54%	54,863					

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Out of Service > 24 hours									
B 3 5 1 1	M&R-5 Switch Ports/Dispatch/FL (%)	R&B (POTS)	22.85%	71,998					
B 3 5 1 2	M&R-5 Switch Ports/Non-Dispatch/FL (%)	R&B (POTS)	9.09%	17,971					
B 3 5 2 1	M&R-5 Local Interoffice Transport/Dispatch/FL (%)	DS1/DS3	0.08%	1,209	0.00%	5	0.01288	0.0642	YES
B 3 5 2 2	M&R-5 Local Interoffice Transport/Non-Dispatch/FL (%)	DS1/DS3	0.00%	633	0.00%	3	0.00000		YES
B 3 5 3 1	M&R-5 Loop + Port Combinations/Dispatch/FL (%)	R&B	22.76%	73,107	16.67%	4,752	0.00628	9.7112	YES
B 3 5 3 2	M&R-5 Loop + Port Combinations/Non-Dispatch/FL (%)	R&B	8.91%	18,418	3.11%	869	0.00989	5.8676	YES
B 3 5 4 1	M&R-5 Combo Other/Dispatch/FL (%)	R&B&D - Disp	22.04%	75,747	0.00%	52	0.05750	3.8323	YES
B 3 5 4 2	M&R-5 Combo Other/Non-Dispatch/FL (%)	R&B&D - Disp	22.04%	75,747	0.00%	27	0.07978	2.7619	YES
B 3 5 5 1	M&R-5 xDSL (ADSL, HDSL and UCL)/Dispatch/FL (%)	ADSL to Retail	38.52%	3,136	3.85%	52	0.05804	5.0960	YES
B 3 5 5 2	M&R-5 xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL (%)	ADSL to Retail	1.46%	6,941	0.00%	21	0.02617	0.5560	YES
B 3 5 6 1	M&R-5 UNE ISDN/Dispatch/FL (%)	ISDN - BRI	6.70%	179	1.63%	123	0.02929	1.7337	YES
B 3 5 6 2	M&R-5 UNE ISDN/Non-Dispatch/FL (%)	ISDN - BRI	0.00%	212	0.00%	45	0.00000		YES
B 3 5 7 1	M&R-5 Line Shangg/Dispatch/FL (%)	ADSL to Retail	38.52%	3,136	100.00%	1	0.48672	-1.2631	YES
B 3 5 7 2	M&R-5 Line Shangg/Non-Dispatch/FL (%)	ADSL to Retail	1.46%	6,941	0.00%	1	0.11076	0.1215	YES
B 3 5 8 1	M&R-5 2W Analog Loop Design/Dispatch/FL (%)	R&B - Disp	22.76%	73,107	3.33%	812	0.01480	13.1360	YES
B 3 5 8 2	M&R-5 2W Analog Loop Design/Non-Dispatch/FL (%)	R&B - Disp	22.76%	73,107	0.43%	230	0.02769	8.0631	YES
B 3 5 9 1	M&R-5 2W Analog Loop Non-Design/Dispatch/FL (%)	R&B (POTS) excl SB FT	22.85%	71,975	28.13%	32	0.07424	-0.7104	YES
B 3 5 9 2	M&R-5 2W Analog Loop Non-Design/Non-Dispatch/FL (%)	R&B (POTS) excl SB FT	9.09%	17,889	0.00%	1	0.28747	0.3162	YES
B 3 5 10 1	M&R-5 Other Design/Dispatch/FL (%)	Design	1.89%	2,640	0.00%	1	0.13634	0.1380	YES
B 3 5 10 2	M&R-5 Other Design/Non-Dispatch/FL (%)	Design	0.34%	2,616	0.00%	1	0.05856	0.0587	YES
B 3 5 11 1	M&R-5 Other Non-Design/Dispatch/FL (%)	R&B	22.76%	73,107	33.33%	9	0.13978	-0.7563	YES
B 3 5 11 2	M&R-5 Other Non-Design/Non-Dispatch/FL (%)	R&B	8.91%	18,418	0.00%	1	0.28480	0.3127	YES
B 3 5 12 1	M&R-5 LNP (Standalone)/Dispatch/FL (%)	R&B (POTS)	22.85%	71,998					
B 3 5 12 2	M&R-5 LNP (Standalone)/Non-Dispatch/FL (%)	R&B (POTS)	9.09%	17,971					

Unbundled Network Elements - Billing

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Invoice Accuracy									
B.4.1	B-1 FL (%)	BST - State	98.27%	\$501,853,922	99.97%	\$21,931,773	0.00003	-586.0734	YES
Mean Time to Deliver Invoices - CRIS									
B.4.2	B-2 Region (business days)	BST - Region	3.82	1	3.46	1,581			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		43.70%	135				Diagnostic	
Reject Interval										
C 1 2	O-8 Local Interconnection Trunks/FL (%)	>= 85% w in 4 days		98.31%	59				YES	
FOC Timeliness										
C 1 3	O-9 Local Interconnection Trunks/FL (%)	>= 95% w in 10 days		100.00%	159				YES	
FOC & Reject Response Completeness										
C 1 4	O-11 Local Interconnection Trunks/FL (%)	>= 95%		100.00%	126				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)	Party w Retail	26.71	194	24.75	67	14.667	2.07832	0.9430	YES
C 2 2										
C 2 3										
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 (%)	Party w Retail	0.00%	194	0.00%	88		0.00000		YES
% Provisioning Troubles within 30 Days										
C 2 6	P-9 Local Interconnection Trunks/FL (%)	Party w Retail	1.38%	8,721	0.00%	6,056		0.00195	7.0615	YES
Average Completion Notice Interval										
C 2 7	P-5 Local Interconnection Trunks/FL (hours)	Party w Retail	37.64	177	17.46	82	113.402	15.14881	1.3326	YES
Total Service Order Cycle Time										
C 2 8	P-10 Local Interconnection Trunks/FL (days)	Diagnostic			21.79	48				Diagnostic
% Completions w/o Notice or < 24 hours										
C 2 10 1	P-6 Local Interconnection Trunks/Dispatch/FL (%)	Diagnostic			0.00%	67				Diagnostic
C 2 10 2	P-6 Local Interconnection Trunks/Non-Dispatch/FL (%)	Diagnostic								Diagnostic
C 2 11 1 1	P-11 Local Interconnection Trunks/<10 circuits/Dispatch/FL (%)	>= 95%			100.00%	71				YES
C 2 11 1 2	P-11 Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	29				YES
C 2 11 2 1	P-11 Local Interconnection Trunks/>= 10 circuits/Dispatch/FL (%)	>= 95%			100.00%	1				YES
C 2 11 2 2	P-11 Local Interconnection Trunks/>= 10 circuits/Non-Dispatch/FL (%)	>= 95%			100.00%	11				YES
Missed Repair Appointments										
C 3 1 1	M&R-1 Local Interconnection Trunks/Dispatch/FL (%)	Party w Retail	0.00%	3	0.00%	0				YES
C 3 1 2	M&R-1 Local Interconnection Trunks/Non-Dispatch/FL (%)	Party w Retail	0.00%	96	0.00%	1		0.00000		YES
Customer Trouble Report Rate										
C 3 2 1	M&R-2 Local Interconnection Trunks/Dispatch/FL (%)	Party w Retail	0.00%	506,960	0.00%	154,275		0.00001	0.8366	YES
C 3 2 2	M&R-2 Local Interconnection Trunks/Non-Dispatch/FL (%)	Party w Retail	0.02%	506,960	0.00%	154,275		0.00004	4.5707	YES

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	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
Maintenance Average Duration									
C 3 3 1	M&R-3 Local Interconnection Trunks/Dispatch/FL (hours)								
C 3 3 2	M&R-3 Local Interconnection Trunks/Non-Dispatch/FL (hours)								
% Repeat Troubles within 30 Days									
C 3 4 1	M&R-4 Local Interconnection Trunks/Dispatch/FL (%)	Party w Retail	0.00%	3	0.00%	0			YES
C 3 4 2	M&R-4 Local Interconnection Trunks/Non-Dispatch/FL (%)	Party w Retail	0.00%	96	0.00%	1	0.00000		YES
Out of Service > 24 hours									
C 3 5 1	M&R-5 Local Interconnection Trunks/Dispatch/FL (%)	Party w Retail	0.00%	3	0.00%	0			YES
C 3 5 2	M&R-5 Local Interconnection Trunks/Non-Dispatch/FL (%)	Party w Retail	0.00%	96	0.00%	1	0.00000		YES
Local Interconnection Trunks - Billing									
Invoice Accuracy									
C 4 1	B-1 FL (%)	BST - State	98.27%	\$501,853,822	97.54%	\$4,997,514	0.00006	125.2185	NO
Mean Time to Deliver Invoices - CABS									
C 4 2	B-2 Region (calendar days)	BST - Region	4.54	1	4.29	7.952			YES
Local Interconnection Trunks - Trunk Blocking									
Trunk Group Performance - Aggregate									
C 5 1	TGP-1 Local Interconnection Trunks/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 111	OSS-2 EDI/Region (%)	>= 99 5%		100 00%					YES
D 112	OSS-2 LENS/Region (%)	>= 99 5%		99 76%					YES
D 113	OSS-2 LEO/Region (%)	>= 99 5%		100 00%					YES
D 114	OSS-2 LESOG/Region (%)	>= 99 5%		100 00%					YES
D 115	OSS-2 TAG/Region (%)	>= 99 5%		99 86%					YES
D 116	OSS-2 PSIMS/Region (%)	>= 99 5%		100 00%					YES
D 117	OSS-2 LNP Gateway/Region (%)	>= 99 5%		99 86%					YES
D 118	OSS-2 SGG/COG/Region (%)	>= 99 5%		99 26%					NO
D 119	OSS-2 DOM/Region (%)	>= 99 5%		99 49%					NO
D 1110	OSS-2 SOG/Region (%)	>= 99 5%		99 48%					NO
% Interface Availability - BST & CLEC									
D 121	OSS-2 ATLAS/Region (%)	>= 99 5%		99 99%					YES
D 122	OSS-2 COFFI/Region (%)	>= 99 5%		99 99%					YES
D 123	OSS-2 BOCRIS/CRIS/Region (%)	>= 99 5%		99 99%					YES
D 124	OSS-2 DSAP/Region (%)	>= 99 5%		99 98%					YES
D 125	OSS-2 RSAG/Region (%)	>= 99 5%		99 99%					YES
D 126	OSS-2 SOCS/Region (%)	>= 99 5%		99 99%					YES
D 127	OSS-2 SONGS/Region (%)	>= 99 5%		99 99%					YES
D 128	OSS-2 DOE/Region (%)	>= 99 5%		100 00%					YES
Average Response Interval - CLEC (LENS) (BST Measure Includes Additional 2 Seconds)									
D 1311	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2 88	1,662,027	1 02	386,506			YES
D 1312	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2 91	8,691	1 02	386,506			YES
D 1321	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3 03	4,284,424	0 93	223,663			YES
D 1322	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4 76	778,843	0 93	223,663			YES
D 1331	OSS-1 ATLAS/Region (seconds)	RNS - ATLAS + 2 sec	3 01	820,139	0 80	100,419			YES
D 1332	OSS-1 ATLAS/Region (seconds)	ROS - ATLAS + 2 sec	2 61	280,482	0 80	100,419			YES
D 1341	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2 71	1,418,537	0 52	677			YES
D 1342	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 sec	2 57	290,595	0 52	677			YES
D 1351	OSS-1 CRSECSRL/Region (seconds)	RNS - CRSECSRL + 2 sec	3 24	4,324,284	1 14	1,313,285			YES
D 1352	OSS-1 CRSECSRL/Region (seconds)	ROS - CRSECSRL + 2 sec	2 95	540,104	1 14	1,313,285			YES
D 1361	OSS-1 COFFI/Region (seconds)	RNS - OASISBIG + 2 sec	4 35	9,130,832	0 64	54,746			YES
D 1362	OSS-1 COFFI/Region (seconds)	ROS - OASISBIG + 2 sec	3 73	642,068	0 64	54,746			YES
D 1371	OSS-1 PSIMS/ORB/Region (seconds)	RNS - OASISBIG + 2 sec	4 35	9,130,832	0 04	115,506			YES
D 1372	OSS-1 PSIMS/ORB/Region (seconds)	ROS - OASISBIG + 2 sec	3 73	642,068	0 04	115,506			YES
Average Response Interval - CLEC (TAG) (BST Measure Includes Additional 2 Seconds)									
D 1411	OSS-1 RSAG, by TN/Region (seconds)	RNS - RSAG, by TN + 2 sec	2 88	1,662,027	1 52	397,868			YES
D 1412	OSS-1 RSAG, by TN/Region (seconds)	ROS - RSAG, by TN + 2 sec	2 91	8,691	1 52	397,868			YES
D 1421	OSS-1 RSAG, by ADDR/Region (seconds)	RNS - RSAG, by ADDR + 2 sec	3 03	4,284,424	2 34	97,257			YES
D 1422	OSS-1 RSAG, by ADDR/Region (seconds)	ROS - RSAG, by ADDR + 2 sec	4 76	778,843	2 34	97,257			YES
D 1431	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic
D 1432	OSS-1 ATLAS - MLH/Region (seconds)	Diagnostic							Diagnostic
D 1441	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			1 37	320			Diagnostic
D 1442	OSS-1 ATLAS - DID/Region (seconds)	Diagnostic			1 37	320			Diagnostic
D 1451	OSS-1 ATLAS - TN/Region (seconds)	RNS - ATLAS - TN + 2 sec	3 01	820,139	1 89	21,098			YES
D 1452	OSS-1 ATLAS - TN/Region (seconds)	ROS - ATLAS - TN + 2 sec	2 61	280,482	1 89	21,098			YES
D 1461	OSS-1 DSAP/Region (seconds)	RNS - DSAP + 2 sec	2 71	1,418,537	1 83	254,711			YES
D 1462	OSS-1 DSAP/Region (seconds)	ROS - DSAP + 2 sec	2 57	290,595	1 83	254,711			YES
D 1471	OSS-1 TAG/Region (seconds)	RNS - CRSECSRL + 2 sec	3 24	4,324,284	2 85	446,963			YES
D 1472	OSS-1 TAG/Region (seconds)	ROS - CRSECSRL + 2 sec	2 95	540,104	2 85	446,963			YES
D 1491	OSS-1 CRSECSRL/Region (seconds)	RNS - CRSECSRL + 2 sec							
D 1492	OSS-1 CRSECSRL/Region (seconds)	ROS - CRSECSRL + 2 sec							

BellSouth Monthly State Summary
Florida, June 2002

	Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity	
Operations Support Systems - Maintenance and Repair										
% Interface Availability - BST										
D.2.1	OSS-3 TAFI/Region (%)	>= 99.5%	100.00%						YES	
% Interface Availability - CLEC										
D.2.2.1	OSS-3 CLEC TAFI/Region (%)	>= 99.5%		100.00%					YES	
D.2.2.2	OSS-3 ECTA/Region (%)	>= 99.5%		99.86%					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%		99.91%					YES	
D.2.3.4	OSS-3 MARCH/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.5	OSS-3 OSPCM/Region (%)	>= 99.5%		100.00%					YES	
D.2.3.6	OSS-3 Predictor/Region (%)	>= 99.5%		99.92%					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 (%)	Party w Retail	94.95%	1,604,342	94.66%	119,378		0.00066	4.4627	NO
D.2.4.2	OSS-4 DLETH/Region (%)	Party w Retail	2.58%	46,568	3.67%	1,309		0.00445	-2.4373	YES
D.2.4.3	OSS-4 DLR/Region (%)	Party w Retail	4.47%	31,637	7.51%	5,836		0.00294	-10.2981	YES
D.2.4.4	OSS-4 LMOS/Region (%)	Party w Retail	99.61%	1,604,281	99.58%	123,250		0.00018	1.7696	NO
D.2.4.5	OSS-4 LMOSupd/Region (%)	Party w Retail	79.21%	1,192,390	66.24%	73,719		0.00154	84.1631	NO
D.2.4.6	OSS-4 LNP/Region (%)	Party w Retail	99.65%	114,733	98.81%	7,087		0.00073	11.4128	NO
D.2.4.7	OSS-4 MARCH/Region (%)	Party w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.4.8	OSS-4 OSPCM/Region (%)	Party w Retail	33.15%	6,214	21.43%	168		0.03681	3.1848	NO
D.2.4.9	OSS-4 Predictor/Region (%)	Party w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.4.10	OSS-4 SOCS/Region (%)	Party w Retail	99.81%	209,127	99.86%	17,586		0.00034	-1.5009	YES
D.2.4.11	OSS-4 NIW/Region (%)	Party w Retail	82.83%	62,644	81.89%	4,528		0.00580	1.6105	YES
Average Response Interval <= 10 Seconds										
D.2.5.1	OSS-4 CRIS/Region (%)	Party w Retail	99.02%	1,604,342	99.39%	119,378		0.00030	-12.5894	YES
D.2.5.2	OSS-4 DLETH/Region (%)	Party w Retail	77.66%	46,568	82.58%	1,309		0.01167	-4.2178	YES
D.2.5.3	OSS-4 DLR/Region (%)	Party w Retail	71.08%	31,637	41.67%	5,836		0.00646	45.5375	NO
D.2.5.4	OSS-4 LMOS/Region (%)	Party w Retail	99.80%	1,604,281	99.85%	123,250		0.00013	-3.7432	YES
D.2.5.5	OSS-4 LMOSupd/Region (%)	Party w Retail	90.59%	1,192,390	80.53%	73,719		0.00111	90.8098	NO
D.2.5.6	OSS-4 LNP/Region (%)	Party w Retail	99.83%	114,733	99.52%	7,087		0.00051	6.0140	NO
D.2.5.7	OSS-4 MARCH/Region (%)	Party w Retail	28.10%	6,430	29.64%	685		0.01807	-0.8482	YES
D.2.5.8	OSS-4 OSPCM/Region (%)	Party w Retail	98.41%	6,214	95.83%	168		0.00979	2.6287	NO
D.2.5.9	OSS-4 Predictor/Region (%)	Party w Retail	12.71%	64,264	21.73%	6,345		0.00438	-20.5823	YES
D.2.5.10	OSS-4 SOCS/Region (%)	Party w Retail	99.98%	209,127	100.00%	17,586		0.00010	-1.6712	YES
D.2.5.11	OSS-4 NIW/Region (%)	Party w Retail	99.42%	62,644	99.25%	4,528		0.00117	1.4676	YES
Average Response Interval > 10 Seconds										
D.2.6.1	OSS-4 CRIS/Region (%)	Party w Retail	0.98%	1,604,342	0.61%	119,378		0.00030	12.5894	YES
D.2.6.2	OSS-4 DLETH/Region (%)	Party w Retail	22.34%	46,568	17.42%	1,309		0.01167	4.2178	YES
D.2.6.3	OSS-4 DLR/Region (%)	Party w Retail	28.92%	31,637	58.33%	5,836		0.00646	-45.5375	NO
D.2.6.4	OSS-4 LMOS/Region (%)	Party w Retail	0.20%	1,604,281	0.15%	123,250		0.00013	3.7432	YES
D.2.6.5	OSS-4 LMOSupd/Region (%)	Party w Retail	9.41%	1,192,390	19.47%	73,719		0.00111	-90.8098	NO
D.2.6.6	OSS-4 LNP/Region (%)	Party w Retail	0.17%	114,733	0.48%	7,087		0.00051	-6.0140	NO
D.2.6.7	OSS-4 MARCH/Region (%)	Party w Retail	71.90%	6,430	70.36%	685		0.01807	0.8482	YES
D.2.6.8	OSS-4 OSPCM/Region (%)	Party w Retail	1.59%	6,214	4.17%	168		0.00979	-2.6287	NO
D.2.6.9	OSS-4 Predictor/Region (%)	Party w Retail	87.29%	64,264	78.27%	6,345		0.00438	20.5823	YES
D.2.6.10	OSS-4 SOCS/Region (%)	Party w Retail	0.02%	209,127	0.00%	17,586		0.00010	1.6712	YES
D.2.6.11	OSS-4 NIW/Region (%)	Party w Retail	0.58%	62,644	0.75%	4,528		0.00117	-1.4676	YES

BellSouth Monthly State Summary
Florida, June 2002

	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						
E 1 1 2	C-1	Physical Caged/FL (calendar days)	<= 15 days	3	18				YES
E 1 1 3	C-1	Physical Cageless/FL (calendar days)	<= 15 days	3	9				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	42	3				YES
E 1 2 3	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days						
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	28	6				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						
E 1 2 8	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days	11	9				YES
E 1 2 9	C-2	Physical Cageless-Augments Additional Space Required/FL (calendar days)	<= 90 days	24	2				YES
% 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%	17				YES

BellSouth Monthly State Summary
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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Flow Through										
<i>% Flow Through Service Requests</i>										
F 1.1.1	O-3	Summary/Region (%)	Diagnostic		85.96%	368,639				Diagnostic
F 1.1.2	O-3	Aggregate/Region (%)	Diagnostic		85.96%	368,639				Diagnostic
F 1.1.3	O-3	Residence/Region (%)	>= 95%		88.58%	175,117				NO
F 1.1.4	O-3	Business/Region (%)	>= 90%		73.74%	4,836				NO
F 1.1.5	O-3	UNE/Region (%)	>= 85%		83.84%	188,686				NO
<i>% Flow Through Service Requests - Achieved</i>										
F 1.2.1	O-3	Summary/Region (%)	Diagnostic		78.96%	401,329				Diagnostic
F 1.2.2	O-3	Aggregate/Region (%)	Diagnostic		78.96%	401,329				Diagnostic
F 1.2.3	O-3	Residence/Region (%)	Diagnostic		81.68%	189,918				Diagnostic
F 1.2.4	O-3	Business/Region (%)	Diagnostic		53.42%	6,676				Diagnostic
F 1.2.5	O-3	UNE/Region (%)	Diagnostic		77.27%	204,735				Diagnostic
F 1.3.1	O-3	Summary/Region (%)	>= 85%		83.63%	8,563				NO
F.1.3.2	O-3	Aggregate/Region (%)	>= 85%		83.63%	8,563				NO
F 1.3.3	O-3	Residence/Region (%)	Diagnostic							Diagnostic
F 1.3.4	O-3	Business/Region (%)	Diagnostic							Diagnostic
General - Pre-Ordering										
<i>Loop Makeup Inquiry (Manual)</i>										
F 2.1	PO-1	Loops/FL (%)	>= 95% w in 3 bus days		75.00%	12				NO
<i>Loop Makeup Inquiry (Electronic)</i>										
F 2.2	PO-2	Loops/FL (%)	>= 95% w in 1 min		80.96%	2,484				NO
General - Ordering										
<i>Service Inquiry with Firm Order</i>										
F 3.1.1	O-10	xDSL (ADSL, HDSL and UCL)/FL (%)	>= 95% w in 5 bus days		100.00%	56				YES
F 3.1.2	O-10	Local Interoffice Transport/FL (%)	>= 95% w in 5 bus days		100.00%	3				YES
<i>Average Speed of Answer</i>										
F 4.1	O-12	Region (seconds)	Parity w Retail	259.48	5,582,890	58.19	41,576			YES
General - Maintenance Center										
<i>Average Answer Time</i>										
F 5.1	M&R-6	Region (seconds)	Parity w Retail	52.80	1,593,224	28.04	91,272			YES
General - Operator Services (Toll)										
<i>Average Speed to Answer</i>										
F 6.1	OS-1	FL (seconds)	PBD		3.50					PBD
<i>% Answered in 30 seconds</i>										
F 6.2	OS-2	FL (%)	PBD		98.50%					PBD
General - Directory Assistance										
<i>Average Speed to Answer</i>										
F.7.1	DA-1	FL (seconds)	PBD		6.53					PBD
<i>% Answered in 20 seconds</i>										

BellSouth Monthly State Summary
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		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
F 7 2	DA-2 FL (%)	PBD			92.20%					PBD
General - E911										
<i>Mean Interval</i>										
F 8 1	E-3 FL (hours)	PBD			0.84	1,139				PBD
<i>% Accuracy</i>										
F 8 2	E-2 FL (%)	PBD			95.99%	732,503				PBD
<i>% Timeliness</i>										
F 8 3	E-1 FL (%)	PBD			100.00%	1,139				PBD
General - Billing										
<i>Usage Data Delivery Accuracy</i>										
F 9 1	B-3 Region (%)	Parity w Retail	100.00%	3,216	100.00%	22,639		0.00000		YES
<i>Usage Data Delivery Timeliness</i>										
F 9 2	B-5 Region (%)	Parity w Retail	99.33%	27,358	99.38%	475,419,169		0.00049	-0.9527	YES
<i>Usage Data Delivery Completeness</i>										
F 9 3	B-4 Region (%)	Parity w Retail	99.92%	27,358	99.91%	475,419,169		0.00017	0.7704	YES
<i>Mean Time to Deliver Usage</i>										
F 9 4	B-6 Region (days)	Parity w Retail	3.24	27,358	2.43	475,419,169				YES
<i>Recurring Charge Completeness</i>										
F 9 5 1	B-7 Resale/FL (%)	Parity w Retail	84.97%	\$18,834,825	98.65%	\$1,318,163		0.00083	-164.6833	YES
F 9 5 2	B-7 UNE/FL (%)	>= 90%			95.67%	\$911,846				YES
F 9 5 3	B-7 Interconnection/FL (%)	>= 90%			97.59%	\$8,707				YES
<i>Non-Recurring Charge Completeness</i>										
F 9 6 1	B-8 Resale/FL (%)	Parity w Retail	93.44%	\$25,120,849	97.93%	\$1,031,346		0.00097	-46.2406	YES
F 9 6 2	B-8 UNE/FL (%)	>= 90%			95.77%	\$2,397,903				YES
F 9 6 3	B-8 Interconnection/FL (%)	>= 90%			98.55%	\$573,742				YES
General - Change Management										
<i>% Software Release Notices Sent On Time</i>										
F 10 1	CM-1 FL (%)	>= 98% w in 30 days								
<i>Average Software Release Notice Delay Days</i>										
F 10 2	CM-2 FL (average)	>= 25 days prior to release								
<i>% Change Management Documentation Sent On Time</i>										
F 10 3	CM-3 FL (%)	>= 98% w in 30 days			100.00%	1				YES
<i>Average Documentation Release Delay Days</i>										
F 10 5										
<i>% CLEC Interface Outages Sent within 15 Minutes</i>										
F 10 6	CM-5 FL (%)	>= 97% w in 15 min			100.00%	23				YES
General - New Business Requests										
<i>% New Business Requests Processed within 30 Business Days</i>										
F 11 1	BFR-1 Region (%)	>= 90% w in 30 bus days			100.00%	2				YES
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			100.00%	2				YES

BellSouth Monthly State Summary
Florida, June 2002

		Benchmark/ Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	Zscore	Equity
General - Ordering										
Acknowledgement Message Timeliness										
F 12 1 1	O-1	EDI/Region (%)	>= 95% w in 30 min		100 00%	121,803				YES
F 12 1 2	O-1	TAG/Region (%)	>= 95% w in 30 min		100 00%	388,915				YES
Acknowledgement Message Completeness										
F 12 2 1	O-2	EDI/Region (%)	100%		99 62%	122,263				NO
F.12.2.2	O-2	TAG/Region (%)	100%		100 00%	388,932				NO
General - Database Updates										
Average Database Update Interval										
F 13 1 1	D-1	LIDB/FL (hours)	PBD	0 96	18	0 96	18			PBD
F.13.1.2	D-1	Directory Listings/FL (hours)	PBD	0 11	25	0 11	25			PBD
F.13.1.3	D-1	Directory Assistance/FL (hours)	PBD	5 90	23	5 90	23			PBD
% Update Accuracy										
F.13.2.1	D-2	LIDB/FL (%)	>= 95%		93 48%	660				NO
F.13.2.2	D-2	Directory Listings/FL (%)	>= 95%		99 35%	1,072				YES
F.13.2.3	D-2	Directory Assistance/FL (%)	>= 95%		99 19%	246				YES
% NDQs / LRNs Loaded by LERG Effective Date										
F 13 3	D-3	Region (%)	100%		98 41%	63				NO
General - Network Outage Notification										
Mean Time to Notify CLEC of Major Network Outages										
F 14 1	M&R-7	Region (minutes)	Party w Retail	791	4	602	4			YES

BellSouth Monthly State Summary
Florida, June 2002
(Georgia Format)

Benchmark / Analog BST Measure BST Volume CLEC Measure CLEC Volume Standard Deviation Standard Error ZScore Nov-01 Equity

Collocation - Collocation

Item	Re	Time	Measure	Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
E.1.1.1	C-1	Virtual/FL (calendar days)	<= 20 days					
E.1.1.2	C-1	Physical Caged/FL (calendar days)	<= 30 days	3	18			YES
E.1.1.2	C-1	Physical Cageless/FL (calendar days)	<= 30 days	3	9			YES
E.1.2.1	C-2	Virtual-Ordinary/FL (calendar days)	<= 50 days	60	2			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	28	6			YES
E.1.2.4	C-2	Physical Cageless/FL (calendar days)	<= 60 days	13	11			YES
E.1.2.5	C-2	Physical Cageless-Extraordinary/FL (calendar days)	<= 90 days					
E.1.3.1	C-3	Virtual/FL (%)	< 5% missed	0.00%	2			YES
E.1.3.2	C-3	Physical/FL (%)	< 5% missed	0.00%	17			YES

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (SUMMARY)
 REPORT PERIOD: 06/01/2002 - 06/30/2002

Exhibit June '02 PM Data
 Attachment 2M

	PERCENT ACHIEVED FLOWTHROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	78.96%	85.96%
	FLOWTHROUGH %	
BST AGGREGATE		
REGION		
- RETAIL RESIDENCE	94.70%	
- RETAIL BUSINESS*	TBD	
<p>*NOTE: BellSouth is reinstating the reporting of business retail flowthrough as directed by the Georgia Public Service Commission. BellSouth currently has no way to measure flowthrough 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</p>		

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used			Manual	Rejects	Errors									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated 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	6	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
2		6	0	0	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
4		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		58	0	0	58	53	3	0	2	0	0	0	2	3.64%	100.00%	100.00%
6		6	0	0	6	4	0	0	2	0	0	0	2	33.33%	100.00%	100.00%
7		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
8		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
9		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
10		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
11		11	0	0	11	6	3	0	2	0	0	0	2	25.00%	100.00%	100.00%
12		8	0	0	8	0	1	0	7	0	0	0	7	100.00%	100.00%	100.00%
13		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
14		17	0	0	17	2	7	0	8	0	0	0	8	80.00%	100.00%	100.00%
15		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
16		17	0	0	17	1	1	0	15	0	0	0	15	93.75%	100.00%	100.00%
17		9	0	0	9	1	1	0	7	0	0	0	7	87.50%	100.00%	100.00%
18		0	0	6	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%
19		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
20		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
21		19	0	0	19	10	2	0	7	0	0	0	7	41.18%	100.00%	100.00%
22		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%
23		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
24		0	0	11	11	2	6	0	3	0	0	0	3	60.00%	100.00%	100.00%
25		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
26		10	0	0	10	3	1	0	6	0	0	0	6	66.67%	100.00%	100.00%
27		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
28		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
29		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
30		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
31		20	0	0	20	1	1	0	18	0	0	0	18	94.74%	100.00%	100.00%
32		8	0	0	8	1	3	0	4	0	0	0	4	80.00%	100.00%	100.00%
33		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
34		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
35		6	0	0	6	3	2	0	1	0	0	0	1	25.00%	100.00%	100.00%
36		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
37		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
38		0	0	16	16	9	4	0	3	0	0	0	3	25.00%	100.00%	100.00%
39		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
40		11	0	0	11	0	5	0	6	0	0	0	6	100.00%	100.00%	100.00%
41		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
42		7	0	0	7	3	3	0	1	0	0	0	1	25.00%	100.00%	100.00%
43		0	0	15	15	0	4	0	11	0	0	0	11	100.00%	100.00%	100.00%
44		5	0	0	5	0	1	0	4	0	0	0	4	100.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING												FLOWTHROUGH		
Name	RESH / OCN	LESOG											Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
		Mechanized Interface Used				Manual	Rejects	Errors				Issued SO's				
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout
45		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
46		12	0	0	12	2	0	0	10	0	0	0	10	83.33%	100.00%	100.00%
47		6	0	0	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%
48		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
49		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
50		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
51		4	0	0	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
52		7	0	0	7	4	0	0	3	0	0	0	3	42.86%	100.00%	100.00%
53		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
54		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
55		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
56		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
57		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
58		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
59		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
60		13	0	0	13	2	1	0	10	0	0	0	10	83.33%	100.00%	100.00%
61		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
62		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
63		14	0	0	14	1	3	1	9	0	0	0	9	90.00%	100.00%	100.00%
64		9	0	0	9	1	0	0	8	0	0	0	8	88.89%	100.00%	100.00%
65		27	0	0	27	15	8	0	4	0	0	0	4	21.05%	100.00%	100.00%
66		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
67		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
68		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
69		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
70		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
71		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
72		6	0	0	6	2	1	0	3	0	0	0	3	60.00%	100.00%	100.00%
73		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
74		12	0	0	12	6	2	0	4	0	0	0	4	40.00%	100.00%	100.00%
75		35	0	0	35	7	2	0	26	0	0	0	26	78.79%	100.00%	100.00%
76		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
77		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
78		0	0	6	6	0	3	1	2	0	0	0	2	100.00%	100.00%	100.00%
79		10	0	0	10	1	3	1	5	0	0	0	5	83.33%	100.00%	100.00%
80		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%
81		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
82		6	0	0	6	4	0	0	2	1	0	1	1	20.00%	50.00%	100.00%
83		10	0	0	10	0	1	0	9	1	1	0	8	88.89%	88.89%	88.89%
84		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
85		0	0	5	5	0	3	0	2	1	0	1	1	100.00%	50.00%	100.00%
86		12	0	0	12	1	1	0	10	1	0	1	9	90.00%	90.00%	100.00%
87		11	0	0	11	0	1	0	10	1	1	0	9	90.00%	90.00%	90.00%
88		0	2	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects	Errors								
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
89		13	0	0	13	0	4	0	9	1	1	0	8	88.89%	88.89%	88.89%
90		0	0	90	90	77	12	0	1	1	0	1	0	0.00%	0.00%	0.00%
91		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
92		8	0	0	8	4	2	0	2	1	0	1	1	20.00%	50.00%	100.00%
93		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
94		0	0	8	8	1	1	0	6	1	0	1	5	83.33%	83.33%	100.00%
95		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
96		48	0	0	48	5	6	0	37	1	1	0	36	85.71%	97.30%	97.30%
97		8	0	0	8	5	1	0	2	1	1	0	1	14.29%	50.00%	50.00%
98		10	0	0	10	0	6	0	4	1	1	0	3	75.00%	75.00%	75.00%
99		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
100		7	0	0	7	0	0	0	7	1	0	1	6	100.00%	85.71%	100.00%
101		37	0	0	37	27	0	1	9	1	0	1	8	22.86%	88.89%	100.00%
102		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
103		11	0	0	11	0	2	0	9	1	0	1	8	100.00%	88.89%	100.00%
104		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
105		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
106		0	5	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
107		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
108		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
109		27	0	0	27	11	2	0	14	1	1	0	13	52.00%	92.86%	92.86%
110		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
111		0	2	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
112		13	0	0	13	1	1	0	11	1	1	0	10	83.33%	90.91%	90.91%
113		79	0	0	79	76	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
114		29	0	0	29	3	4	0	22	1	0	1	21	87.50%	95.45%	100.00%
115		13	0	0	13	0	0	0	13	1	1	0	12	92.31%	92.31%	92.31%
116		94	0	0	94	8	11	0	75	1	0	1	74	90.24%	98.67%	100.00%
117		15	0	0	15	1	8	0	6	1	0	1	5	83.33%	83.33%	100.00%
118		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
119		44	0	0	44	4	7	0	33	1	1	0	32	86.49%	96.97%	96.97%
120		17	0	0	17	4	5	0	8	1	0	1	7	63.64%	87.50%	100.00%
121		57	0	0	57	20	5	0	32	1	1	0	31	59.62%	96.88%	96.88%
122		0	0	109	109	1	34	0	74	1	0	1	73	98.65%	98.65%	100.00%
123		0	0	14	14	2	2	0	10	1	1	0	9	75.00%	90.00%	90.00%
124		11	0	0	11	2	4	0	5	1	1	0	4	57.14%	80.00%	80.00%
125		0	11	0	11	3	1	0	7	1	1	0	6	60.00%	85.71%	85.71%
126		12	0	0	12	2	7	0	3	1	0	1	2	50.00%	66.67%	100.00%
127		31	0	0	31	9	5	0	17	1	1	0	16	61.54%	94.12%	94.12%
128		0	0	19	19	2	4	0	13	2	1	1	11	78.57%	84.62%	91.67%
129		82	0	0	82	6	10	0	66	2	2	0	64	88.89%	96.97%	96.97%
130		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
131		15	0	0	15	2	3	0	10	2	1	1	8	72.73%	80.00%	88.89%
132		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used				LESOG							Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
		LENS	EDI	TAG	Total Mech LSR's	Manual Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				Issued SO's
133		64	0	0	64	5	26	0	33	2	2	0	31	81.58%	93.94%	93.94%
134		5	0	0	5	0	0	1	4	2	2	0	2	50.00%	50.00%	50.00%
135		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
136		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
137		18	0	0	18	4	1	1	12	2	2	0	10	62.50%	83.33%	83.33%
138		4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33.33%
139		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
140		0	0	4	4	0	0	1	3	2	2	0	1	33.33%	33.33%	33.33%
141		38	0	0	38	10	3	0	25	2	1	1	23	67.65%	92.00%	95.83%
142		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
143		9	0	0	9	3	0	0	6	2	1	1	4	50.00%	66.67%	80.00%
144		70	0	0	70	3	2	0	65	2	1	1	63	94.03%	96.92%	98.44%
145		7	0	0	7	0	0	0	7	2	1	1	5	83.33%	71.43%	83.33%
146		13	0	0	13	3	2	0	8	2	0	2	6	66.67%	75.00%	100.00%
147		62	0	0	62	4	2	1	55	2	1	1	53	91.38%	96.36%	98.15%
148		3	0	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
149		20	0	0	20	1	0	2	17	2	2	0	15	83.33%	88.24%	88.24%
150		0	3	0	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
151		28	0	0	28	0	2	0	26	2	1	1	24	96.00%	92.31%	96.00%
152		22	0	0	22	5	9	0	8	2	1	1	6	50.00%	75.00%	85.71%
153		12	0	0	12	0	1	0	11	2	2	0	9	81.82%	81.82%	81.82%
154		4	0	0	4	0	1	0	3	2	2	0	1	33.33%	33.33%	33.33%
155		0	0	29	29	1	0	0	28	2	1	1	26	92.86%	92.86%	96.30%
156		65	0	0	65	10	13	0	42	3	2	1	39	76.47%	92.86%	95.12%
157		40	0	0	40	2	0	0	38	3	3	0	35	87.50%	92.11%	92.11%
158		27	0	0	27	3	3	0	21	3	1	2	18	81.82%	85.71%	94.74%
159		38	0	0	38	7	10	0	21	3	2	1	18	66.67%	85.71%	90.00%
160		29	0	0	29	1	2	1	25	3	2	1	22	88.00%	88.00%	91.67%
161		35	0	0	35	6	7	0	22	3	3	0	19	67.86%	86.36%	86.36%
162		0	0	10	10	0	1	0	9	3	1	2	6	85.71%	66.67%	85.71%
163		45	0	0	45	6	1	0	38	3	3	0	35	79.55%	92.11%	92.11%
164		59	0	0	59	13	6	0	40	3	2	1	37	71.15%	92.50%	94.87%
165		29	0	0	29	3	4	0	22	3	2	1	19	79.17%	86.36%	90.48%
166		74	0	0	74	5	7	0	62	3	1	2	59	90.77%	95.16%	98.33%
167		26	0	0	26	1	4	0	21	3	3	0	18	81.82%	85.71%	85.71%
168		37	0	0	37	21	8	0	8	3	2	1	5	17.86%	62.50%	71.43%
169		0	0	4	4	0	0	0	4	3	2	1	1	33.33%	25.00%	33.33%
170		0	9	0	9	0	2	1	6	3	2	1	3	60.00%	50.00%	60.00%
171		18	0	0	18	4	0	1	13	3	1	2	10	66.67%	76.92%	90.91%
172		55	0	0	55	2	1	0	52	3	3	0	49	90.74%	94.23%	94.23%
173		0	0	180	180	1	18	0	161	3	3	0	158	97.53%	98.14%	98.14%
174		0	0	13	13	4	2	0	7	3	2	1	4	40.00%	57.14%	66.67%
175		15	0	0	15	3	0	1	11	3	3	0	8	57.14%	72.73%	72.73%
176		18	0	0	18	5	4	0	9	3	0	3	6	54.55%	66.67%	100.00%

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	LESOG								Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
		LENS	EDI	TAG		Manual	Rejects	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	Errors						
											Auto Clarification	BST Caused Fallout	CLEC Caused Fallout				
177		43	0	0	43	9	7	0	27	3	1	2	24	70.59%	88.89%	96.00%	
178		34	0	0	34	4	3	0	27	3	1	2	24	82.76%	88.89%	96.00%	
179		0	0	19	19	0	2	0	17	3	3	0	14	82.35%	82.35%	82.35%	
180		11	0	0	11	0	5	1	5	3	3	0	2	40.00%	40.00%	40.00%	
181		0	0	51	51	14	6	0	31	3	2	1	28	63.64%	90.32%	93.33%	
182		5	0	0	5	0	2	0	3	3	2	1	0	0.00%	0.00%	0.00%	
183		70	0	0	70	10	4	0	56	4	2	2	52	81.25%	92.86%	96.30%	
184		41	0	0	41	2	5	1	33	4	1	3	29	90.63%	87.88%	96.67%	
185		72	0	0	72	0	6	0	66	4	3	1	62	95.38%	93.94%	95.38%	
186		0	9	0	9	1	2	0	6	4	2	2	2	40.00%	33.33%	50.00%	
187		41	0	0	41	1	17	0	23	4	3	1	19	82.61%	82.61%	86.36%	
188		107	0	0	107	3	18	0	86	4	0	4	82	96.47%	95.35%	100.00%	
189		0	0	62	62	10	13	2	37	4	3	1	33	71.74%	89.19%	91.67%	
190		0	30	0	30	0	1	0	29	4	4	0	25	86.21%	86.21%	86.21%	
191		36	0	0	36	1	10	1	24	4	4	0	20	80.00%	83.33%	83.33%	
192		57	0	0	57	1	4	0	52	4	4	0	48	90.57%	92.31%	92.31%	
193		0	0	53	53	1	3	0	49	4	4	0	45	90.00%	91.84%	91.84%	
194		48	0	0	48	7	6	0	35	4	4	0	31	73.81%	88.57%	88.57%	
195		21	0	0	21	2	4	0	15	4	3	1	11	68.75%	73.33%	78.57%	
196		65	0	0	65	4	4	0	57	4	3	1	53	88.33%	92.98%	94.64%	
197		19	0	0	19	4	3	0	12	4	2	2	8	57.14%	66.67%	80.00%	
198		28	0	0	28	11	0	0	17	4	3	1	13	48.15%	76.47%	81.25%	
199		31	0	0	31	1	5	0	25	4	4	0	21	80.77%	84.00%	84.00%	
200		59	0	0	59	7	11	0	41	4	3	1	37	78.72%	90.24%	92.50%	
201		0	62	0	62	4	10	0	48	4	3	1	44	86.27%	91.67%	93.62%	
202		11	0	0	11	0	3	0	8	4	2	2	4	66.67%	50.00%	66.67%	
203		13	0	0	13	1	2	0	10	4	2	2	6	66.67%	60.00%	75.00%	
204		98	0	0	98	24	18	1	55	4	2	2	51	66.23%	92.73%	96.23%	
205		40	0	0	40	7	12	0	21	5	5	0	16	57.14%	76.19%	76.19%	
206		109	0	0	109	10	9	1	89	5	4	1	84	85.71%	94.38%	95.45%	
207		33	0	0	33	0	13	0	20	5	4	1	15	78.95%	75.00%	78.95%	
208		80	0	0	80	7	8	4	61	5	2	3	56	86.15%	91.80%	96.55%	
209		31	0	0	31	2	3	0	26	5	4	1	21	77.78%	80.77%	84.00%	
210		166	0	0	166	15	15	0	136	5	5	0	131	86.75%	96.32%	98.32%	
211		68	0	0	68	3	6	0	59	5	3	2	54	90.00%	91.53%	94.74%	
212		0	20	0	20	0	5	1	14	5	2	3	9	81.82%	64.29%	81.82%	
213		20	0	0	20	1	0	0	19	5	2	3	14	82.35%	73.68%	87.50%	
214		35	0	0	35	22	2	0	11	5	0	5	6	21.43%	54.55%	100.00%	
215		5	0	0	5	0	0	0	5	5	0	5	0	0.00%	0.00%	0.00%	
216		12	0	0	12	3	0	0	9	5	0	5	4	57.14%	44.44%	100.00%	
217		0	0	34	34	3	7	0	24	5	2	3	19	79.17%	79.17%	90.48%	
218		20	0	0	20	4	6	1	9	5	5	0	4	30.77%	44.44%	44.44%	
219		86	0	0	86	18	7	1	60	5	4	1	55	71.43%	91.67%	93.22%	
220		0	0	35	35	0	0	0	35	5	5	0	30	85.71%	85.71%	85.71%	

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Errors				Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
		LENS	EDI	TAG						Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
221		0	191	0	191	60	15	0	116	5	4	1	111	63.43%	95.69%	96.52%	
222		50	0	0	50	2	9	0	39	5	3	2	34	87.18%	87.18%	91.89%	
223		47	0	0	47	6	6	0	35	5	4	1	30	75.00%	85.71%	88.24%	
224		60	0	0	60	4	4	1	51	6	5	1	45	83.33%	88.24%	90.00%	
225		107	0	0	107	8	10	1	88	6	3	3	82	88.17%	93.18%	96.47%	
226		109	0	0	109	2	12	1	94	6	2	4	88	95.65%	93.62%	97.78%	
227		0	0	32	32	3	1	1	27	6	4	2	21	75.00%	77.78%	84.00%	
228		47	0	0	47	3	7	0	37	6	6	0	31	77.50%	83.78%	83.78%	
229		43	0	0	43	2	9	0	32	6	5	1	26	78.79%	81.25%	83.87%	
230		107	0	0	107	29	27	2	49	6	2	4	43	58.11%	87.76%	95.56%	
231		293	0	0	293	20	30	2	241	6	4	2	235	90.73%	97.51%	98.33%	
232		47	0	0	47	13	1	1	32	6	2	4	26	63.41%	81.25%	92.86%	
233		25	0	0	25	9	6	0	10	6	2	4	4	26.67%	40.00%	66.67%	
234		27	0	0	27	2	2	0	23	6	5	1	17	70.83%	73.91%	77.27%	
235		75	0	0	75	1	4	0	70	6	3	3	64	94.12%	91.43%	95.52%	
236		130	0	0	130	7	11	0	112	6	5	1	106	89.83%	94.64%	95.50%	
237		0	55	0	55	7	18	0	30	6	2	4	24	72.73%	80.00%	92.31%	
238		34	0	0	34	2	6	0	26	6	3	3	20	80.00%	76.92%	86.96%	
239		29	0	0	29	3	1	1	24	6	4	2	18	72.00%	75.00%	81.82%	
240		0	0	473	473	18	120	1	334	6	4	2	328	93.71%	98.20%	98.80%	
241		0	0	113	113	5	27	0	81	6	6	0	75	87.21%	92.59%	92.59%	
242		98	0	0	98	5	9	0	84	7	7	0	77	86.52%	91.67%	91.67%	
243		49	0	0	49	4	2	0	43	7	6	1	36	78.26%	83.72%	85.71%	
244		43	0	0	43	1	4	0	38	7	4	3	31	86.11%	81.58%	88.57%	
245		38	0	0	38	2	5	0	31	7	5	2	24	77.42%	77.42%	82.76%	
246		54	0	0	54	5	9	1	39	7	4	3	32	78.05%	82.05%	88.89%	
247		53	0	0	53	1	4	0	48	7	6	1	41	85.42%	85.42%	87.23%	
248		45	0	0	45	7	4	0	34	7	5	2	27	69.23%	79.41%	84.38%	
249		48	0	0	48	2	5	1	40	7	3	4	33	86.84%	82.50%	91.67%	
250		0	55	0	55	14	10	0	31	7	5	2	24	55.81%	77.42%	82.76%	
251		257	0	0	257	12	21	0	224	7	6	1	217	92.34%	96.88%	97.31%	
252		466	0	0	466	38	42	0	386	7	7	0	379	89.39%	98.19%	98.19%	
253		23	0	0	23	3	2	1	17	7	6	1	10	52.63%	58.82%	62.50%	
254		34	0	0	34	2	3	2	27	7	7	0	20	68.97%	74.07%	74.07%	
255		36	0	0	36	4	3	0	29	7	5	2	22	70.97%	75.86%	81.48%	
256		0	0	31	31	2	2	0	27	7	2	5	20	83.33%	74.07%	80.91%	
257		57	0	0	57	5	11	0	41	7	4	3	34	79.07%	82.93%	89.47%	
258		75	0	0	75	11	3	0	61	7	4	3	54	78.26%	88.52%	93.10%	
259		50	0	0	50	14	8	1	27	7	2	5	20	55.56%	74.07%	90.91%	
260		92	0	0	92	12	10	2	68	8	6	2	60	76.92%	86.24%	90.91%	
261		395	0	0	395	25	37	0	333	8	7	1	325	91.04%	97.60%	97.89%	
262		17	0	0	17	0	2	0	15	8	2	6	7	77.78%	46.67%	77.78%	
263		90	0	0	90	7	16	0	67	8	5	3	59	83.10%	88.06%	92.19%	
264		15	0	0	15	0	3	1	11	8	6	2	3	33.33%	27.27%	33.33%	

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
		LENS	EDI	TAG							BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
265		42	0	0	42	7	5	1	29	8	3	5	21	67.74%	72.41%	87.50%	
266		185	0	0	185	15	21	0	149	8	6	2	141	87.04%	94.63%	95.92%	
267		248	0	0	248	30	23	0	195	8	7	1	187	83.48%	95.90%	96.39%	
268		33	0	0	33	0	3	1	29	8	6	2	21	77.78%	72.41%	77.78%	
269		23	0	0	23	2	1	0	20	8	7	1	12	57.14%	60.00%	63.16%	
270		0	0	48	48	0	1	0	47	8	8	0	39	82.98%	82.98%	82.98%	
271		0	0	225	225	7	8	0	210	8	8	0	202	93.09%	96.19%	96.19%	
272		65	0	0	65	5	18	0	42	9	5	4	33	76.74%	78.57%	86.84%	
273		88	0	0	88	9	8	0	71	9	9	0	62	77.50%	87.32%	87.32%	
274		22	0	0	22	1	4	0	17	9	8	1	8	47.06%	47.06%	50.00%	
275		0	116	0	116	7	23	0	86	9	7	2	77	84.62%	89.53%	91.67%	
276		83	0	0	83	4	22	1	56	9	6	3	47	82.46%	83.93%	88.88%	
277		35	0	0	35	3	5	0	27	9	8	1	18	62.07%	66.67%	69.23%	
278		29	0	0	29	1	2	0	26	9	3	6	17	80.95%	65.38%	85.00%	
279		0	36	0	36	2	7	1	26	9	8	1	17	62.96%	65.38%	68.00%	
280		125	0	0	125	9	17	0	99	9	8	1	90	84.11%	90.91%	91.84%	
281		0	169	0	169	15	17	1	136	9	7	2	127	85.23%	93.38%	94.78%	
282		42	0	0	42	4	10	0	28	10	5	5	18	66.67%	64.29%	78.26%	
283		81	0	0	81	3	9	2	67	10	9	1	57	82.61%	85.07%	86.36%	
284		173	0	0	173	12	12	1	148	10	8	2	138	87.34%	93.24%	94.52%	
285		33	0	0	33	7	9	1	16	10	2	8	6	40.00%	37.50%	75.00%	
286		58	0	0	58	3	17	2	36	10	4	6	26	78.79%	72.22%	86.67%	
287		121	0	0	121	12	21	1	87	10	8	2	77	79.38%	88.51%	90.59%	
288		92	0	0	92	15	7	3	67	10	7	3	57	72.15%	85.07%	89.06%	
289		33	0	0	33	8	7	1	17	10	5	5	7	35.00%	41.18%	58.33%	
290		28	0	0	28	3	7	2	16	10	5	5	6	42.86%	37.50%	54.55%	
291		63	0	0	63	7	6	0	50	10	9	1	40	71.43%	80.00%	81.63%	
292		131	0	0	131	19	10	2	100	10	4	6	90	79.65%	90.00%	95.74%	
293		60	0	0	60	6	20	1	33	10	3	7	23	71.88%	69.70%	88.46%	
294		289	0	0	289	27	22	0	240	11	11	0	229	85.77%	95.42%	95.42%	
295		268	0	0	268	16	22	0	230	11	7	4	219	90.50%	95.22%	96.90%	
296		141	0	0	141	26	24	2	89	11	10	1	78	68.42%	87.64%	88.64%	
297		18	0	0	18	1	2	0	15	11	7	4	4	33.33%	26.67%	36.36%	
298		0	55	0	55	8	17	0	30	12	5	7	18	58.06%	60.00%	78.26%	
299		90	0	0	90	5	15	2	68	12	8	4	56	81.16%	82.35%	87.50%	
300		1,032	0	0	1,032	836	91	1	104	12	4	8	92	9.87%	88.46%	95.83%	
301		0	45	0	45	1	14	0	30	12	11	1	18	60.00%	60.00%	62.07%	
302		35	0	0	35	5	7	0	23	12	5	7	11	52.38%	47.83%	68.75%	
303		106	0	0	106	17	14	1	74	12	11	1	62	68.89%	83.78%	84.93%	
304		108	0	0	108	16	36	0	56	12	6	6	44	66.67%	78.57%	88.00%	
305		273	0	0	273	28	48	1	196	12	7	5	184	84.02%	93.88%	96.34%	
306		54	0	0	54	5	5	0	44	12	10	2	32	68.09%	72.73%	76.19%	
307		119	0	0	119	14	17	2	86	12	7	5	74	77.89%	86.05%	91.36%	
308		255	0	0	255	11	11	1	232	13	11	2	219	90.87%	94.40%	95.22%	

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used			LESOG								Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
		LENS	EDI	TAG	Total Mech LSR's	Manual	Rejects	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	Errors					
											BST Caused Fallout	CLEC Caused Fallout				Issued SO's
309		0	86	0	86	26	13	0	47	13	9	4	34	49.28%	72.34%	79.07%
310		36	0	0	36	7	3	0	26	13	8	5	13	46.43%	50.00%	61.90%
311		0	120	0	120	70	14	2	34	13	4	9	21	22.11%	61.76%	84.00%
312		948	0	0	948	780	71	1	96	14	6	8	82	9.45%	85.42%	93.18%
313		0	118	0	118	15	13	0	90	14	9	5	76	76.00%	84.44%	89.41%
314		78	0	0	78	5	24	0	49	14	12	2	35	67.31%	71.43%	74.47%
315		44	0	0	44	4	12	2	26	15	9	6	11	45.83%	42.31%	55.00%
316		106	0	0	106	4	6	0	96	15	14	1	81	81.82%	84.38%	85.26%
317		98	0	0	98	15	16	2	65	15	10	5	50	66.67%	76.92%	83.33%
318		175	0	0	175	25	13	2	135	15	9	6	120	77.92%	88.89%	93.02%
319		57	0	0	57	12	17	1	27	15	12	3	12	33.33%	44.44%	50.00%
320		246	0	0	246	41	14	0	191	16	14	2	175	76.09%	91.62%	92.59%
321		497	0	0	497	20	34	0	443	16	14	2	427	92.62%	96.39%	96.83%
322		503	0	0	503	28	22	0	453	16	13	3	437	91.42%	96.47%	97.11%
323		233	0	0	233	2	15	4	212	16	10	6	196	94.23%	92.45%	95.15%
324		92	0	0	92	9	7	3	73	16	9	7	57	76.00%	78.08%	86.36%
325		0	0	631	631	15	55	0	561	16	13	3	545	95.11%	97.15%	97.67%
326		83	0	0	83	9	24	0	50	17	7	10	33	67.35%	66.00%	82.50%
327		0	308	0	308	128	25	0	155	17	10	7	138	50.00%	89.03%	93.24%
328		227	0	0	227	14	18	0	195	17	12	5	178	87.25%	91.28%	93.68%
329		171	0	0	171	27	13	1	130	17	13	4	113	73.86%	86.92%	89.68%
330		144	0	0	144	29	27	2	86	17	14	3	69	61.61%	80.23%	83.13%
331		0	97	0	97	27	22	0	48	17	15	2	31	42.47%	64.58%	67.39%
332		283	0	0	283	39	12	0	232	17	15	2	215	79.93%	92.67%	93.48%
333		279	0	0	279	28	22	1	228	17	16	1	211	82.75%	92.54%	92.95%
334		127	0	0	127	24	27	0	76	17	8	9	59	64.84%	77.63%	88.06%
335		234	0	0	234	14	23	3	194	18	14	4	176	86.27%	90.72%	92.63%
336		133	0	0	133	17	13	1	102	18	16	2	84	71.79%	82.35%	84.00%
337		126	0	0	126	19	20	0	87	18	14	4	69	67.65%	79.31%	83.13%
338		0	0	95	95	10	18	0	67	19	17	2	48	64.00%	71.64%	73.85%
339		586	0	0	586	32	35	0	519	19	13	6	500	91.74%	96.34%	97.47%
340		367	0	0	367	17	14	0	336	19	17	2	317	90.31%	94.35%	94.91%
341		0	0	121	121	0	4	0	117	19	19	0	98	83.76%	83.76%	83.76%
342		488	0	0	488	30	33	1	424	20	18	2	404	89.38%	95.28%	95.73%
343		0	446	0	446	37	49	0	360	20	19	1	340	85.86%	94.44%	94.71%
344		112	0	0	112	14	15	2	81	20	12	8	61	70.11%	75.31%	83.56%
345		121	0	0	121	12	27	1	81	20	16	4	61	68.54%	75.31%	79.22%
346		324	0	0	324	34	23	2	265	20	17	3	245	82.77%	92.45%	93.51%
347		545	0	0	545	11	153	1	380	20	18	2	360	92.54%	94.74%	95.24%
348		51	0	0	51	6	1	1	43	21	16	5	22	50.00%	51.16%	57.89%
349		185	0	0	185	12	15	0	158	21	18	3	137	82.04%	86.71%	88.39%
350		579	0	0	579	61	74	1	443	21	17	4	422	84.40%	95.26%	96.13%
351		443	0	0	443	31	16	0	396	21	16	5	375	88.86%	94.70%	95.91%
352		0	0	347	347	27	26	0	294	21	17	4	273	86.12%	92.86%	94.14%

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING											FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors					Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
353		0	0	241	241	25	24	1	191	21	16	5	170	80.57%	89.01%	91.40%
354		257	0	0	257	33	10	2	212	22	17	5	190	79.17%	89.62%	91.79%
355		0	0	375	375	17	43	3	312	22	21	1	290	88.41%	92.95%	93.25%
356		0	0	385	385	7	37	0	341	23	20	3	318	92.17%	93.26%	94.08%
357		452	0	0	452	43	56	3	350	24	15	9	326	84.90%	93.14%	95.60%
358		462	0	0	462	52	32	1	377	24	18	6	353	83.45%	93.63%	95.15%
359		180	0	0	180	27	16	2	135	24	19	5	111	70.70%	82.22%	85.38%
360		617	0	0	617	49	112	1	455	24	18	6	431	86.55%	94.73%	95.99%
361		57	0	0	57	1	7	1	48	24	14	10	24	61.54%	50.00%	63.16%
362		131	0	0	131	56	9	0	66	24	17	7	42	36.52%	63.64%	71.19%
363		47	0	0	47	2	10	0	35	24	23	1	11	30.56%	31.43%	32.35%
364		0	26	0	26	1	0	0	25	24	19	5	1	4.76%	4.00%	5.00%
365		698	0	0	698	68	15	0	615	25	25	0	590	86.38%	95.93%	95.93%
366		735	0	0	735	46	21	2	666	25	21	4	641	90.54%	96.25%	96.83%
367		395	0	0	395	29	46	0	320	25	23	2	295	85.01%	92.19%	92.77%
368		213	0	0	213	27	15	0	171	25	20	5	146	75.65%	85.38%	87.95%
369		0	0	93	93	14	21	0	58	25	18	7	33	50.77%	56.90%	64.71%
370		103	0	0	103	17	22	7	57	25	16	9	32	49.23%	56.14%	66.67%
371		1,035	0	0	1,035	97	101	2	835	26	23	3	809	87.08%	96.89%	97.24%
372		0	138	0	138	7	9	0	122	26	11	15	96	84.21%	78.69%	89.72%
373		0	589	0	589	32	93	1	463	27	23	4	436	86.80%	94.17%	94.99%
374		0	0	1,351	1,351	18	128	4	1,201	27	20	7	1,174	96.86%	97.75%	98.32%
375		115	0	0	115	15	16	3	81	27	23	4	54	58.70%	66.67%	70.13%
376		0	99	0	99	20	7	6	66	27	18	9	39	50.65%	59.09%	68.42%
377		0	81	0	81	10	10	0	61	28	9	19	33	63.46%	54.10%	78.57%
378		625	0	0	625	51	48	4	522	29	17	12	493	87.88%	94.44%	96.67%
379		160	0	0	160	14	20	0	126	29	23	6	97	72.39%	76.98%	80.83%
380		808	0	0	808	29	73	1	705	29	24	5	676	92.73%	95.89%	96.57%
381		196	0	0	196	27	19	3	147	30	25	5	117	69.23%	79.59%	82.39%
382		379	0	0	379	20	40	1	318	30	24	6	288	86.75%	90.57%	92.31%
383		291	0	0	291	52	28	2	209	31	19	12	178	71.49%	85.17%	90.36%
384		571	0	0	571	57	27	1	486	32	25	7	454	84.70%	93.42%	94.78%
385		455	0	0	455	34	65	3	353	33	30	3	320	83.33%	90.65%	91.43%
386		0	162	0	162	3	5	0	154	33	25	8	121	81.21%	78.57%	82.88%
387		586	0	0	586	78	97	5	406	33	19	14	373	79.36%	91.87%	95.15%
388		1,835	0	0	1,835	73	161	2	1,599	34	28	6	1,565	93.94%	97.87%	98.24%
389		197	0	0	197	48	15	3	131	34	27	7	97	56.40%	74.05%	78.23%
390		221	0	0	221	27	42	5	147	34	22	12	113	69.75%	76.87%	83.70%
391		0	0	1,533	1,533	54	67	6	1,406	34	26	8	1,372	94.49%	97.58%	98.14%
392		134	0	0	134	2	25	3	104	35	23	12	69	73.40%	66.35%	75.00%
393		335	0	0	335	60	40	6	229	35	27	8	194	69.04%	84.72%	87.78%
394		1,157	0	0	1,157	167	78	4	908	36	28	8	872	81.72%	96.04%	96.89%
395		343	0	0	343	33	47	3	260	36	28	8	224	78.60%	86.15%	88.89%
396		192	0	0	192	34	26	2	130	36	29	7	94	59.87%	72.31%	76.42%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	Errors			Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout				Auto Clarification	BST Caused Fallout	CLEC Caused Fallout				
397		0	131	0	131	1	7	0	123	36	16	20	87	83.85%	70.73%	84.47%
398		421	0	0	421	65	34	4	318	37	28	9	281	75.13%	88.36%	90.94%
399		1,177	0	0	1,177	84	115	4	974	38	22	16	936	89.83%	96.10%	97.70%
400		185	0	0	185	4	9	1	171	38	31	7	133	79.17%	77.78%	81.10%
401		83	0	0	83	9	9	0	65	39	31	8	26	39.39%	40.00%	45.61%
402		0	1,268	0	1,268	119	72	1	1,076	40	25	15	1,036	87.80%	96.28%	97.64%
403		0	107	0	107	21	20	1	65	40	23	17	25	36.23%	38.46%	52.08%
404		114	0	0	114	10	10	2	92	41	33	8	51	54.26%	55.43%	60.71%
405		1,661	0	0	1,661	71	88	0	1,502	41	37	4	1,461	93.12%	97.27%	97.53%
406		645	0	0	645	51	43	1	550	42	23	19	508	87.29%	92.36%	95.67%
407		0	338	0	338	25	32	4	277	43	41	2	234	78.00%	84.48%	85.09%
408		1,113	0	0	1,113	84	82	1	946	43	38	5	903	88.10%	95.45%	95.96%
409		0	0	418	418	44	33	6	335	43	25	18	292	80.89%	87.16%	92.11%
410		237	0	0	237	41	83	6	107	43	24	19	64	49.61%	59.81%	72.73%
411		529	0	0	529	69	70	5	385	44	36	8	341	76.46%	88.57%	90.45%
412		881	0	0	881	40	55	1	785	44	34	10	741	90.92%	94.39%	95.61%
413		1,048	0	0	1,048	76	65	6	901	46	35	11	855	88.51%	94.89%	96.07%
414		607	0	0	607	42	49	7	509	47	30	17	462	86.52%	90.77%	93.90%
415		0	0	1,406	1,406	52	314	0	1,040	47	39	8	993	91.61%	96.48%	96.22%
416		1,518	0	0	1,518	111	205	4	1,198	49	44	5	1,149	88.11%	95.91%	96.31%
417		464	0	0	464	18	38	2	406	49	40	9	357	86.02%	87.93%	89.92%
418		1,852	0	0	1,852	85	95	15	1,657	50	39	11	1,607	92.84%	96.98%	97.63%
419		1,152	0	0	1,152	96	23	4	1,029	50	44	6	979	87.49%	95.14%	95.70%
420		443	0	0	443	77	67	3	296	52	34	18	244	68.73%	82.43%	87.77%
421		376	0	0	376	178	37	4	157	52	32	20	105	33.33%	66.88%	78.64%
422		0	0	247	247	61	32	1	153	53	28	25	100	52.91%	65.36%	78.13%
423		0	203	0	203	16	22	0	165	54	37	17	111	67.68%	67.27%	75.00%
424		734	0	0	734	91	63	1	579	55	46	9	524	79.27%	80.50%	91.93%
425		0	337	0	337	45	73	0	219	55	41	14	164	65.60%	74.89%	80.00%
426		731	0	0	731	70	22	5	634	55	43	12	579	83.67%	91.32%	93.09%
427		1,065	0	0	1,065	49	57	1	958	58	49	9	900	90.18%	93.95%	94.84%
428		493	0	0	493	18	23	3	449	59	47	12	390	85.71%	86.86%	89.24%
429		317	0	0	317	36	44	4	233	60	43	17	173	68.65%	74.25%	80.09%
430		511	0	0	511	78	46	3	384	60	49	11	324	71.84%	84.38%	86.86%
431		501	0	0	501	33	64	6	398	60	32	28	338	83.87%	84.92%	91.35%
432		1,428	0	0	1,428	90	84	11	1,243	61	48	13	1,182	89.55%	95.09%	96.10%
433		1,181	0	0	1,181	138	99	3	941	62	40	22	879	83.16%	93.41%	95.65%
434		670	0	0	670	57	38	8	567	62	44	18	505	83.33%	89.07%	91.99%
435		213	0	0	213	13	24	4	172	62	41	21	110	67.07%	63.95%	72.85%
436		1,254	0	0	1,254	122	117	11	1,004	63	54	9	941	84.24%	93.73%	94.57%
437		406	0	0	406	66	52	7	281	63	44	19	218	66.46%	77.58%	83.21%
438		478	0	0	478	48	70	6	354	67	45	22	287	75.53%	81.07%	86.45%
439		276	0	0	276	1	24	0	251	67	44	23	184	80.35%	73.31%	80.70%
440		840	0	0	840	66	106	2	666	70	55	15	596	83.12%	89.49%	91.55%

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Manual Fallout	Rejects	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Errors			Issued SO's	Percent Achieved	Base Calculation	Percent Flow-through
		LENS	EDI	TAG							Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
441		219	0	0	219	24	56	11	128	70	62	8	58	40.28%	45.31%	48.33%	
442		0	619	0	619	72	39	7	501	71	47	24	430	78.32%	85.83%	90.15%	
443		1,276	0	0	1,276	49	79	6	1,142	72	48	24	1,070	91.69%	93.70%	95.71%	
444		865	0	0	865	23	76	10	756	73	41	32	683	91.43%	90.34%	94.34%	
445		0	0	1,450	1,450	24	131	6	1,289	75	65	10	1,214	93.17%	94.18%	94.92%	
446		986	0	0	986	117	110	4	755	76	61	15	679	79.23%	89.93%	91.76%	
447		730	0	0	730	71	57	2	600	76	59	17	524	80.12%	87.33%	89.88%	
448		350	0	0	350	13	16	1	320	77	72	5	243	74.09%	75.94%	77.14%	
449		2,095	0	0	2,095	48	196	3	1,848	78	68	10	1,770	93.85%	95.78%	96.30%	
450		1,759	0	0	1,759	161	208	5	1,385	79	59	20	1,306	85.58%	94.30%	95.68%	
451		0	367	0	367	5	16	0	346	79	68	11	267	78.53%	77.17%	79.70%	
452		0	0	503	503	125	39	4	335	80	58	22	255	58.22%	76.12%	81.47%	
453		0	515	0	515	39	76	0	400	80	56	24	320	77.11%	80.00%	85.11%	
454		1,948	0	0	1,948	59	156	2	1,731	82	68	14	1,649	92.85%	95.26%	96.04%	
455		0	0	409	409	49	74	1	285	82	55	27	203	66.12%	71.23%	78.68%	
456		2,884	0	0	2,884	135	183	1	2,565	82	72	10	2,483	92.30%	96.80%	97.18%	
457		1,169	0	0	1,169	24	124	2	1,019	82	62	20	937	91.59%	91.95%	93.79%	
458		407	0	0	407	16	70	1	320	84	66	18	236	74.21%	73.75%	78.15%	
459		818	0	0	818	103	81	2	632	84	77	7	548	75.27%	86.71%	87.68%	
460		0	794	0	794	92	115	4	583	84	37	47	499	79.46%	85.59%	93.10%	
461		0	442	0	442	14	13	0	415	84	71	13	331	79.57%	79.76%	82.34%	
462		0	1,365	0	1,365	106	195	0	1,064	87	64	23	977	85.18%	91.82%	93.85%	
463		0	411	0	411	19	57	0	335	87	68	19	248	74.03%	74.03%	78.48%	
464		1,444	0	0	1,444	107	126	3	1,208	87	63	24	1,121	86.83%	92.80%	94.68%	
465		455	0	0	455	29	24	22	380	88	64	24	292	75.84%	76.84%	82.02%	
466		475	0	0	475	35	37	5	398	88	74	14	310	73.99%	77.89%	80.73%	
467		333	0	0	333	46	38	5	244	89	63	26	155	58.71%	63.52%	71.10%	
468		1,347	0	0	1,347	113	60	2	1,172	94	85	9	1,078	84.48%	91.98%	92.69%	
469		2,217	0	0	2,217	128	70	1	2,018	96	86	10	1,922	89.98%	95.24%	95.72%	
470		0	513	0	513	75	49	9	380	99	80	19	281	64.45%	73.95%	77.84%	
471		2,451	0	0	2,451	204	353	5	1,889	102	80	22	1,787	86.29%	94.60%	95.72%	
472		2,027	0	0	2,027	213	360	10	1,444	104	81	23	1,340	82.01%	92.80%	94.30%	
473		485	0	0	485	43	30	2	410	104	79	25	306	71.50%	74.63%	79.48%	
474		0	0	639	639	43	187	1	408	106	90	16	302	69.43%	74.02%	77.04%	
475		787	0	0	787	69	150	5	563	108	60	48	455	77.91%	80.82%	88.35%	
476		0	1,748	0	1,748	97	286	0	1,365	112	81	31	1,253	87.56%	91.79%	93.93%	
477		1,916	0	0	1,916	56	83	8	1,769	112	80	32	1,657	92.41%	93.67%	95.39%	
478		895	0	0	895	113	102	2	678	116	91	25	562	73.37%	82.89%	86.06%	
479		3,083	0	0	3,083	249	267	9	2,558	117	102	15	2,441	87.43%	95.43%	95.99%	
480		0	0	575	575	37	132	0	406	118	103	15	288	67.29%	70.94%	73.66%	
481		398	0	0	398	5	7	46	340	122	3	119	218	96.46%	64.12%	98.64%	
482		2,964	0	0	2,964	225	114	2	2,623	127	101	26	2,496	88.45%	95.16%	98.11%	
483		0	0	797	797	119	89	3	586	130	109	21	456	66.67%	77.82%	80.71%	
484		2,351	0	0	2,351	32	222	3	2,094	138	108	30	1,956	93.32%	93.41%	94.77%	

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
		Mechanized Interface Used			Manual	Rejects	Errors									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through
485		951	0	0	951	143	179	12	617	140	100	40	477	66.25%	77.31%	82.67%
486		912	0	0	912	139	57	13	703	141	116	25	562	68.79%	79.94%	82.89%
487		1,045	0	0	1,045	29	133	5	878	146	120	26	732	83.09%	83.37%	85.92%
488		0	702	0	702	52	78	2	570	146	113	33	424	71.99%	74.39%	78.96%
489		0	1,505	0	1,505	94	137	1	1,273	149	127	22	1,124	83.57%	88.30%	89.85%
490		738	0	0	738	52	25	2	659	152	125	27	507	74.12%	76.93%	80.22%
491		0	2,463	0	2,463	162	422	0	1,879	154	100	54	1,725	86.81%	91.80%	94.52%
492		0	0	916	916	137	103	5	671	155	119	36	516	66.84%	76.90%	81.26%
493		0	599	0	599	48	57	0	494	155	102	53	339	69.33%	68.62%	76.87%
494		0	617	0	617	17	36	1	563	163	143	20	400	71.43%	71.05%	73.66%
495		1,099	0	0	1,099	227	139	18	715	168	134	34	547	60.24%	76.50%	80.32%
496		0	0	1,559	1,559	171	176	8	1,204	170	132	38	1,034	77.34%	85.88%	88.68%
497		0	0	1,017	1,017	128	115	14	760	172	125	47	588	69.92%	77.37%	82.47%
498		1,491	0	0	1,491	263	160	11	1,057	175	115	60	882	70.00%	83.44%	88.47%
499		0	768	0	768	32	188	6	542	187	142	45	355	67.11%	65.50%	71.43%
500		993	0	0	993	132	161	5	695	187	132	55	508	65.80%	73.09%	79.38%
501		0	0	1,011	1,011	77	190	1	743	206	158	48	537	69.56%	72.27%	77.27%
502		1,428	0	0	1,428	172	160	14	1,082	214	155	59	868	72.64%	80.22%	84.85%
503		1,468	0	0	1,468	169	177	20	1,102	219	176	43	883	71.91%	80.13%	83.38%
504		2,664	0	0	2,664	246	298	12	2,108	225	176	49	1,883	81.69%	89.33%	91.45%
505		991	0	0	991	59	101	11	820	228	191	37	592	70.31%	72.20%	75.61%
506		1,793	0	0	1,793	92	224	19	1,458	254	152	102	1,204	83.15%	82.58%	88.79%
507		0	0	1,840	1,840	275	205	8	1,352	264	219	45	1,088	68.77%	80.47%	83.24%
508		0	1,672	0	1,672	278	208	1	1,185	268	186	82	917	66.40%	77.38%	83.14%
509		0	0	1,256	1,256	646	21	0	589	268	250	18	321	26.38%	54.50%	56.22%
510		0	1,528	0	1,528	159	241	13	1,115	270	218	52	845	69.15%	75.78%	79.49%
511		0	0	1,023	1,023	184	52	40	747	287	228	59	460	52.75%	61.58%	66.86%
512		2,818	0	0	2,818	208	513	41	2,056	295	193	102	1,761	81.45%	85.65%	90.12%
513		12,750	0	0	12,750	571	437	6	11,736	302	265	37	11,434	93.19%	97.43%	97.73%
514		1,685	0	0	1,685	97	105	2	1,481	313	278	35	1,168	75.70%	78.87%	80.77%
515		0	0	2,486	2,486	65	192	10	2,219	314	290	24	1,905	84.29%	85.85%	86.79%
516		0	846	0	846	36	131	7	672	319	295	24	353	51.61%	52.53%	54.48%
517		0	0	1,799	1,799	187	188	25	1,399	339	253	86	1,060	70.67%	75.77%	80.73%
518		0	0	7,803	7,803	165	984	31	6,623	352	265	87	6,271	93.58%	94.69%	95.95%
519		0	2,055	0	2,055	79	511	8	1,457	353	250	103	1,104	77.04%	75.77%	81.54%
520		0	1,724	0	1,724	19	209	4	1,492	398	298	100	1,094	77.53%	73.32%	78.59%
521		1,466	0	0	1,466	220	170	17	1,059	398	304	94	661	55.78%	62.42%	68.50%
522		0	0	1,742	1,742	70	475	0	1,197	405	344	61	792	65.67%	66.17%	68.72%
523		2,219	0	0	2,219	169	176	31	1,843	405	345	60	1,438	73.67%	78.02%	80.65%
524		0	0	1,393	1,393	231	81	50	1,031	412	350	62	619	51.58%	60.04%	63.88%
525		6,568	0	0	6,568	336	590	8	5,634	452	398	54	5,182	87.59%	91.98%	92.87%
526		1,943	0	0	1,943	204	160	15	1,564	462	347	115	1,102	66.67%	70.46%	76.05%
527		8,568	0	0	8,568	475	822	16	7,255	511	415	96	6,744	88.34%	92.96%	94.20%
528		0	1,885	0	1,885	165	332	9	1,379	532	441	91	847	58.29%	61.42%	65.76%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
		Mechanized Interface Used				Manual	Rejects	Errors									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow-through	
529		0	0	3,465	3,465	126	912	2	2,425	532	430	102	1,893	77.30%	78.06%	81.49%	
530		1,105	0	0	1,105	23	43	42	997	538	421	117	459	50.83%	46.04%	52.16%	
531		4,610	0	0	4,610	525	407	52	3,626	553	454	99	3,073	75.84%	84.75%	87.13%	
532		7,719	0	0	7,719	243	783	7	6,686	705	588	117	5,981	87.80%	89.46%	91.05%	
533		0	1,055	0	1,055	33	119	76	827	779	633	146	48	6.72%	5.80%	7.05%	
534		0	3,083	0	3,083	319	396	29	2,339	948	797	151	1,391	55.48%	59.47%	63.57%	
535		4,561	0	0	4,561	232	243	39	4,047	1,010	933	77	3,037	72.28%	75.04%	76.50%	
536		0	2,848	0	2,848	23	155	0	2,670	1,259	853	406	1,411	61.70%	52.85%	62.32%	
537		23,962	0	0	23,962	1,472	1,548	27	20,915	1,264	1,082	182	19,651	88.50%	93.96%	94.78%	
538		0	0	4,087	4,087	7	622	57	3,401	1,285	869	416	2,116	70.72%	62.22%	70.89%	
539		0	0	8,260	8,260	863	1,833	32	5,532	1,323	775	548	4,209	71.99%	76.08%	84.45%	
540		0	29,977	0	29,977	1,475	2,763	19	25,720	2,731	2,313	418	22,989	85.85%	89.38%	90.86%	
541		35,440	0	0	35,440	1,502	1,972	189	31,777	5,886	5,245	641	25,891	79.33%	81.48%	83.15%	
542		38,092	0	0	38,092	3,905	6,542	421	27,224	7,673	5,956	1,717	19,551	66.47%	71.82%	76.65%	
543		0	20,830	0	20,830	346	5,711	5	14,768	9,153	3,759	5,394	5,615	57.77%	38.02%	59.90%	
544		0	71,863	0	71,863	2,336	12,315	186	57,026	12,014	10,315	1,699	45,012	78.06%	78.93%	81.36%	
LENS Subtotal		268,304	0	0	268,304	21,533	25,526	1,554	219,691	29,964	24,057	5,907	189,727	80.63%	86.36%	88.75%	
EDI Subtotal		0	158,330	0	158,330	6,921	25,486	407	125,516	31,385	22,077	9,308	94,131	76.45%	75.00%	81.00%	
TAG Subtotal		0	0	53,003	53,003	4,236	7,891	325	40,551	7,534	5,630	1,904	33,017	76.99%	81.42%	85.43%	
TOTAL INTERFACES		268,304	158,330	53,003	479,637	32,690	58,903	2,286	385,758	68,883	51,764	17,119	316,875	78.96%	82.14%	85.96%	

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
Name	RESH / OCN	Mechanized Interface Used				Manual Total Manual Fallout	Rejects		Errors					Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's		Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout					
1		0	8	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%	
2		9	0	0	9	3	6	0	0	0	0	0	0	0.00%	0.00%	0.00%	
3		0	19	0	19	1	2	0	16	0	0	0	16	94.12%	100.00%	100.00%	
4		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
5		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%	
6		0	0	4	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
7		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
8		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
9		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%	
10		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%	
11		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
12		8	0	0	8	0	1	0	7	0	0	0	7	100.00%	100.00%	100.00%	
13		0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
14		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
15		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
16		8	0	0	8	1	1	0	6	0	0	0	6	85.71%	100.00%	100.00%	
17		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
18		0	0	6	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%	
19		7	0	0	7	2	2	0	3	0	0	0	3	60.00%	100.00%	100.00%	
20		3	0	0	3	1	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
21		42	0	0	42	3	7	0	32	0	0	0	32	91.43%	100.00%	100.00%	
22		4	0	0	4	0	4	0	0	0	0	0	0	0.00%	0.00%	0.00%	
23		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
24		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
25		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
26		8	0	0	8	0	0	0	8	0	0	0	8	100.00%	100.00%	100.00%	
27		6	0	0	6	2	2	0	2	0	0	0	2	50.00%	100.00%	100.00%	
28		22	0	0	22	1	17	0	4	0	0	0	4	80.00%	100.00%	100.00%	
29		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
30		10	0	0	10	3	1	0	6	0	0	0	6	66.67%	100.00%	100.00%	
31		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%	
32		20	0	0	20	1	1	0	18	0	0	0	18	94.74%	100.00%	100.00%	
33		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
34		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
35		25	0	0	25	0	12	0	13	0	0	0	13	100.00%	100.00%	100.00%	
36		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	

AGGREGATE ORDER TYPES																
Company Info		LSR PROCESSING												FLOWTHROUGH		
		LESOG														
		Mechanized Interface Used				Manual	Rejects					Errors				
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
37		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%
38		0	0	2	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
39		5	0	0	5	0	1	0	4	0	0	0	4	100.00%	100.00%	100.00%
40		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
41		10	0	0	10	0	2	0	8	0	0	0	8	100.00%	100.00%	100.00%
42		0	29	0	29	6	2	0	21	0	0	0	21	77.78%	100.00%	100.00%
43		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
44		0	4	0	4	4	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
45		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
46		11	0	0	11	1	0	0	10	0	0	0	10	90.91%	100.00%	100.00%
47		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
48		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
49		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
50		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
51		4	0	0	4	0	0	1	3	0	0	0	3	100.00%	100.00%	100.00%
52		0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
53		0	0	3	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
54		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
55		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
56		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
57		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
58		5	0	0	5	1	1	1	2	0	0	0	2	66.67%	100.00%	100.00%
59		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
60		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
61		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
62		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
63		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
64		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
65		35	0	0	35	7	2	0	26	0	0	0	26	78.79%	100.00%	100.00%
66		6	0	0	6	1	1	1	3	0	0	0	3	75.00%	100.00%	100.00%
67		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
68		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
69		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
70		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
71		11	0	0	11	2	7	0	2	0	0	0	2	50.00%	100.00%	100.00%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects		Errors				Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
72		0	28	0	28	0	0	0	28	1	0	1	27	100.00%	96.43%	100.00%
73		10	0	0	10	0	1	0	9	1	1	0	8	88.89%	88.89%	88.89%
74		0	0	2	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
75		8	0	0	8	1	2	1	4	1	0	1	3	75.00%	75.00%	100.00%
76		0	15	0	15	1	0	0	14	1	0	1	13	92.86%	92.86%	100.00%
77		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
78		0	0	8	8	1	1	0	6	1	0	1	5	83.33%	83.33%	100.00%
79		48	0	0	48	5	6	0	37	1	1	0	36	85.71%	97.30%	97.30%
80		7	0	0	7	0	0	0	7	1	0	1	6	100.00%	85.71%	100.00%
81		65	0	0	65	5	3	0	57	1	1	0	56	90.32%	98.25%	98.25%
82		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
83		0	19	0	19	3	4	0	12	1	1	0	11	73.33%	91.67%	91.67%
84		11	0	0	11	0	2	0	9	1	0	1	8	100.00%	88.89%	100.00%
85		181	0	0	181	0	6	0	175	1	1	0	174	99.43%	99.43%	99.43%
86		0	0	7	7	5	0	0	2	1	1	0	1	14.29%	50.00%	50.00%
87		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
88		0	0	3	3	1	0	0	2	1	0	1	1	50.00%	50.00%	100.00%
89		0	2	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
90		63	0	0	63	4	10	0	49	1	1	0	48	90.57%	97.96%	97.96%
91		6	0	0	6	1	0	0	5	1	1	0	4	66.67%	80.00%	80.00%
92		29	0	0	29	3	4	0	22	1	0	1	21	87.50%	95.45%	100.00%
93		13	0	0	13	0	0	0	13	1	1	0	12	92.31%	92.31%	92.31%
94		8	0	0	8	0	4	0	4	1	1	0	3	75.00%	75.00%	75.00%
95		94	0	0	94	8	11	0	75	1	0	1	74	90.24%	98.67%	100.00%
96		2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
97		17	0	0	17	5	5	1	6	1	1	0	5	45.45%	83.33%	83.33%
98		17	0	0	17	4	5	0	8	1	0	1	7	63.64%	87.50%	100.00%
99		56	0	0	56	20	5	0	31	1	1	0	30	58.82%	96.77%	96.77%
100		25	0	0	25	5	4	0	16	1	1	0	15	71.43%	93.75%	93.75%
101		44	0	0	44	6	22	0	16	2	0	2	14	70.00%	87.50%	100.00%
102		35	0	0	35	0	6	0	29	2	2	0	27	93.10%	93.10%	93.10%
103		12	0	0	12	6	1	0	5	2	0	2	3	33.33%	60.00%	100.00%
104		80	0	0	80	6	9	0	65	2	2	0	63	88.73%	96.92%	96.92%
105		4	0	0	4	0	0	1	3	2	2	0	1	33.33%	33.33%	33.33%
106		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
		LESOG															
		Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
107		0	2	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
108		16	0	0	16	0	6	3	7	2	1	1	5	83.33%	71.43%	83.33%	
109		10	0	0	10	0	3	0	7	2	1	1	5	83.33%	71.43%	83.33%	
110		16	0	0	16	2	1	1	12	2	2	0	10	71.43%	83.33%	83.33%	
111		38	0	0	38	10	3	0	25	2	1	1	23	67.65%	92.00%	95.83%	
112		70	0	0	70	3	2	0	65	2	1	1	63	94.03%	96.92%	98.44%	
113		8	0	0	8	1	1	1	5	2	2	0	3	50.00%	60.00%	60.00%	
114		62	0	0	62	4	2	1	55	2	1	1	53	91.38%	96.36%	98.15%	
115		31	0	0	31	6	5	0	20	2	0	2	18	75.00%	90.00%	100.00%	
116		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%	
117		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%	
118		30	0	0	30	3	8	0	19	2	1	1	17	80.95%	89.47%	94.44%	
119		40	0	0	40	2	0	0	38	3	3	0	35	87.50%	92.11%	92.11%	
120		0	40	0	40	1	1	0	38	3	1	2	35	94.59%	92.11%	97.22%	
121		42	0	0	42	4	1	0	37	3	3	0	34	82.93%	91.89%	91.89%	
122		58	0	0	58	13	6	0	39	3	2	1	36	70.59%	92.31%	94.74%	
123		26	0	0	26	1	4	0	21	3	3	0	18	81.82%	85.71%	85.71%	
124		0	0	4	4	0	0	0	4	3	2	1	1	33.33%	25.00%	33.33%	
125		0	7	0	7	0	0	1	6	3	2	1	3	60.00%	50.00%	60.00%	
126		40	0	0	40	2	3	0	35	3	2	1	32	88.89%	91.43%	94.12%	
127		0	34	0	34	10	1	0	23	3	3	0	20	60.61%	86.96%	86.96%	
128		52	0	0	52	2	1	0	49	3	3	0	46	90.20%	93.88%	93.88%	
129		0	0	180	180	1	18	0	161	3	3	0	158	97.53%	98.14%	98.14%	
130		64	0	0	64	4	4	0	56	3	2	1	53	89.83%	94.64%	96.36%	
131		42	0	0	42	6	5	0	31	3	3	0	28	75.68%	90.32%	90.32%	
132		34	0	0	34	4	3	0	27	3	1	2	24	82.76%	88.89%	96.00%	
133		11	0	0	11	0	5	1	5	3	3	0	2	40.00%	40.00%	40.00%	
134		72	0	0	72	0	6	0	66	4	3	1	62	95.38%	93.94%	95.38%	
135		20	0	0	20	0	3	0	17	4	3	1	13	81.25%	76.47%	81.25%	
136		39	0	0	39	7	4	0	28	4	3	1	24	70.59%	85.71%	88.89%	
137		10	0	0	10	0	1	0	9	4	2	2	5	71.43%	55.56%	71.43%	
138		0	30	0	30	0	1	0	29	4	4	0	25	86.21%	86.21%	86.21%	
139		57	0	0	57	1	4	0	52	4	4	0	48	90.57%	92.31%	92.31%	
140		0	0	53	53	1	3	0	49	4	4	0	45	90.00%	91.84%	91.84%	
141		43	0	0	43	4	5	0	34	4	4	0	30	78.95%	88.24%	88.24%	

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH			
Company Info		LESOG															
		Mechanized Interface Used				Manual	Rejects					Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
142		26	0	0	26	11	0	0	15	4	3	1	11	44.00%	73.33%	78.57%	
143		67	0	0	67	8	3	0	56	4	4	0	52	81.25%	92.86%	92.86%	
144		59	0	0	59	7	11	0	41	4	3	1	37	78.72%	90.24%	92.50%	
145		107	0	0	107	9	9	1	88	5	4	1	83	86.46%	94.32%	95.40%	
146		0	22	0	22	0	2	0	20	5	2	3	15	88.24%	75.00%	88.24%	
147		36	0	0	36	2	9	0	25	5	4	1	20	76.92%	80.00%	83.33%	
148		166	0	0	166	15	15	0	136	5	5	0	131	86.75%	96.32%	96.32%	
149		68	0	0	68	3	6	0	59	5	3	2	54	90.00%	91.53%	94.74%	
150		11	0	0	11	2	0	0	9	5	0	5	4	66.67%	44.44%	100.00%	
151		89	0	0	89	9	13	0	67	5	4	1	62	82.67%	92.54%	93.94%	
152		86	0	0	86	18	7	1	60	5	4	1	55	71.43%	91.67%	93.22%	
153		47	0	0	47	6	6	0	35	5	4	1	30	75.00%	85.71%	88.24%	
154		60	0	0	60	4	4	1	51	6	5	1	45	83.33%	88.24%	90.00%	
155		107	0	0	107	8	10	1	88	6	3	3	82	88.17%	93.18%	96.47%	
156		47	0	0	47	3	7	0	37	6	6	0	31	77.50%	83.78%	83.78%	
157		293	0	0	293	20	30	2	241	6	4	2	235	90.73%	97.51%	98.33%	
158		16	0	0	16	3	6	0	7	6	2	4	1	16.67%	14.29%	33.33%	
159		75	0	0	75	1	4	0	70	6	3	3	64	94.12%	91.43%	95.52%	
160		130	0	0	130	7	11	0	112	6	5	1	106	89.83%	94.64%	95.50%	
161		66	0	0	66	1	9	1	55	7	6	1	48	87.27%	87.27%	88.89%	
162		0	438	0	438	28	74	0	336	7	2	5	329	91.64%	97.92%	99.40%	
163		36	0	0	36	11	8	0	17	7	2	5	10	43.48%	58.82%	83.33%	
164		257	0	0	257	12	21	0	224	7	6	1	217	92.34%	96.88%	97.31%	
165		466	0	0	466	38	42	0	386	7	7	0	379	89.39%	98.19%	98.19%	
166		23	0	0	23	3	2	1	17	7	6	1	10	52.63%	58.82%	62.50%	
167		92	0	0	92	12	10	2	68	8	6	2	60	76.92%	88.24%	90.91%	
168		395	0	0	395	25	37	0	333	8	7	1	325	91.04%	97.60%	97.89%	
169		177	0	0	177	13	15	0	149	8	6	2	141	88.13%	94.63%	95.92%	
170		248	0	0	248	30	23	0	195	8	7	1	187	83.48%	95.90%	96.39%	
171		88	0	0	88	9	8	0	71	9	9	0	62	77.50%	87.32%	87.32%	
172		166	0	0	166	12	7	1	146	9	7	2	137	87.82%	93.84%	95.14%	
173		0	62	0	62	3	1	0	58	9	3	6	49	89.09%	84.48%	94.23%	
174		125	0	0	125	9	17	0	99	9	8	1	90	84.11%	90.91%	91.84%	
175		29	0	0	29	5	7	0	17	10	4	6	7	43.75%	41.18%	63.64%	
176		77	0	0	77	9	3	2	63	10	7	3	53	76.81%	84.13%	88.33%	

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects	Errors								
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
177		126	0	0	126	16	10	2	98	10	4	6	88	81.48%	89.80%	95.65%
178		289	0	0	289	27	22	0	240	11	11	0	229	85.77%	95.42%	95.42%
179		268	0	0	268	16	22	0	230	11	7	4	219	90.50%	95.22%	96.90%
180		170	0	0	170	25	11	2	132	12	6	6	120	79.47%	90.91%	95.24%
181		273	0	0	273	28	48	1	196	12	7	5	184	84.02%	93.88%	96.34%
182		0	55	0	55	15	12	1	27	12	7	5	15	40.54%	55.56%	68.18%
183		166	0	0	166	24	25	4	113	12	10	2	101	74.81%	89.38%	90.99%
184		119	0	0	119	14	17	2	86	12	7	5	74	77.89%	86.05%	91.36%
185		377	0	0	377	71	51	0	255	13	8	5	242	75.39%	94.90%	96.80%
186		252	0	0	252	10	10	1	231	13	11	2	218	91.21%	94.37%	95.20%
187		0	0	171	171	4	133	0	34	13	0	13	21	84.00%	61.76%	100.00%
188		30	0	0	30	2	4	1	23	13	11	2	10	43.48%	43.48%	47.62%
189		109	0	0	109	27	31	2	49	13	9	4	36	50.00%	73.47%	80.00%
190		106	0	0	106	4	6	0	96	15	14	1	81	81.82%	84.38%	85.26%
191		42	0	0	42	4	0	1	37	15	13	2	22	56.41%	59.46%	62.86%
192		47	0	0	47	0	17	2	28	15	11	4	13	54.17%	46.43%	54.17%
193		244	0	0	244	41	13	0	190	16	14	2	174	75.98%	91.58%	92.55%
194		497	0	0	497	20	34	0	443	16	14	2	427	92.62%	96.39%	96.83%
195		502	0	0	502	28	22	0	452	16	13	3	436	91.40%	96.46%	97.10%
196		233	0	0	233	2	15	4	212	16	10	6	196	94.23%	92.45%	95.15%
197		226	0	0	226	11	20	3	192	17	13	4	175	87.94%	91.15%	93.09%
198		227	0	0	227	14	18	0	195	17	12	5	178	87.25%	91.28%	93.68%
199		171	0	0	171	27	13	1	130	17	13	4	113	73.86%	86.92%	89.68%
200		132	0	0	132	23	25	2	82	17	14	3	65	63.73%	79.27%	82.28%
201		283	0	0	283	39	12	0	232	17	15	2	215	79.93%	92.67%	93.48%
202		276	0	0	276	26	21	1	228	17	16	1	211	83.40%	92.54%	92.95%
203		156	0	0	156	29	24	1	102	18	14	4	84	66.14%	82.35%	85.71%
204		253	0	0	253	32	10	2	209	19	14	5	190	80.51%	90.91%	93.14%
205		583	0	0	583	31	35	0	517	19	13	6	498	91.88%	96.32%	97.46%
206		682	0	0	682	36	450	11	185	19	9	10	166	78.67%	89.73%	94.86%
207		367	0	0	367	17	14	0	336	19	17	2	317	90.31%	94.35%	94.91%
208		452	0	0	452	50	30	1	371	20	18	2	351	83.77%	94.61%	95.12%
209		487	0	0	487	30	33	1	423	20	18	2	403	89.36%	95.27%	95.72%
210		182	0	0	182	12	15	0	155	20	17	3	135	82.32%	87.10%	88.82%
211		0	446	0	446	37	49	0	360	20	19	1	340	85.86%	94.44%	94.71%

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
Name	RESH / OCN	Mechanized Interface Used				LESOG				Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's			
		212		324	0	0	324	34	23	2	265	20	17			
213		544	0	0	544	11	153	1	379	20	18	2	359	92.53%	94.72%	95.23%
214		579	0	0	579	61	74	1	443	21	17	4	422	84.40%	95.26%	96.13%
215		439	0	0	439	28	15	0	396	21	16	5	375	89.50%	94.70%	95.91%
216		0	0	347	347	27	26	0	294	21	17	4	273	86.12%	92.86%	94.14%
217		86	0	0	86	9	6	3	68	21	16	5	47	65.28%	69.12%	74.60%
218		392	0	0	392	29	46	0	317	23	21	2	294	85.47%	92.74%	93.33%
219		0	563	0	563	66	34	0	463	23	8	15	440	85.60%	95.03%	98.21%
220		220	0	0	220	0	6	1	213	24	6	18	189	96.92%	88.73%	96.92%
221		611	0	0	611	49	110	1	451	24	18	6	427	86.44%	94.68%	95.96%
222		0	0	289	289	43	21	1	224	24	20	4	200	76.05%	89.29%	90.91%
223		47	0	0	47	2	10	0	35	24	23	1	11	30.56%	31.43%	32.35%
224		698	0	0	698	68	15	0	615	25	25	0	590	86.38%	95.93%	95.93%
225		735	0	0	735	46	21	2	666	25	21	4	641	90.54%	96.25%	96.83%
226		213	0	0	213	27	15	0	171	25	20	5	146	75.65%	85.38%	87.95%
227		113	0	0	113	10	13	0	90	25	21	4	65	67.71%	72.22%	75.58%
228		1,035	0	0	1,035	97	101	2	835	26	23	3	809	87.08%	96.89%	97.24%
229		115	0	0	115	15	16	3	81	27	23	4	54	58.70%	66.67%	70.13%
230		611	0	0	611	49	48	4	510	28	16	12	482	88.12%	94.51%	96.79%
231		124	0	0	124	6	12	2	104	28	16	12	76	77.55%	73.08%	82.61%
232		808	0	0	808	29	73	1	705	29	24	5	676	92.73%	95.89%	96.57%
233		291	0	0	291	52	28	2	209	31	19	12	178	71.49%	85.17%	90.36%
234		571	0	0	571	57	27	1	486	32	25	7	454	84.70%	93.42%	94.78%
235		455	0	0	455	34	65	3	353	33	30	3	320	83.33%	90.65%	91.43%
236		1,835	0	0	1,835	73	161	2	1,599	34	28	6	1,565	93.94%	97.87%	98.24%
237		233	0	0	233	25	26	2	180	34	24	10	146	74.87%	81.11%	85.88%
238		538	0	0	538	30	41	6	461	35	24	11	426	88.75%	92.41%	94.67%
239		1,157	0	0	1,157	167	78	4	908	36	28	8	872	81.72%	96.04%	96.89%
240		421	0	0	421	65	34	4	318	37	28	9	281	75.13%	88.36%	90.94%
241		1,177	0	0	1,177	84	115	4	974	38	22	16	936	89.83%	96.10%	97.70%
242		185	0	0	185	4	9	1	171	38	31	7	133	79.17%	77.78%	81.10%
243		453	0	0	453	51	41	4	357	40	34	6	317	78.86%	88.80%	90.31%
244		0	1,268	0	1,268	119	72	1	1,076	40	25	15	1,036	87.80%	96.28%	97.64%
245		1,105	0	0	1,105	84	82	1	938	41	37	4	897	88.11%	95.63%	96.04%
246		1,661	0	0	1,661	71	88	0	1,502	41	37	4	1,461	93.12%	97.27%	97.53%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors					Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
247		880	0	0	880	40	55	1	784	44	34	10	740	90.91%	94.39%	95.61%
248		1,048	0	0	1,048	76	65	6	901	46	35	11	855	88.51%	94.89%	96.07%
249		1,518	0	0	1,518	111	205	4	1,198	49	44	5	1,149	88.11%	95.91%	96.31%
250		464	0	0	464	18	38	2	406	49	40	9	357	86.02%	87.93%	89.92%
251		1,852	0	0	1,852	85	95	15	1,657	50	39	11	1,607	92.84%	96.98%	97.63%
252		1,139	0	0	1,139	95	22	4	1,018	50	44	6	968	87.44%	95.09%	95.65%
253		431	0	0	431	67	67	3	294	52	34	18	242	70.55%	82.31%	87.68%
254		724	0	0	724	91	60	1	572	53	44	9	519	79.36%	90.73%	92.18%
255		368	0	0	368	30	38	3	297	55	45	10	242	76.34%	81.48%	84.32%
256		731	0	0	731	70	22	5	634	55	43	12	579	83.67%	91.32%	93.09%
257		1,065	0	0	1,065	49	57	1	958	58	49	9	900	90.18%	93.95%	94.84%
258		257	0	0	257	0	24	0	233	59	39	20	174	81.69%	74.68%	81.69%
259		511	0	0	511	78	46	3	384	60	49	11	324	71.84%	84.38%	86.86%
260		1,425	0	0	1,425	87	84	11	1,243	61	48	13	1,182	89.75%	95.09%	96.10%
261		784	0	0	784	15	61	7	701	62	34	28	639	92.88%	91.16%	94.95%
262		1,249	0	0	1,249	122	117	11	999	62	53	9	937	84.26%	93.79%	94.65%
263		670	0	0	670	57	38	8	567	62	44	18	505	83.33%	89.07%	91.99%
264		0	0	341	341	32	59	0	250	65	46	19	185	70.34%	74.00%	80.09%
265		840	0	0	840	66	106	2	666	70	55	15	596	83.12%	89.49%	91.55%
266		1,133	0	0	1,133	91	84	4	954	71	59	12	883	85.48%	92.56%	93.74%
267		975	0	0	975	115	110	4	746	74	60	14	672	79.34%	90.08%	91.80%
268		0	0	1,450	1,450	24	131	6	1,289	75	65	10	1,214	93.17%	94.18%	94.92%
269		461	0	0	461	39	67	5	350	76	47	29	274	76.11%	78.29%	85.36%
270		730	0	0	730	71	57	2	600	76	59	17	524	80.12%	87.33%	89.88%
271		350	0	0	350	13	16	1	320	77	72	5	243	74.09%	75.94%	77.14%
272		2,089	0	0	2,089	46	194	3	1,846	78	68	10	1,768	93.94%	95.77%	96.30%
273		1,759	0	0	1,759	161	208	5	1,385	79	59	20	1,306	85.58%	94.30%	95.68%
274		1,945	0	0	1,945	58	156	2	1,729	82	68	14	1,647	92.89%	95.26%	96.03%
275		2,884	0	0	2,884	135	183	1	2,565	82	72	10	2,483	92.30%	96.80%	97.18%
276		1,169	0	0	1,169	24	124	2	1,019	82	62	20	937	91.59%	91.95%	93.79%
277		774	0	0	774	87	74	1	612	84	77	7	528	76.30%	86.27%	87.27%
278		1,444	0	0	1,444	107	126	3	1,208	87	63	24	1,121	86.83%	92.80%	94.68%
279		1,347	0	0	1,347	113	60	2	1,172	94	85	9	1,078	84.48%	91.98%	92.69%
280		2,217	0	0	2,217	128	70	1	2,018	96	86	10	1,922	89.98%	95.24%	95.72%
281		2,451	0	0	2,451	204	353	5	1,889	102	80	22	1,787	86.29%	94.60%	95.72%

AGGREGATE ORDER TYPES																
Company Info					LSR PROCESSING										FLOWTHROUGH	
					LESOG											
Mechanized Interface Used					Manual	Rejects	Errors									
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
282		2,012	0	0	2,012	202	359	10	1,441	104	81	23	1,337	82.53%	92.78%	94.29%
283		3,075	0	0	3,075	243	267	9	2,556	117	102	15	2,439	87.61%	95.42%	95.99%
284		392	0	0	392	2	6	46	338	121	3	118	217	97.75%	64.20%	98.64%
285		2,956	0	0	2,956	220	114	2	2,620	126	101	25	2,494	88.60%	95.19%	96.11%
286		2,351	0	0	2,351	32	222	3	2,094	138	108	30	1,956	93.32%	93.41%	94.77%
287		1,045	0	0	1,045	29	133	5	878	146	120	26	732	83.09%	83.37%	85.92%
288		0	1,505	0	1,505	94	137	1	1,273	149	127	22	1,124	83.57%	88.30%	89.85%
289		0	0	1,558	1,558	171	176	8	1,203	169	132	37	1,034	77.34%	85.95%	88.68%
290		2,638	0	0	2,638	239	296	12	2,091	222	173	49	1,869	81.94%	89.38%	91.53%
291		991	0	0	991	59	101	11	820	228	191	37	592	70.31%	72.20%	75.61%
292		0	0	1,242	1,242	645	20	0	577	261	246	15	316	26.18%	54.77%	56.23%
293		12,750	0	0	12,750	571	437	6	11,736	302	265	37	11,434	93.19%	97.43%	97.73%
294		0	0	2,486	2,486	65	192	10	2,219	314	290	24	1,905	84.29%	85.85%	86.79%
295		0	1,332	0	1,332	9	166	0	1,157	315	260	55	842	75.79%	72.77%	76.41%
296		6,567	0	0	6,567	336	590	8	5,633	452	398	54	5,181	87.59%	91.98%	92.87%
297		8,568	0	0	8,568	475	822	16	7,255	511	415	96	6,744	88.34%	92.96%	94.20%
298		7,719	0	0	7,719	243	783	7	6,686	705	588	117	5,981	87.80%	89.46%	91.05%
299		4,533	0	0	4,533	222	237	38	4,036	1,007	931	76	3,029	72.43%	75.05%	76.49%
300		0	2,848	0	2,848	23	155	0	2,670	1,259	853	406	1,411	61.70%	52.85%	62.32%
301		23,962	0	0	23,962	1,472	1,548	27	20,915	1,264	1,082	182	19,651	88.50%	93.96%	94.78%
302		0	0	4,064	4,064	7	619	57	3,381	1,272	857	415	2,109	70.94%	62.38%	71.11%
303		35,787	0	0	35,787	3,485	6,163	359	25,780	7,103	5,564	1,539	18,677	67.36%	72.45%	77.05%
304		0	20,830	0	20,830	346	5,711	5	14,768	9,153	3,759	5,394	5,615	57.77%	38.02%	59.90%
<i>LENS Subtotal</i>		185,001	0	0	185,001	13,006	18,441	815	152,739	16,501	13,235	3,266	136,238	83.85%	89.20%	91.15%
<i>EDI Subtotal</i>		0	29,610	0	29,610	767	6,425	9	22,409	11,013	5,079	5,934	11,396	66.09%	50.85%	69.17%
<i>TAG Subtotal</i>		0	0	12,223	12,223	1,028	1,400	82	9,713	2,228	1,684	544	7,485	73.40%	77.06%	81.63%
TOTAL INTERFACES		185,001	29,610	12,223	226,834	14,801	26,266	906	184,861	29,742	19,998	9,744	155,119	81.68%	83.91%	88.58%

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
		LESOG															
		Mechanized Interface Used				Manual	Rejects					Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
1		5	0	0	5	0	3	0	2	0	0	0	2	100.00%	100.00%	100.00%	
2		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%	
3		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
4		8	0	0	8	7	0	0	1	0	0	0	1	12.50%	100.00%	100.00%	
5		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
6		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
7		4	0	0	4	1	0	0	3	0	0	0	1	100.00%	100.00%	100.00%	
8		11	0	0	11	6	3	0	2	0	0	0	3	75.00%	100.00%	100.00%	
9		1	0	0	1	0	0	0	1	0	0	0	1	25.00%	100.00%	100.00%	
10		42	0	0	42	15	7	1	19	0	0	0	19	100.00%	100.00%	100.00%	
11		2	0	0	2	1	0	0	1	0	0	0	1	55.88%	100.00%	100.00%	
12		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
13		0	0	3	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%	
14		15	0	0	15	11	1	0	3	0	0	0	3	21.43%	100.00%	100.00%	
15		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
16		3	0	0	3	1	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
17		1	0	0	1	0	0	0	1	0	0	0	1	50.00%	100.00%	100.00%	
18		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
19		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
20		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
21		8	0	0	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%	
22		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
23		6	0	0	6	1	0	0	5	0	0	0	5	83.33%	100.00%	100.00%	
24		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
25		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
26		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
27		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%	
28		8	0	0	8	2	6	0	0	0	0	0	0	0.00%	0.00%	0.00%	
29		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
30		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%	
31		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
32		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
33		6	0	0	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%	
34		12	0	0	12	7	0	0	5	0	0	0	5	41.67%	100.00%	100.00%	
35		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%	
36		4	0	0	4	3	1	0	0	0	0	0	0	0.00%	0.00%	0.00%	
37		0	0	8	8	2	4	0	2	0	0	0	2	50.00%	100.00%	100.00%	

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects	Errors								
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
37		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
38		6	0	0	6	0	2	0	4	0	0	0	4	100.00%	100.00%	100.00%
39		3	0	0	3	2	0	0	1	0	0	0	1	33.33%	100.00%	100.00%
40		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
41		6	0	0	6	2	0	0	4	0	0	0	4	66.67%	100.00%	100.00%
42		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
43		0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
44		12	0	0	12	10	0	0	2	0	0	0	2	16.67%	100.00%	100.00%
45		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
46		3	0	0	3	1	0	0	2	0	0	0	2	66.67%	100.00%	100.00%
47		9	0	0	9	1	5	0	3	0	0	0	3	75.00%	100.00%	100.00%
48		4	0	0	4	2	0	0	2	0	0	0	2	50.00%	100.00%	100.00%
49		2	0	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
50		6	0	0	6	3	2	0	1	0	0	0	1	25.00%	100.00%	100.00%
51		13	0	0	13	1	1	0	11	0	0	0	11	91.67%	100.00%	100.00%
52		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
53		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
54		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
55		0	0	14	14	8	4	0	2	0	0	0	2	20.00%	100.00%	100.00%
56		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
57		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
58		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
59		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
60		8	0	0	8	6	0	0	2	0	0	0	2	25.00%	100.00%	100.00%
61		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
62		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
63		0	65	0	65	63	0	0	2	0	0	0	2	3.08%	100.00%	100.00%
64		11	0	0	11	10	0	0	1	0	0	0	1	9.09%	100.00%	100.00%
65		0	3	0	3	0	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
66		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
67		3	0	0	3	0	0	0	3	0	0	0	3	100.00%	100.00%	100.00%
68		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
69		7	0	0	7	4	0	0	3	0	0	0	3	42.86%	100.00%	100.00%
70		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
71		3	0	0	3	3	0	0	0	0	0	0	0	0.00%	0.00%	0.00%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
		Mechanized Interface Used				Manual	Rejects						Errors			
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
72		5	0	0	5	3	1	0	1	0	0	0	1	25.00%	100.00%	100.00%
73		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
74		3	0	0	3	0	1	0	2	0	0	0	2	100.00%	100.00%	100.00%
75		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
76		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
77		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
78		3	0	0	3	2	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
79		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
80		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
81		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
82		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
83		6	0	0	6	3	0	0	3	0	0	0	3	50.00%	100.00%	100.00%
84		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
85		2	0	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
86		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
87		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
88		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
89		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
90		3	0	0	3	0	1	1	1	0	0	0	1	100.00%	100.00%	100.00%
91		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
92		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
93		6	0	0	6	4	1	0	1	0	0	0	1	20.00%	100.00%	100.00%
94		8	0	0	8	5	0	0	3	1	0	1	2	28.57%	66.67%	100.00%
95		2	0	0	2	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
96		0	0	22	22	14	0	0	8	1	1	0	7	31.82%	87.50%	87.50%
97		16	0	0	16	0	3	0	13	1	1	0	12	92.31%	92.31%	92.31%
98		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
99		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
100		7	0	0	7	0	5	0	2	1	1	0	1	50.00%	50.00%	50.00%
101		3	0	0	3	0	1	0	2	1	1	0	1	50.00%	50.00%	50.00%
102		7	0	0	7	0	0	0	7	1	1	0	6	85.71%	85.71%	85.71%
103		11	0	0	11	2	0	0	9	1	1	0	8	72.73%	88.89%	88.89%
104		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
105		8	0	0	8	5	1	0	2	1	1	0	1	14.29%	50.00%	50.00%
106		10	0	0	10	0	6	0	4	1	1	0	3	75.00%	75.00%	75.00%

AGGREGATE ORDER TYPES		LSR PROCESSING											FLOWTHROUGH			
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors					Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
107		3	0	0	3	0	1	0	2	1	0	1	1	100.00%	50.00%	100.00%
108		32	0	0	32	23	0	1	8	1	0	1	7	23.33%	87.50%	100.00%
109		14	0	0	14	2	0	0	12	1	1	0	11	78.57%	91.67%	91.67%
110		6	0	0	6	1	3	0	2	1	1	0	1	33.33%	50.00%	50.00%
111		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
112		5	0	0	5	0	0	0	5	1	1	0	4	80.00%	80.00%	80.00%
113		0	5	0	5	1	1	0	3	1	1	0	2	50.00%	66.67%	66.67%
114		2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
115		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
116		3	0	0	3	1	0	0	2	1	1	0	1	33.33%	50.00%	50.00%
117		18	0	0	18	1	6	0	11	1	1	0	10	83.33%	90.91%	90.91%
118		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
119		2	0	0	2	0	1	0	1	1	0	1	0	0.00%	0.00%	0.00%
120		14	0	0	14	1	8	0	5	1	0	1	4	80.00%	80.00%	100.00%
121		12	0	0	12	3	2	0	7	1	1	0	6	60.00%	85.71%	85.71%
122		0	11	0	11	1	2	0	8	1	0	1	7	87.50%	87.50%	100.00%
123		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
124		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
125		4	0	0	4	1	0	0	3	1	1	0	2	50.00%	66.67%	66.67%
126		10	0	0	10	0	3	0	7	2	2	0	5	71.43%	71.43%	71.43%
127		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
128		5	0	0	5	0	0	1	4	2	2	0	2	50.00%	50.00%	50.00%
129		11	0	0	11	2	0	0	9	2	1	1	7	70.00%	77.78%	87.50%
130		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
131		12	0	0	12	1	6	0	5	2	0	2	3	75.00%	60.00%	100.00%
132		9	0	0	9	0	0	0	9	2	2	0	7	77.78%	77.78%	77.78%
133		6	0	0	6	0	0	0	6	2	1	1	4	80.00%	66.67%	80.00%
134		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
135		9	0	0	9	0	4	0	5	2	0	2	3	100.00%	60.00%	100.00%
136		0	5	0	5	1	0	0	4	2	0	2	2	66.67%	50.00%	100.00%
137		24	0	0	24	0	10	0	14	2	2	0	12	85.71%	85.71%	85.71%
138		16	0	0	16	9	1	0	6	2	1	1	4	28.57%	66.67%	80.00%
139		3	0	0	3	0	0	0	3	2	2	0	1	33.33%	33.33%	33.33%
140		8	0	0	8	3	0	0	5	2	1	1	3	42.86%	60.00%	75.00%
141		12	0	0	12	3	0	1	8	2	0	2	6	66.67%	75.00%	100.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (BUSINESS DETAIL)
 REPORT PERIOD: 6/01/2002 - 6/30/2002

Exhibit June '02 PM Data
 Attachment 2M

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG												Percent Achieved Flowthrough	Base Calculation	Percent Flow through
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors				Issued SO's				
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout		CLEC Caused Fallout			
142		8	0	0	8	0	0	0	8	2	1	1	6	85.71%	75.00%	85.71%
143		7	0	0	7	0	0	0	7	2	1	1	5	83.33%	71.43%	83.33%
144		13	0	0	13	3	2	0	8	2	0	2	6	66.67%	75.00%	100.00%
145		7	0	0	7	1	0	1	5	2	2	0	3	50.00%	60.00%	60.00%
146		27	0	0	27	10	13	0	4	2	1	1	2	15.38%	50.00%	66.67%
147		0	3	0	3	0	0	1	2	2	0	2	0	0.00%	0.00%	0.00%
148		0	2	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
149		8	0	0	8	0	0	2	6	2	1	1	4	80.00%	66.67%	80.00%
150		9	0	0	9	0	2	0	7	2	0	2	5	100.00%	71.43%	100.00%
151		8	0	0	8	2	2	0	4	2	1	1	2	40.00%	50.00%	66.67%
152		4	0	0	4	1	0	0	3	3	3	0	0	0.00%	0.00%	0.00%
153		15	0	0	15	2	0	1	12	3	3	0	9	64.29%	75.00%	75.00%
154		28	0	0	28	4	5	0	19	3	3	0	16	69.57%	84.21%	84.21%
155		26	0	0	26	7	2	0	17	3	3	0	14	58.33%	82.35%	82.35%
156		5	0	0	5	0	2	0	3	3	3	0	0	0.00%	0.00%	0.00%
157		6	0	0	6	0	0	0	6	3	2	1	3	60.00%	50.00%	60.00%
158		12	0	0	12	3	5	0	4	3	3	0	1	14.29%	25.00%	25.00%
159		0	0	13	13	4	2	0	7	3	2	1	4	40.00%	57.14%	66.67%
160		18	0	0	18	5	4	0	9	3	0	3	6	54.55%	66.67%	100.00%
161		25	0	0	25	4	3	0	18	3	2	1	15	71.43%	83.33%	88.24%
162		0	0	34	34	13	1	0	20	4	2	2	16	51.61%	80.00%	88.89%
163		57	0	0	57	8	8	0	41	4	3	1	37	77.08%	90.24%	92.50%
164		10	0	0	10	2	2	0	6	4	0	4	2	50.00%	33.33%	100.00%
165		70	0	0	70	0	5	5	60	4	0	4	56	100.00%	93.33%	100.00%
166		35	0	0	35	3	2	0	30	4	2	2	26	83.87%	86.67%	92.86%
167		33	0	0	33	0	9	1	23	4	4	0	19	82.61%	82.61%	82.61%
168		0	21	0	21	4	9	0	8	4	2	2	4	40.00%	50.00%	66.67%
169		17	0	0	17	5	1	1	10	4	3	1	6	42.86%	60.00%	66.67%
170		21	0	0	21	2	4	0	15	4	3	1	11	68.75%	73.33%	78.57%
171		19	0	0	19	4	3	0	12	4	2	2	8	57.14%	66.67%	80.00%
172		36	0	0	36	3	5	0	28	4	3	1	24	80.00%	85.71%	88.89%
173		0	0	42	42	7	2	0	33	5	4	1	28	71.79%	84.85%	87.50%
174		38	0	0	38	4	1	4	29	5	2	3	24	80.00%	82.76%	92.31%
175		42	0	0	42	3	9	0	30	5	3	2	25	80.65%	83.33%	89.29%
176		100	0	0	100	9	50	3	38	5	5	0	33	70.21%	86.84%	86.84%

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING												FLOWTHROUGH			
		LESOG															
		Mechanized Interface Used				Manual	Rejects				Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
177		0	20	0	20	0	5	1	14	5	2	3	9	81.82%	64.29%	81.82%	
178		35	0	0	35	22	2	0	11	5	0	5	6	21.43%	54.55%	100.00%	
179		5	0	0	5	0	0	0	5	5	0	5	0	0.00%	0.00%	0.00%	
180		28	0	0	28	3	8	0	17	5	5	0	12	60.00%	70.59%	70.59%	
181		5	0	0	5	0	0	0	5	5	4	1	0	0.00%	0.00%	0.00%	
182		20	0	0	20	11	0	1	8	5	1	4	3	20.00%	37.50%	75.00%	
183		11	0	0	11	0	2	0	9	6	4	2	3	42.86%	33.33%	42.86%	
184		0	0	33	33	13	2	0	18	6	3	3	12	42.86%	66.67%	80.00%	
185		9	0	0	9	2	1	0	6	6	3	3	0	0.00%	0.00%	0.00%	
186		21	0	0	21	2	1	0	18	6	5	1	12	63.16%	66.67%	70.59%	
187		48	0	0	48	17	9	2	20	6	6	0	14	37.84%	70.00%	70.00%	
188		0	0	14	14	1	1	0	12	7	4	3	5	50.00%	41.67%	55.56%	
189		21	0	0	21	1	1	0	19	7	6	1	12	63.16%	63.16%	66.67%	
190		55	0	0	55	10	12	1	32	8	6	2	24	60.00%	75.00%	80.00%	
191		17	0	0	17	0	2	0	15	8	2	6	7	77.78%	46.67%	77.78%	
192		15	0	0	15	0	3	1	11	8	6	2	3	33.33%	27.27%	33.33%	
193		28	0	0	28	0	1	0	27	8	6	2	19	76.00%	70.37%	76.00%	
194		19	0	0	19	1	0	0	18	8	5	3	10	62.50%	55.56%	66.67%	
195		25	0	0	25	1	1	0	23	8	3	5	15	78.95%	65.22%	83.33%	
196		22	0	0	22	1	4	0	17	9	8	1	8	47.06%	47.06%	50.00%	
197		58	0	0	58	4	10	1	43	9	6	3	34	77.27%	79.07%	85.00%	
198		35	0	0	35	3	5	0	27	9	8	1	18	62.07%	66.67%	69.23%	
199		26	0	0	26	7	2	0	17	9	6	3	8	38.10%	47.06%	57.14%	
200		0	48	0	48	17	7	0	24	9	7	2	15	38.46%	62.50%	68.18%	
201		56	0	0	56	3	17	2	34	9	4	5	25	78.13%	73.53%	86.21%	
202		58	0	0	58	8	11	1	38	9	7	2	29	65.91%	76.32%	80.56%	
203		0	78	0	78	32	10	0	36	11	2	9	25	42.37%	69.44%	92.59%	
204		0	0	70	70	20	6	0	44	12	9	3	32	52.46%	72.73%	78.05%	
205		69	0	0	69	12	8	1	48	12	6	6	36	66.67%	75.00%	85.71%	
206		0	0	21	21	0	1	0	20	13	12	1	7	36.84%	35.00%	36.84%	
207		32	0	0	32	2	10	0	20	14	9	5	6	35.29%	30.00%	40.00%	
208		0	74	0	74	20	18	0	36	16	14	2	20	37.04%	55.56%	58.82%	
209		63	0	0	63	1	1	1	60	16	12	4	44	77.19%	73.33%	78.57%	
210		0	0	68	68	17	15	1	35	17	9	8	18	40.91%	51.43%	66.67%	
211		0	0	131	131	38	16	0	77	17	14	3	60	53.57%	77.92%	81.08%	

AGGREGATE ORDER TYPES																	
Company Info		LSR PROCESSING											FLOWTHROUGH				
		LESOG															
		Mechanized Interface Used				Manual	Rejects					Errors					
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
212		36	0	0	36	5	2	1	28	18	15	3	10	33.33%	35.71%	40.00%	
213		67	0	0	67	6	14	7	40	18	14	4	22	52.38%	55.00%	61.11%	
214		133	0	0	133	17	13	1	102	18	16	2	84	71.79%	82.35%	84.00%	
215		136	0	0	136	33	22	1	80	21	19	2	59	53.15%	73.75%	75.64%	
216		46	0	0	46	3	13	0	30	22	12	10	8	34.78%	26.67%	40.00%	
217		142	0	0	142	59	4	1	78	23	14	9	55	42.97%	70.51%	79.71%	
218		252	0	0	252	172	25	2	53	24	16	8	29	13.36%	54.72%	64.44%	
219		108	0	0	108	15	10	2	81	25	21	4	56	60.87%	69.14%	72.73%	
220		0	0	131	131	44	13	0	74	26	6	20	48	48.98%	64.86%	88.89%	
221		0	46	0	46	5	6	0	35	27	16	11	8	27.59%	22.86%	33.33%	
222		92	0	0	92	11	31	3	47	28	15	13	19	42.22%	40.43%	55.88%	
223		95	0	0	95	2	18	2	73	32	20	12	41	65.08%	56.16%	67.21%	
224		179	0	0	179	13	18	2	146	36	16	20	110	79.14%	75.34%	87.30%	
225		0	233	0	233	45	36	4	148	42	29	13	106	58.89%	71.62%	78.52%	
226		172	0	0	172	24	39	9	100	55	51	4	45	37.50%	45.00%	46.88%	
227		0	0	209	209	81	15	3	110	56	38	18	54	31.21%	49.09%	58.70%	
228		379	0	0	379	82	74	5	218	63	53	10	155	53.45%	71.10%	74.52%	
229		236	0	0	236	33	27	2	174	68	47	21	106	56.99%	60.92%	69.28%	
230		416	0	0	416	82	89	2	243	103	69	34	140	48.11%	57.61%	66.99%	
231		611	0	0	611	100	73	19	419	114	76	38	305	63.41%	72.79%	80.05%	
232		2,077	0	0	2,077	315	307	59	1,396	567	390	177	829	54.04%	59.38%	68.01%	
LENS Subtotal		7,348	0	0	7,348	1,389	1,152	152	4,655	1,588	1,092	496	3,067	55.28%	65.89%	73.74%	
EDI Subtotal		0	616	0	616	189	99	6	322	122	74	48	200	43.20%	62.11%	72.99%	
TAG Subtotal		0	0	815	815	262	83	4	466	167	104	63	299	44.96%	64.16%	74.19%	
TOTAL INTERFACES		7,348	616	815	8,779	1,840	1,334	162	5,443	1,877	1,270	607	3,566	53.42%	65.52%	73.74%	

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
 REPORT PERIOD: 6/01/2002 - 6/30/2002

Exhibit June '02 PM Data
 Attachment 2M

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Errors			Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's							
1		0	0	6	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%
2		6	0	0	6	6	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
3		0	1	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
4		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
5		4	0	0	4	3	0	0	1	0	0	0	1	25.00%	100.00%	100.00%
6		50	0	0	50	46	3	0	1	0	0	0	1	2.13%	100.00%	100.00%
7		5	0	0	5	3	0	0	2	0	0	0	2	40.00%	100.00%	100.00%
8		0	2	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
9		1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
10		2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
11		17	0	0	17	2	7	0	8	0	0	0	8	80.00%	100.00%	100.00%
12		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
13		17	0	0	17	1	1	0	15	0	0	0	15	93.75%	100.00%	100.00%
14		5	0	0	5	2	3	0	0	0	0	0	0	0.00%	0.00%	0.00%
15		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
16		0	0	3	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%
17		5	0	0	5	0	2	1	2	0	0	0	2	100.00%	100.00%	100.00%
18		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
19		4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100.00%	100.00%
20		12	0	0	12	6	2	0	4	0	0	0	4	40.00%	100.00%	100.00%
21		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
22		4	0	0	4	1	1	0	2	0	0	0	2	66.67%	100.00%	100.00%
23		0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
24		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
25		0	4	0	4	4	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
26		7	0	0	7	1	4	0	2	0	0	0	2	66.67%	100.00%	100.00%
27		8	0	0	8	1	3	0	4	0	0	0	4	80.00%	100.00%	100.00%
28		0	0	2	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
29		8	0	0	8	0	4	0	4	0	0	0	4	100.00%	100.00%	100.00%
30		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
31		4	0	0	4	0	3	0	1	0	0	0	1	100.00%	100.00%	100.00%
32		0	0	15	15	0	4	0	11	0	0	0	11	100.00%	100.00%	100.00%
33		0	0	5	5	1	3	0	1	0	0	0	1	50.00%	100.00%	100.00%
34		12	0	0	12	1	5	0	6	0	0	0	6	85.71%	100.00%	100.00%
35		6	0	0	6	0	1	0	5	0	0	0	5	100.00%	100.00%	100.00%
36		6	0	0	6	2	2	0	2	0	0	0	2	50.00%	100.00%	100.00%

AGGREGATE ORDER TYPES																			
Company Info					LSR PROCESSING										FLOWTHROUGH				
Name	RESH / OCN	Mechanized Interface Used				Manual		Rejects		LESOG				Errors	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout								
37		3	0	0	3	1	1	0	1	0	0	0	1	50.00%	100.00%	100.00%			
38		15	0	0	15	6	4	1	4	0	0	0	4	40.00%	100.00%	100.00%			
39		11	0	0	11	4	5	0	2	0	0	0	2	33.33%	100.00%	100.00%			
40		1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
41		4	0	0	4	0	2	0	2	0	0	0	2	100.00%	100.00%	100.00%			
42		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
43		0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%			
44		2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%			
45		13	0	0	13	2	1	0	10	0	0	0	10	83.33%	100.00%	100.00%			
46		9	0	0	9	0	4	1	4	0	0	0	4	100.00%	100.00%	100.00%			
47		3	0	0	3	0	2	0	1	0	0	0	1	100.00%	100.00%	100.00%			
48		14	0	0	14	1	3	1	9	0	0	0	9	90.00%	100.00%	100.00%			
49		9	0	0	9	1	0	0	8	0	0	0	8	88.89%	100.00%	100.00%			
50		10	0	0	10	3	4	0	3	0	0	0	3	50.00%	100.00%	100.00%			
51		27	0	0	27	15	8	0	4	0	0	0	4	21.05%	100.00%	100.00%			
52		6	0	0	6	0	0	0	6	0	0	0	6	100.00%	100.00%	100.00%			
53		4	0	0	4	0	1	0	3	0	0	0	3	100.00%	100.00%	100.00%			
54		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%			
55		2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%			
56		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
57		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
58		6	0	0	6	2	1	0	3	0	0	0	3	60.00%	100.00%	100.00%			
59		2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%			
60		12	0	0	12	6	2	0	4	0	0	0	4	40.00%	100.00%	100.00%			
61		1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%			
62		0	0	2	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%			
63		0	0	6	6	0	3	1	2	0	0	0	2	100.00%	100.00%	100.00%			
64		6	0	0	6	1	1	0	4	0	0	0	4	80.00%	100.00%	100.00%			
65		6	0	0	6	0	3	0	3	0	0	0	3	100.00%	100.00%	100.00%			
66		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%			
67		4	0	0	4	0	1	1	2	1	1	0	1	50.00%	50.00%	50.00%			
68		0	0	5	5	0	3	0	2	1	0	1	1	100.00%	50.00%	100.00%			
69		10	0	0	10	1	0	0	9	1	0	1	8	88.89%	88.89%	100.00%			
70		10	0	0	10	0	0	0	10	1	1	0	9	90.00%	90.00%	90.00%			
71		12	0	0	12	2	2	2	6	1	0	1	5	71.43%	83.33%	100.00%			

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects		Errors					Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout				
72		0	2	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
73		13	0	0	13	0	4	0	9	1	1	0	8	88.89%	88.89%	88.89%
74		23	0	0	23	10	6	0	7	1	0	1	6	37.50%	85.71%	100.00%
75		0	0	90	90	77	12	0	1	1	0	1	0	0.00%	0.00%	0.00%
76		8	0	0	8	4	2	0	2	1	0	1	1	20.00%	50.00%	100.00%
77		1	0	0	1	0	0	0	1	1	1	0	0	0.00%	0.00%	0.00%
78		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
79		7	0	0	7	0	0	0	7	1	0	1	6	100.00%	85.71%	100.00%
80		3	0	0	3	0	0	0	3	1	1	0	2	66.67%	66.67%	66.67%
81		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
82		111	0	0	111	22	38	2	49	1	0	1	48	68.57%	97.96%	100.00%
83		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
84		2	0	0	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
85		27	0	0	27	11	2	0	14	1	1	0	13	52.00%	92.86%	92.86%
86		6	0	0	6	3	1	0	2	1	0	1	1	25.00%	50.00%	100.00%
87		0	0	1	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
88		13	0	0	13	1	1	0	11	1	1	0	10	83.33%	90.91%	90.91%
89		76	0	0	76	73	2	0	1	1	1	0	0	0.00%	0.00%	0.00%
90		4	0	0	4	0	1	0	3	1	0	1	2	100.00%	66.67%	100.00%
91		4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50.00%	50.00%
92		0	6	0	6	1	2	0	3	1	0	1	2	66.67%	66.67%	100.00%
93		21	0	0	21	4	6	1	10	1	0	1	9	69.23%	90.00%	100.00%
94		44	0	0	44	4	7	0	33	1	1	0	32	86.49%	96.97%	96.97%
95		0	0	109	109	1	34	0	74	1	0	1	73	98.65%	98.65%	100.00%
96		0	0	14	14	2	2	0	10	1	1	0	9	75.00%	90.00%	90.00%
97		11	0	0	11	2	4	0	5	1	1	0	4	57.14%	80.00%	80.00%
98		0	11	0	11	3	1	0	7	1	1	0	6	60.00%	85.71%	85.71%
99		1	0	0	1	0	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
100		0	0	19	19	2	4	0	13	2	1	1	11	78.57%	84.62%	91.67%
101		2	0	0	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
102		15	0	0	15	2	3	0	10	2	1	1	8	72.73%	80.00%	88.89%
103		2	0	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
104		59	0	0	59	4	23	0	32	2	2	0	30	83.33%	93.75%	93.75%
105		16	0	0	16	1	4	0	11	2	2	0	9	75.00%	81.82%	81.82%
106		31	0	0	31	20	5	0	6	2	1	1	4	16.00%	66.67%	80.00%

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (UNE DETAIL)
REPORT PERIOD: 6/01/2002 - 6/30/2002

Exhibit June '02 PM Data
Attachment 2M

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Manual	Rejects	Errors					Percent Achieved Flowthrough	Base Calculation	Percent Flow through		
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
107		0	0	4	4	0	0	1	3	2	2	0	1	33.33%	33.33%	33.33%
108		0	3	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
109		3	0	0	3	0	0	0	3	2	0	2	1	100.00%	33.33%	100.00%
110		20	0	0	20	1	0	2	17	2	2	0	15	83.33%	88.24%	88.24%
111		28	0	0	28	0	2	0	26	2	1	1	24	96.00%	92.31%	96.00%
112		36	0	0	36	3	21	1	11	2	0	2	9	75.00%	81.82%	100.00%
113		12	0	0	12	0	1	0	11	2	2	0	9	81.82%	81.82%	81.82%
114		0	0	29	29	1	0	0	28	2	1	1	26	92.86%	92.86%	96.30%
115		65	0	0	65	10	13	0	42	3	2	1	39	76.47%	92.86%	95.12%
116		24	0	0	24	2	2	0	20	3	1	2	17	85.00%	85.00%	94.44%
117		37	0	0	37	7	9	0	21	3	2	1	18	66.67%	85.71%	90.00%
118		29	0	0	29	1	2	1	25	3	2	1	22	88.00%	88.00%	91.67%
119		0	0	10	10	0	1	0	9	3	1	2	6	85.71%	66.67%	85.71%
120		228	0	0	228	105	72	3	48	3	2	1	45	29.61%	93.75%	95.74%
121		0	0	19	19	0	2	0	17	3	3	0	14	82.35%	82.35%	82.35%
122		0	0	51	51	14	6	0	31	3	2	1	28	63.64%	90.32%	93.33%
123		5	0	0	5	0	2	0	3	3	2	1	0	0.00%	0.00%	0.00%
124		70	0	0	70	10	4	0	56	4	2	2	52	81.25%	92.86%	96.30%
125		35	0	0	35	2	3	1	29	4	1	3	25	89.29%	86.21%	96.15%
126		73	0	0	73	15	29	1	28	4	2	2	24	58.54%	85.71%	92.31%
127		107	0	0	107	3	18	0	86	4	0	4	82	96.47%	95.35%	100.00%
128		8	0	0	8	0	2	1	5	4	1	3	1	50.00%	20.00%	50.00%
129		9	0	0	9	0	5	0	4	4	1	3	0	0.00%	0.00%	0.00%
130		0	0	62	62	10	13	2	37	4	3	1	33	71.74%	89.19%	91.67%
131		31	0	0	31	1	5	0	25	4	4	0	21	80.77%	84.00%	84.00%
132		0	62	0	62	4	10	0	48	4	3	1	44	86.27%	91.67%	93.62%
133		11	0	0	11	0	3	0	8	4	2	2	4	66.67%	50.00%	66.67%
134		12	0	0	12	0	2	0	10	4	2	2	6	75.00%	60.00%	75.00%
135		94	0	0	94	23	17	1	53	4	2	2	49	66.22%	92.45%	96.08%
136		40	0	0	40	7	12	0	21	5	5	0	16	57.14%	76.19%	76.19%
137		32	0	0	32	0	13	0	19	5	4	1	14	77.78%	73.68%	77.78%
138		20	0	0	20	1	0	0	19	5	2	3	14	82.35%	73.68%	87.50%
139		0	0	34	34	3	7	0	24	5	2	3	19	79.17%	79.17%	90.48%
140		0	0	35	35	0	0	0	35	5	5	0	30	85.71%	85.71%	85.71%
141		0	191	0	191	60	15	0	116	5	4	1	111	63.43%	95.69%	96.52%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors				Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout
142		50	0	0	50	2	9	0	39	5	3	2	34	87.18%	87.18%	91.89%
143		109	0	0	109	2	12	1	94	6	2	4	88	95.65%	93.62%	97.78%
144		0	0	32	32	3	1	1	27	6	4	2	21	75.00%	77.78%	84.00%
145		107	0	0	107	29	27	2	49	6	2	4	43	58.11%	87.76%	95.56%
146		36	0	0	36	3	1	1	31	6	2	4	25	83.33%	80.65%	92.59%
147		33	0	0	33	2	3	2	26	6	6	0	20	71.43%	76.92%	76.92%
148		13	0	0	13	1	2	0	10	6	3	3	4	50.00%	40.00%	57.14%
149		0	55	0	55	7	18	0	30	6	2	4	24	72.73%	80.00%	92.31%
150		34	0	0	34	2	6	0	26	6	3	3	20	80.00%	76.92%	86.96%
151		27	0	0	27	2	1	1	23	6	4	2	17	73.91%	73.91%	80.95%
152		0	0	473	473	18	120	1	334	6	4	2	328	93.71%	98.20%	98.80%
153		0	0	113	113	5	27	0	81	6	6	0	75	87.21%	92.59%	92.59%
154		98	0	0	98	5	9	0	84	7	7	0	77	86.52%	91.67%	91.67%
155		24	0	0	24	0	7	3	14	7	4	3	7	63.64%	50.00%	63.64%
156		49	0	0	49	4	2	0	43	7	6	1	36	78.26%	83.72%	85.71%
157		41	0	0	41	1	3	0	37	7	4	3	30	85.71%	81.08%	88.24%
158		37	0	0	37	2	4	0	31	7	5	2	24	77.42%	77.42%	82.76%
159		53	0	0	53	5	8	1	39	7	4	3	32	78.05%	82.05%	88.89%
160		53	0	0	53	1	4	0	48	7	6	1	41	85.42%	85.42%	87.23%
161		28	0	0	28	1	1	0	26	7	5	2	19	76.00%	73.08%	79.17%
162		0	0	31	31	2	2	0	27	7	2	5	20	83.33%	74.07%	90.91%
163		57	0	0	57	5	11	0	41	7	4	3	34	79.07%	82.93%	89.47%
164		71	0	0	71	10	2	0	59	7	4	3	52	78.79%	88.14%	92.86%
165		40	0	0	40	4	10	0	26	8	5	3	18	66.67%	69.23%	78.26%
166		90	0	0	90	7	16	0	67	8	5	3	59	83.10%	88.06%	92.19%
167		38	0	0	38	7	1	1	29	8	3	5	21	67.74%	72.41%	87.50%
168		23	0	0	23	2	1	0	20	8	7	1	12	57.14%	60.00%	63.16%
169		37	0	0	37	8	4	4	21	8	1	7	13	59.09%	61.90%	92.86%
170		0	0	48	48	0	1	0	47	8	8	0	39	82.98%	82.98%	82.98%
171		0	0	225	225	7	8	0	210	8	8	0	202	93.09%	96.19%	96.19%
172		65	0	0	65	5	18	0	42	9	5	4	33	76.74%	78.57%	86.84%
173		0	116	0	116	7	23	0	86	9	7	2	77	84.62%	89.53%	91.67%
174		0	36	0	36	2	7	1	26	9	8	1	17	62.96%	65.38%	68.00%
175		0	169	0	169	15	17	1	136	9	7	2	127	85.23%	93.38%	94.78%
176		30	0	0	30	4	9	1	16	10	2	8	6	50.00%	37.50%	75.00%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH		
Company Info		LESOG														
Name	RESH / OCN	Mechanized Interface Used			Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow through		
		LENS	EDI	TAG				Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout				CLEC Caused Fallout	Issued SO's
177		28	0	0	28	3	7	2	16	10	5	5	6	42.86%	37.50%	54.55%
178		60	0	0	60	6	20	1	33	10	3	7	23	71.88%	69.70%	88.46%
179		90	0	0	90	15	30	0	45	11	5	6	34	62.96%	75.56%	87.18%
180		0	55	0	55	8	17	0	30	12	5	7	18	58.06%	60.00%	78.26%
181		89	0	0	89	5	15	2	67	12	8	4	55	80.88%	82.09%	87.30%
182		1,032	0	0	1,032	836	91	1	104	12	4	8	92	9.87%	88.46%	95.83%
183		0	45	0	45	1	14	0	30	12	11	1	18	60.00%	60.00%	62.07%
184		95	0	0	95	16	8	1	70	12	11	1	58	68.24%	82.86%	84.06%
185		52	0	0	52	5	5	0	42	12	10	2	30	66.67%	71.43%	75.00%
186		0	86	0	86	26	13	0	47	13	9	4	34	49.28%	72.34%	79.07%
187		0	55	0	55	7	14	2	32	13	4	9	19	63.33%	59.38%	82.61%
188		942	0	0	942	774	71	1	96	14	6	8	82	9.51%	85.42%	93.18%
189		95	0	0	95	15	15	2	63	14	9	5	49	67.12%	77.78%	84.48%
190		0	118	0	118	15	13	0	90	14	9	5	76	76.00%	84.44%	89.41%
191		84	0	0	84	9	7	1	67	14	8	6	53	75.71%	79.10%	86.89%
192		76	0	0	76	5	23	0	48	14	12	2	34	66.67%	70.83%	73.91%
193		117	0	0	117	19	18	0	80	16	14	2	64	65.98%	80.00%	82.05%
194		0	0	631	631	15	55	0	561	16	13	3	545	95.11%	97.15%	97.67%
195		121	0	0	121	22	27	0	72	16	7	9	56	65.88%	77.78%	88.89%
196		83	0	0	83	9	24	0	50	17	7	10	33	67.35%	66.00%	82.50%
197		0	308	0	308	128	25	0	155	17	10	7	138	50.00%	89.03%	93.24%
198		128	0	0	128	47	14	2	65	18	15	3	47	43.12%	72.31%	75.81%
199		0	0	93	93	10	18	0	65	19	17	2	46	63.01%	70.77%	73.02%
200		109	0	0	109	14	14	2	79	19	12	7	60	69.77%	75.95%	83.33%
201		0	0	121	121	0	4	0	117	19	19	0	98	83.76%	83.76%	83.76%
202		121	0	0	121	12	27	1	81	20	16	4	61	68.54%	75.31%	79.22%
203		0	0	241	241	25	24	1	191	21	16	5	170	80.57%	89.01%	91.40%
204		47	0	0	47	1	2	1	43	22	13	9	21	60.00%	48.84%	61.76%
205		0	0	375	375	17	43	3	312	22	21	1	290	88.41%	92.95%	93.25%
206		127	0	0	127	54	9	0	64	23	16	7	41	36.94%	64.06%	71.93%
207		0	0	385	385	7	37	0	341	23	20	3	318	92.17%	93.26%	94.08%
208		443	0	0	443	40	50	3	350	24	15	9	326	85.56%	93.14%	95.60%
209		174	0	0	174	26	16	2	130	24	19	5	106	70.20%	81.54%	84.80%
210		0	26	0	26	1	0	0	25	24	19	5	1	4.76%	4.00%	5.00%
211		0	0	93	93	14	21	0	58	25	18	7	33	50.77%	56.90%	64.71%

AGGREGATE ORDER TYPES		LSR PROCESSING												FLOWTHROUGH				
Company Info		LESOG																
		Mechanized Interface Used				Manual	Rejects					Errors						
Name	RESH / OCN	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through		
212		0	574	0	574	31	93	1	449	26	23	3	423	88.68%	94.21%	94.84%		
213		0	0	113	113	16	19	1	77	26	22	4	51	57.30%	66.23%	69.86%		
214		0	138	0	138	7	9	0	122	26	11	15	96	84.21%	78.69%	89.72%		
215		0	0	1,351	1,351	18	128	4	1,201	27	20	7	1,174	96.86%	97.75%	98.32%		
216		0	99	0	99	20	7	6	66	27	18	9	39	50.65%	59.09%	68.42%		
217		0	81	0	81	10	10	0	61	28	9	19	33	63.46%	54.10%	78.57%		
218		209	0	0	209	20	34	0	155	29	18	11	126	76.83%	81.29%	87.50%		
219		377	0	0	377	19	40	1	317	30	24	6	287	86.97%	90.54%	92.28%		
220		0	162	0	162	3	5	0	154	33	25	8	121	81.21%	78.57%	82.88%		
221		580	0	0	580	77	96	4	403	33	19	14	370	79.40%	91.81%	95.12%		
222		0	0	1,533	1,533	54	67	6	1,406	34	26	8	1,372	94.49%	97.58%	98.14%		
223		327	0	0	327	59	38	6	224	35	27	8	189	68.73%	84.38%	87.50%		
224		333	0	0	333	33	42	3	255	36	28	8	219	78.21%	85.88%	88.66%		
225		0	131	0	131	1	7	0	123	36	16	20	87	83.65%	70.73%	84.47%		
226		82	0	0	82	8	9	0	65	39	31	8	26	40.00%	40.00%	45.61%		
227		633	0	0	633	45	42	1	545	40	23	17	505	88.13%	92.66%	95.64%		
228		114	0	0	114	10	10	2	92	41	33	8	51	54.26%	55.43%	60.71%		
229		0	338	0	338	25	32	4	277	43	41	2	234	78.00%	84.48%	85.09%		
230		0	0	418	418	44	33	6	335	43	25	18	292	80.89%	87.16%	92.11%		
231		0	0	1,406	1,406	52	314	0	1,040	47	39	8	993	91.61%	95.48%	96.22%		
232		804	0	0	804	67	48	3	686	49	32	17	637	86.55%	92.86%	95.22%		
233		0	203	0	203	16	22	0	165	54	37	17	111	67.68%	67.27%	75.00%		
234		0	337	0	337	45	73	0	219	55	41	14	164	65.80%	74.89%	80.00%		
235		308	0	0	308	36	44	4	224	58	41	17	166	68.31%	74.11%	80.19%		
236		489	0	0	489	18	23	3	445	59	47	12	386	85.59%	86.74%	89.15%		
237		501	0	0	501	33	64	6	398	60	32	28	338	83.87%	84.92%	91.35%		
238		0	571	0	571	55	32	7	477	62	40	22	415	81.37%	87.00%	91.21%		
239		206	0	0	206	12	22	3	169	62	41	21	107	66.88%	63.31%	72.30%		
240		462	0	0	462	48	67	6	341	66	44	22	275	74.93%	80.65%	86.21%		
241		1,272	0	0	1,272	49	77	6	1,140	71	47	24	1,069	91.76%	93.77%	95.79%		
242		0	712	0	712	56	105	4	547	73	35	38	474	83.89%	86.65%	93.12%		
243		392	0	0	392	16	66	1	309	78	62	16	231	74.76%	74.76%	78.84%		
244		0	367	0	367	5	16	0	346	79	68	11	267	78.53%	77.17%	79.70%		
245		0	515	0	515	39	76	0	400	80	56	24	320	77.11%	80.00%	85.11%		
246		204	0	0	204	29	13	17	145	83	63	20	62	40.26%	42.76%	49.60%		

AGGREGATE ORDER TYPES																	
Company Info					LSR PROCESSING										FLOWTHROUGH		
Name	RESH / OCN	Mechanized Interface Used				LESOG					Errors				Percent Achieved Flowthrough	Base Calculation	Percent Flow through
		LENS	EDI	TAG	Total Mech LSR's	Manual Total Manual Fallout	Rejects Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's				
		247		0	392	0	392	10	43	4	335	83	38	45			
248		0	442	0	442	14	13	0	415	84	71	13	331	79.57%	79.76%	82.34%	
249		0	1,346	0	1,346	105	193	0	1,048	87	64	23	961	85.04%	91.70%	93.76%	
250		0	411	0	411	19	57	0	335	87	68	19	248	74.03%	74.03%	78.48%	
251		471	0	0	471	35	34	5	397	88	74	14	309	73.92%	77.83%	80.68%	
252		0	499	0	499	74	47	9	369	96	80	16	273	63.93%	73.98%	77.34%	
253		485	0	0	485	43	30	2	410	104	79	25	306	71.50%	74.63%	79.48%	
254		0	0	639	639	43	187	1	408	106	90	16	302	69.43%	74.02%	77.04%	
255		784	0	0	784	69	149	5	561	108	60	48	453	77.84%	80.75%	88.30%	
256		0	1,708	0	1,708	96	285	0	1,327	109	80	29	1,218	87.37%	91.79%	93.84%	
257		1,900	0	0	1,900	56	77	5	1,762	110	79	31	1,652	92.45%	93.76%	95.44%	
258		847	0	0	847	108	91	2	646	111	88	23	535	73.19%	82.82%	85.87%	
259		0	0	575	575	37	132	0	406	118	103	15	288	67.29%	70.94%	73.66%	
260		770	0	0	770	80	53	12	625	118	102	16	507	73.58%	81.12%	83.25%	
261		0	0	773	773	105	89	3	576	129	108	21	447	67.73%	77.60%	80.54%	
262		0	700	0	700	52	78	2	568	144	112	32	424	72.11%	74.65%	79.10%	
263		0	2,401	0	2,401	159	421	0	1,821	145	97	48	1,676	86.75%	92.04%	94.53%	
264		0	0	880	880	124	102	5	649	150	116	34	499	67.52%	76.89%	81.14%	
265		736	0	0	736	50	25	2	659	152	125	27	507	74.34%	76.93%	80.22%	
266		0	599	0	599	48	57	0	494	155	102	53	339	69.33%	68.62%	76.87%	
267		0	617	0	617	17	36	1	563	163	143	20	400	71.43%	71.05%	73.66%	
268		1,063	0	0	1,063	224	134	18	687	164	131	33	523	59.57%	76.13%	79.97%	
269		0	0	984	984	115	113	14	742	166	122	44	576	70.85%	77.63%	82.52%	
270		1,474	0	0	1,474	258	155	10	1,051	174	114	60	877	70.22%	83.44%	88.50%	
271		0	768	0	768	32	188	6	542	187	142	45	355	67.11%	65.50%	71.43%	
272		1,365	0	0	1,365	161	146	12	1,046	205	149	56	841	73.07%	80.40%	84.95%	
273		0	0	1,011	1,011	77	190	1	743	206	158	48	537	69.56%	72.27%	77.27%	
274		1,438	0	0	1,438	166	168	20	1,084	214	171	43	870	72.08%	80.26%	83.57%	
275		1,744	0	0	1,744	86	199	19	1,440	252	152	100	1,188	83.31%	82.50%	88.66%	
276		0	0	1,766	1,766	255	199	8	1,304	252	210	42	1,052	69.35%	80.67%	83.36%	
277		0	1,664	0	1,664	278	208	1	1,177	268	186	82	909	66.21%	77.23%	83.01%	
278		0	0	885	885	141	36	40	668	269	213	56	399	52.99%	59.73%	65.20%	
279		0	1,528	0	1,528	159	241	13	1,115	270	218	52	845	69.15%	75.78%	79.49%	
280		2,784	0	0	2,784	206	490	41	2,047	293	193	100	1,754	81.47%	85.69%	90.09%	
281		1,685	0	0	1,685	97	105	2	1,481	313	278	35	1,168	75.70%	78.87%	80.77%	

AGGREGATE ORDER TYPES																
Company Info																
LSR PROCESSING																
LESOG																
Mechanized Interface Used																
Name	RESH / OCN	Mechanized Interface Used				Manual	Rejects	Errors				Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow through	
		LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	Validated LSR's	Total System Fallout	BST Caused Fallout					CLEC Caused Fallout
282		0	824	0	824	36	129	7	652	314	293	21	338	50.67%	51.84%	53.57%
283		0	0	1,757	1,757	180	186	25	1,366	334	249	85	1,032	70.64%	75.55%	80.56%
284		0	0	7,803	7,803	165	984	31	6,623	352	265	87	6,271	93.58%	94.69%	95.95%
285		0	2,055	0	2,055	79	511	8	1,457	353	250	103	1,104	77.04%	75.77%	81.54%
286		1,286	0	0	1,286	207	152	15	912	362	288	74	550	52.63%	60.31%	65.63%
287		2,866	0	0	2,866	334	250	29	2,253	368	319	49	1,885	74.27%	83.67%	85.53%
288		2,188	0	0	2,188	165	171	31	1,821	402	343	59	1,419	73.64%	77.92%	80.53%
289		0	0	1,742	1,742	70	475	0	1,197	405	344	61	792	65.67%	66.17%	69.72%
290		0	0	1,393	1,393	231	81	50	1,031	412	350	62	619	51.58%	60.04%	63.88%
291		1,942	0	0	1,942	204	159	15	1,564	462	347	115	1,102	66.67%	70.46%	76.05%
292		884	0	0	884	23	37	41	783	514	415	99	269	38.05%	34.36%	39.33%
293		0	1,857	0	1,857	165	332	9	1,351	531	441	90	820	57.50%	60.70%	65.03%
294		0	0	3,462	3,462	126	911	2	2,423	532	430	102	1,891	77.28%	78.04%	81.47%
295		0	1,055	0	1,055	33	119	76	827	779	633	146	48	6.72%	5.80%	7.05%
296		0	2,821	0	2,821	268	358	25	2,170	906	768	138	1,264	54.96%	58.25%	62.20%
297		0	0	8,089	8,089	859	1,700	32	5,498	1,310	775	535	4,188	71.93%	76.17%	84.38%
298		0	29,536	0	29,536	1,447	2,686	19	25,384	2,724	2,311	413	22,660	85.77%	89.27%	90.75%
299		34,658	0	0	34,658	1,457	1,472	175	31,554	5,862	5,231	631	25,692	79.35%	81.42%	83.08%
300		0	71,300	0	71,300	2,270	12,281	186	56,563	11,991	10,307	1,684	44,572	77.99%	78.80%	81.22%
<i>LENS Subtotal</i>		75,955	0	0	75,955	7,138	5,933	587	62,297	11,875	9,730	2,145	50,422	74.93%	80.94%	83.82%
<i>EDI Subtotal</i>		0	128,104	0	128,104	5,965	18,962	392	102,785	20,250	16,924	3,326	82,535	78.29%	80.30%	82.98%
<i>TAG Subtotal</i>		0	0	39,965	39,965	2,946	6,408	239	30,372	5,139	3,842	1,297	25,233	78.80%	83.08%	86.79%
TOTAL INTERFACES		75,955	128,104	39,965	244,024	16,049	31,303	1,218	195,454	37,264	30,496	6,768	158,190	77.27%	80.93%	83.84%

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		274
2		108
3		2
4		1
5		64
6		6
7		1
8		44
9		236
10		127
11		4
12		17
13		84
14		47
15		1
16		7
17		1
18		60
19		13
20		10
21		4
22		7
23		37
24		2
25		24
26		2
27		18
28		19
29		28

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
30		2
31		10
32		19
33		46
34		3
35		34
36		20
37		21
38		38
39		69
40		5
41		834
42		107
43		513
44		3
45		1
46		1
47		2
48		3
49		25
50		3
51		11
52		5
53		6
54		4
55		2
56		8
57		11
58		150

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
59		11
60		1
61		18
62		326
63		54
64		107
65		16
66		1
67		4
68		9
69		9
70		23
71		5
72		6
73		15
74		2
75		1
76		16
77		18
78		3
79		17
80		29
81		2
82		1
83		2
84		7
85		2
86		58
87		173

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
88		3
89		30
90		70
91		32
92		28
93		29
94		49
95		28
96		8
97		7
98		34
99		4
100		375
101		16
102		97
103		1
104		50
105		6
106		1
107		39
108		8
109		2
110		81
111		2
112		21
113		5
114		1
115		144
116		57

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
117		3
118		16
119		10
120		3
121		8
122		5
123		23
124		6
125		86
126		7
127		10
128		321
129		27
130		9
131		4
132		247
133		16
134		29
135		6
136		9
137		6
138		2
139		20
140		40
141		1
142		3
143		45
144		645
145		19

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
146		7
147		63
148		13
149		1
150		45
151		6
152		19
153		10
154		3
155		9
156		811
157		1,326
158		2
159		5
160		115
161		58
162		2
163		4
164		2
165		1
166		11
167		10
168		4
169		22
170		117
171		8
172		3
173		2
174		37

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
175		11
176		1
177		3,261
178		1
179		47
180		60
181		1
182		841
183		3
184		2
185		8
186		10
187		15
188		12
189		48
190		2,877
191		1
192		4
193		47
194		8
195		16
196		30
197		2
198		5
199		117
200		22
201		2
202		2
203		2

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
204		283
205		2
206		35
207		34
208		10
209		154
210		22
211		4
212		89
213		3
214		12
215		21
216		81
217		2
218		15
219		21
220		257
221		1
222		21
223		2
224		11
225		4
226		88
227		36
228		2
229		2
230		2
231		1
232		3

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
233		219
234		191
235		2
236		25
237		17
238		2
239		1
240		1
241		15
242		534
243		3
244		1,014
245		3
246		16
247		1
248		1
249		33
250		2
251		66
252		1
253		49
254		38
255		11
256		11
257		192
258		19
259		2
260		25
261		202

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
262		6
263		1
264		9
265		309
266		4
267		23
268		69
269		122
270		1
271		19
272		150
273		3
274		16
275		4
276		3
277		2
278		60
279		188
280		8
281		12
282		1
283		19
284		8
285		8
286		1
287		1
288		15
289		14
290		1

ORDERING

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 6/01/2002 - 6/30/2002

Exhibit June '02 PM Data
Attachment 2M

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
291		21
292		13
293		1
294		24
295		7
296		30
297		36
298		1
299		2
300		1
301		14
302		74
303		3
304		87
305		16
306		3
307		17
308		6
309		4
310		1
311		7
312		72
313		8
314		1
315		1
TOTAL:		22,607

ORDERING

REPORT: FLOWTHROUGH ERROR ANALYSIS
REPORT PERIOD: 6/01/2002 - 6/30/2002

Exhibit June '02 PM Data
Attachment 2M

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION					
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused			
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
1000	18739	12.79%	12.79%	IF CHGNG CLASS OF SERVICE ALL PERTINENT USOCs MUST BE POPULATED IN AND OUT--	18,127	96.73%	18.67%	612	3.27%	1.239%	
7020	1516	1.03%	13.83%	NUM= TELNO= TN NOT FOUND IN CRIS	1,516	100.00%	1.56%	0	0.00%	0.000%	
7055	2002	1.37%	15.19%	NUM= TELNO= ACCOUNT IS FINAL	2,002	100.00%	2.06%	0	0.00%	0.000%	
7095	44	0.03%	15.22%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	7	15.91%	0.01%	37	84.09%	0.075%	
7109	167	0.11%	15.34%	UNABLE TO LOCATE MEMORYCALL OPTION IN COFFI	111	66.47%	0.11%	56	33.53%	0.113%	
7110	133	0.09%	15.43%	COFFI NOT AVAILABLE	59	44.36%	0.06%	74	55.64%	0.150%	
7115	8	0.01%	15.43%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	2	25.00%	0.00%	6	75.00%	0.012%	
7235	623	0.43%	15.86%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	451	72.39%	0.46%	172	27.61%	0.348%	
7245	551	0.38%	16.24%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	358	64.97%	0.37%	193	35.03%	0.391%	
7250	831	0.57%	16.80%	LSR HOUSENUMBER INCORRECT	830	99.88%	0.85%	1	0.12%	0.002%	
7267	3	0.00%	16.81%	UNE - LOCBAN MISSING FOR LNP ORDER	3	100.00%	0.00%	0	0.00%	0.000%	
7295	31	0.02%	16.83%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	17	54.84%	0.02%	14	45.16%	0.028%	
7300	5	0.00%	16.83%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	5	100.00%	0.01%	0	0.00%	0.000%	
7315	427	0.29%	17.12%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	374	87.59%	0.39%	53	12.41%	0.107%	
7375	45	0.03%	17.15%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	40	88.89%	0.04%	5	11.11%	0.010%	
7380	110	0.08%	17.23%	UNE - ACTL INVALID	110	100.00%	0.11%	0	0.00%	0.000%	
7400	6498	4.44%	21.66%	CLEC DOES NOT OWN THIS ACCOUNT.	6,497	99.98%	6.69%	1	0.02%	0.002%	
7445	39	0.03%	21.69%	UNE - CALL FORWARD TN REQUIRED	39	100.00%	0.04%	0	0.00%	0.000%	
7465	824	0.56%	22.25%	CANNOT CANCEL ORDER	122	14.81%	0.13%	702	85.19%	1.421%	
7495	14	0.01%	22.26%	UNE - DIR LOCATOR PROBLEM	2	14.29%	0.00%	12	85.71%	0.024%	
7500	60	0.04%	22.30%	DUE DATE COULD NOT BE DETERMINED	0	0.00%	0.00%	60	100.00%	0.121%	
7555	194	0.13%	22.44%	FID MISSING IN FEATURE DETAIL	173	89.18%	0.18%	21	10.82%	0.043%	
7570	3	0.00%	22.44%	SEQ1X NOT ALLOWED WITH ZNB	2	66.67%	0.00%	1	33.33%	0.002%	
7630	46	0.03%	22.47%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	18	39.13%	0.02%	28	60.87%	0.057%	
7640	1	0.00%	22.47%	DUPLICATE CUSTOMERS EXCEED NINE ON CSR	0	0.00%	0.00%	1	100.00%	0.002%	
7660	1	0.00%	22.47%	USOC FUJ1X NOT FOR RESALE	1	100.00%	0.00%	0	0.00%	0.000%	
7690	24	0.02%	22.49%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LNP SERVICE	24	100.00%	0.02%	0	0.00%	0.000%	
7710	93	0.06%	22.55%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	47	50.54%	0.05%	46	49.46%	0.093%	
7715	925	0.63%	23.18%	SOCS TIMEOUT/NOT AVAILABLE	175	18.92%	0.18%	750	81.08%	1.518%	
7718	332	0.23%	23.41%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	115	34.64%	0.12%	217	65.36%	0.439%	
7725	196	0.13%	23.54%	WAITING PERIOD EQUALS 5 MINUTES	61	31.12%	0.06%	135	68.88%	0.273%	
7735	35	0.02%	23.57%	INVALID/MISSING LISTING NAME OR TYPE	35	100.00%	0.04%	0	0.00%	0.000%	
7740	309	0.21%	23.78%	LOCAL CALLING PLUS INDICATOR NOT FOUND	69	22.33%	0.07%	240	77.67%	0.486%	
7755	36	0.02%	23.80%	UNE - NPANXX NOT FOUND IN CLLI TABLE	12	33.33%	0.01%	24	66.67%	0.049%	
7805	1988	1.36%	25.16%	SITE COULD NOT BE DETERMINED	775	38.98%	0.80%	1,213	61.02%	2.456%	
7815	151	0.10%	25.26%	FID=RCU INVALID OR MISSING DATA	128	84.77%	0.13%	23	15.23%	0.047%	
7860	132	0.09%	25.35%	RSAG - NO EXACT MATCH ON STREET NAME	132	100.00%	0.14%	0	0.00%	0.000%	
7890	8	0.01%	25.36%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	7	87.50%	0.01%	1	12.50%	0.002%	
7900	9	0.01%	25.36%	RSAG - NO MATCH ON STREET NAME	9	100.00%	0.01%	0	0.00%	0.000%	

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION					
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused			
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
7905	4392	3.00%	28.36%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	4,388	99.91%	4.52%	4	0.09%	0.008%	
7910	2469	1.69%	30.05%	RSAG - NO MATCH ON EXACT STREET NAME	2,308	93.48%	2.38%	161	6.52%	0.326%	
7930	1	0.00%	30.05%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	1	100.00%	0.00%	0	0.00%	0.000%	
7935	29	0.02%	30.07%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	29	100.00%	0.03%	0	0.00%	0.000%	
7945	6	0.00%	30.07%	RSAG SYSTEM ERROR	4	66.67%	0.00%	2	33.33%	0.004%	
8150	77	0.05%	30.12%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	30	38.96%	0.03%	47	61.04%	0.095%	
8167	29	0.02%	30.14%	INVALID USOC CHARACTER. FORMAT SAE 013 I1 CREX1	29	100.00%	0.03%	0	0.00%	0.000%	
8170	372	0.25%	30.40%	USOC MAY ONLY APPEAR ONCE FORMAT SAE 110 I1 CREX1 /TN	369	99.19%	0.38%	3	0.81%	0.006%	
8173	45	0.03%	30.43%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	45	100.00%	0.05%	0	0.00%	0.000%	
8175	2154	1.47%	31.90%	USOC NOT AVAILABLE IN SWITCH. FORMAT SAE 180N I1 ESXDC	2,154	100.00%	2.22%	0	0.00%	0.000%	
8180	609	0.42%	32.32%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	609	100.00%	0.63%	0	0.00%	0.000%	
8183	11	0.01%	32.32%	AREA CALLING PLAN USOC MISMATCH. FORMAT 320 LINE UPP :0000000 / LINE ASSIGN :0000001 USOC QUAN MIS	11	100.00%	0.01%	0	0.00%	0.000%	
8185	32	0.02%	32.34%	ESC/ESCWT NOT VALID COMBINATION. FORMAT SAE 424 I1 ESCWT	32	100.00%	0.03%	0	0.00%	0.000%	
8187	932	0.64%	32.98%	USOC MAY NOT APPEAR ON REQUEST. FORMAT SAE 431 T1 EMP1S /TN	931	99.89%	0.96%	1	0.11%	0.002%	
8189	629	0.43%	33.41%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	628	99.84%	0.65%	1	0.16%	0.002%	
8190	1164	0.79%	34.20%	INVALID USOC FOR BASIC CLASS OF SERVICE. FORMAT SAE 434 I1 S98CP /TN	1,120	96.22%	1.15%	44	3.78%	0.089%	
8193	3	0.00%	34.21%	USOC NOT VALID WITH CALLER ID. FORMAT SAE 473 I1 NXMCR /TN	3	100.00%	0.00%	0	0.00%	0.000%	
8195	5080	3.47%	37.67%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	5,080	100.00%	5.23%	0	0.00%	0.000%	
8197	985	0.67%	38.35%	CALL FORWARDING USOC MUST APPEAR. FORMAT SAE 541	985	100.00%	1.01%	0	0.00%	0.000%	
8199	19	0.01%	38.36%	GCJRC/GCJ COMBINATION INVALID FORMAT SAE 560 I1 GCJRC /TN	19	100.00%	0.02%	0	0.00%	0.000%	
8204	177	0.12%	38.48%	BCR/NSS/NX8 INVALID USOC COMBINATION. FORMAT SAE 575 R1 NSS /TN	177	100.00%	0.18%	0	0.00%	0.000%	
8207	78	0.05%	38.53%	BRD/NSQ/NX9 INVALID USOC COMBINATION FORMAT SAE 576 I1 NX9 /TN	78	100.00%	0.08%	0	0.00%	0.000%	
8209	407	0.28%	38.81%	USOC COMBINATION IS INVALID. FORMAT SAE 587 I1 ESXDC /TN	407	100.00%	0.42%	0	0.00%	0.000%	
8240	949	0.65%	39.46%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	949	100.00%	0.98%	0	0.00%	0.000%	
8250	614	0.42%	39.88%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	613	99.84%	0.63%	1	0.16%	0.002%	
8415	12	0.01%	39.89%	LSF LP ALREADY EXISTS ON ACCOUNT	11	91.67%	0.01%	1	8.33%	0.002%	
8430	133	0.09%	39.98%	LSF DOES NOT EXIST ON ACCOUNT	133	100.00%	0.14%	0	0.00%	0.000%	
8820	19382	13.23%	53.21%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	4,810	24.82%	4.95%	14,572	75.18%	29.500%	
8825	29324	20.02%	73.23%	ORDER ERR:	4,641	15.83%	4.78%	24,683	84.17%	49.969%	
8830	743	0.51%	73.74%	CLEC ALREADY OWNS THIS ACCOUNT	743	100.00%	0.77%	0	0.00%	0.000%	
8850	26	0.02%	73.75%	CFA NOT FOUND,PLEASE VERIFY CFA	26	100.00%	0.03%	0	0.00%	0.000%	
8940	487	0.33%	74.09%	CALL FORWARDING NUMBER MISSING OR INVALID	485	99.59%	0.50%	2	0.41%	0.004%	
8945	60	0.04%	74.13%	LINECLSSVC AND TOS DO NOT MATCH	60	100.00%	0.06%	0	0.00%	0.000%	
8970	944	0.64%	74.77%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	941	99.68%	0.97%	3	0.32%	0.006%	
9000	3	0.00%	74.77%	LSO/LOCBAN (NPNXX) MISSING OR INVALID	3	100.00%	0.00%	0	0.00%	0.000%	
9040	2	0.00%	74.78%	DDD/DDD-CC REQUIRED	1	50.00%	0.00%	1	50.00%	0.002%	
9155	294	0.20%	74.98%	UNE - PORTED OUT NUMBER	294	100.00%	0.30%	0	0.00%	0.000%	
9245	400	0.27%	75.25%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	400	100.00%	0.41%	0	0.00%	0.000%	
9433	2	0.00%	75.25%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%	0	0.00%	0.000%	

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION					
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused			
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
9438	9	0.01%	75.26%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	9	100.00%	0.01%	0	0.00%	0.000%	
9439	164	0.11%	75.37%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	164	100.00%	0.17%	0	0.00%	0.000%	
9441	1	0.00%	75.37%	DLNUM=0004 LTN= ALI VALUE INVALID	1	100.00%	0.00%	0	0.00%	0.000%	
9442	850	0.58%	75.95%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	843	99.18%	0.87%	7	0.82%	0.014%	
9446	1	0.00%	75.95%	LNUM=00001=TC FR REFERENCE OF CALLS UNAVAILABLE FOR THIS NUMBER	1	100.00%	0.00%	0	0.00%	0.000%	
9466	85	0.06%	76.01%	UNABLE TO DETERMINE BLOCK CHOICE	85	100.00%	0.09%	0	0.00%	0.000%	
9471	15	0.01%	76.02%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	10	66.67%	0.01%	5	33.33%	0.010%	
9476	48	0.03%	76.05%	IS NOT FOUND ON CSR TO DISCONNECT	48	100.00%	0.05%	0	0.00%	0.000%	
9477	36	0.02%	76.08%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	34	94.44%	0.04%	2	5.56%	0.004%	
9479	161	0.11%	76.19%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	159	98.76%	0.16%	2	1.24%	0.004%	
9481	2567	1.75%	77.94%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2,549	99.30%	2.63%	18	0.70%	0.036%	
9484	4	0.00%	77.94%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	4	100.00%	0.00%	0	0.00%	0.000%	
9487	9	0.01%	77.95%	INVALID ACT TYPE FOR FULL MIGRATION	9	100.00%	0.01%	0	0.00%	0.000%	
9488	915	0.62%	78.57%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	915	100.00%	0.94%	0	0.00%	0.000%	
9495	115	0.08%	78.65%	EATN= MUST EXIST FOR ACT P AND Q	115	100.00%	0.12%	0	0.00%	0.000%	
9496	3418	2.33%	80.98%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	3,415	99.91%	3.52%	3	0.09%	0.006%	
9497	3	0.00%	80.99%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	2	66.67%	0.00%	1	33.33%	0.002%	
9498	23	0.02%	81.00%	EAN= ON LNUM= AND LEAN= ARE POPULATED	23	100.00%	0.02%	0	0.00%	0.000%	
9503	15	0.01%	81.01%	FA OF D AND C ARE DISALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	15	100.00%	0.02%	0	0.00%	0.000%	
9504	5	0.00%	81.01%	DISCONNECTION OF LINES IS NOT ALLOWED WHEN TNS IS NOT POPULATED FOR A LEATN	5	100.00%	0.01%	0	0.00%	0.000%	
9510	2	0.00%	81.02%	ONLY ONE TC PER ALLOWED PER LOCATION	2	100.00%	0.00%	0	0.00%	0.000%	
9515	3152	2.15%	83.17%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	3,129	99.27%	3.22%	23	0.73%	0.047%	
9516	33	0.02%	83.19%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	32	96.97%	0.03%	1	3.03%	0.002%	
9517	13	0.01%	83.20%	UNDC INVALID IF PIC ALREADY EXISTS	13	100.00%	0.01%	0	0.00%	0.000%	
9518	1	0.00%	83.20%	UNDC INVALID IF LPIC ALREADY EXISTS	0	0.00%	0.00%	1	100.00%	0.002%	
9523	10	0.01%	83.21%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	10	100.00%	0.01%	0	0.00%	0.000%	
9526	8	0.01%	83.21%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	8	100.00%	0.01%	0	0.00%	0.000%	
9529	1007	0.69%	83.90%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1,007	100.00%	1.04%	0	0.00%	0.000%	
9530	1	0.00%	83.90%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	0	0.00%	0.00%	1	100.00%	0.002%	
9543	68	0.05%	83.95%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	68	100.00%	0.07%	0	0.00%	0.000%	
9545	3	0.00%	83.95%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	3	100.00%	0.00%	0	0.00%	0.000%	
9602	3068	2.09%	86.04%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	3,054	99.54%	3.15%	14	0.46%	0.028%	
9604	56	0.04%	86.08%	TN ON SUP DOES NOT MATCH ORIGINAL TN	31	55.36%	0.03%	25	44.64%	0.051%	
9605	197	0.13%	86.22%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	197	100.00%	0.20%	0	0.00%	0.000%	
9613	16	0.01%	86.23%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	16	100.00%	0.02%	0	0.00%	0.000%	
9616	17	0.01%	86.24%	YPH INVALID	17	100.00%	0.02%	0	0.00%	0.000%	
9623	4	0.00%	86.24%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	4	100.00%	0.00%	0	0.00%	0.000%	
9626	777	0.53%	86.77%	CLASS OF SERVICE LNPRL NOT ELIGIBLE FOR CONVERSION TO PORT/LOOP	777	100.00%	0.80%	0	0.00%	0.000%	
9627	1057	0.72%	87.49%	ALL CUSTOMER RECORDS ARE FINAL FOR THIS NUMBER	1,057	100.00%	1.09%	0	0.00%	0.000%	

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))				CAUSATION			
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused			
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused	
9628	276	0.19%	87.68%	REQUEST DOES NOT QUALIFY FOR STAR 98 SERVICE	275	99.64%	0.28%	1	0.36%	0.002%	
9629	68	0.05%	87.73%	CALL FORWARDING FID (CFND) AND CFND TN REQUIRED BEHIND USOC S98AF	68	100.00%	0.07%	0	0.00%	0.000%	
9637	4	0.00%	87.73%	STAR 98 SERVICE IS NOT AVAILABLE FOR THIS CENTRAL OFFICE	4	100.00%	0.00%	0	0.00%	0.000%	
9639	1175	0.80%	88.53%	CATEGORY L USOC MUST APPEAR FOR SAME TN	1,173	99.83%	1.21%	2	0.17%	0.004%	
9641	1771	1.21%	89.74%	REQUESTED ACTIVITY ALREADY PENDING DM4V32	1,770	99.94%	1.82%	1	0.06%	0.002%	
9647	414	0.28%	90.02%	BAN DOES NOT EXIST FOR COMPANY CODE	414	100.00%	0.43%	0	0.00%	0.000%	
9654	316	0.22%	90.24%	DIRECTORY DELIVERY ADDRESS IS REQUIRED FOR INDEFINITE OR UNNUMBERED ENDUSER ADDRESS	315	99.68%	0.32%	1	0.32%	0.002%	
9657	49	0.03%	90.27%	ECCKT/UNE1 MISMATCH	49	100.00%	0.05%	0	0.00%	0.000%	
9661	57	0.04%	90.31%	LINE SHARE AND ADSL REQUIRED BST VOICE SERVICE	22	38.60%	0.02%	35	61.40%	0.071%	
9666	1	0.00%	90.31%	LINESHARE IS APPLICABLE ONLY ON BELL SOUTH RETAIL ACCOUNTS	1	100.00%	0.00%	0	0.00%	0.000%	
9670	20	0.01%	90.33%	TOUCHTONE USOC REQUIRED INWARD OR RECAPPED - FORMAT SAE 004	20	100.00%	0.02%	0	0.00%	0.000%	
9671	136	0.09%	90.42%	TOUCHTONE USOC REQUIRED - FORMAT SAE 245	135	99.26%	0.14%	1	0.74%	0.002%	
9673	15	0.01%	90.43%	RINGMASTER USOC REQUIRED - FORMAT SAE 387	15	100.00%	0.02%	0	0.00%	0.000%	
9674	41	0.03%	90.46%	INVALID TN/PN DATA - FORMAT SAE 389 I1 DRS /TN /PN /RNP B	41	100.00%	0.04%	0	0.00%	0.000%	
9675	64	0.04%	90.50%	BBC USOC MUST NOT APPEAR - FORMAT SAE 679 I1 BBC /TN	64	100.00%	0.07%	0	0.00%	0.000%	
9679	3	0.00%	90.50%	FIRST CHARACTER OF LINE NUMBER IS NOT VALID FOR BST IN COFFI	3	100.00%	0.00%	0	0.00%	0.000%	
9680	11	0.01%	90.51%	INVALID REQ TYP OR TOS FOR LIFELINE	10	90.91%	0.01%	1	9.09%	0.002%	
9681	47	0.03%	90.54%	LINKUP DISCOUNT CANNOT BE ADDED TO EXISTING SERVICE	46	97.87%	0.05%	1	2.13%	0.002%	
9682	15	0.01%	90.55%	LINKUP DISCOUNT IS ONLY AVAILABLE ON LIFELINE ACCOUNTS	15	100.00%	0.02%	0	0.00%	0.000%	
9685	5438	3.71%	94.27%	DUE DATE COULD NOT BE CALCULATED	1,261	23.19%	1.30%	4,177	76.81%	8.456%	
9686	5	0.00%	94.27%	RESID NOT VALID IN LFACS	5	100.00%	0.01%	0	0.00%	0.000%	
9687	3	0.00%	94.27%	ACT=N/LNA=N IS INVALID WHEN THE REQUESTING CLEC ALREADY HAS A LINESHARE ON THE ACCOUNT	3	100.00%	0.00%	0	0.00%	0.000%	
9689	1	0.00%	94.27%	ACT=D/LNA=D IS INVALID TO DISCONNECT FEWER THAN ALL SHARED LINES FOR A CLEC ON THE EU ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%	
9692	1	0.00%	94.27%	ACT=C, LNA=D IS INVALID ON A SINGLE LINE ACCOUNT	1	100.00%	0.00%	0	0.00%	0.000%	
9700	27	0.02%	94.29%	REQUESTED CIRCUIT NUMBER/ECCKT NOT FOUND	27	100.00%	0.03%	0	0.00%	0.000%	
9715	34	0.02%	94.31%	TOS IS INVALID FOR REQUESTED SERVICE	34	100.00%	0.04%	0	0.00%	0.000%	
9735	1	0.00%	94.32%	EATN ACCOUNT DOES NOT EXIST	1	100.00%	0.00%	0	0.00%	0.000%	
9800	15	0.01%	94.33%	MAIN LISTING REQUIRED FOR NEW ACCOUNT	12	80.00%	0.01%	3	20.00%	0.006%	
9860	1400	0.96%	95.28%	UNABLE TO HANDLE REQUEST; ENDUSER ACCOUNT FROZEN	1,400	100.00%	1.44%	0	0.00%	0.000%	
9861	2646	1.81%	97.09%	ADSL NOT ALLOWED WITH THIS SERVICE	2,646	100.00%	2.73%	0	0.00%	0.000%	
9863	12	0.01%	97.10%	CLEC SHOULD HAVE THE ENDUSER CONTACT THEIR NSP/ISP FOR CHANGES TO ADSL SERVICES	12	100.00%	0.01%	0	0.00%	0.000%	
9866	24	0.02%	97.11%	MULTILINE USOC DOES NOT APPLY	24	100.00%	0.02%	0	0.00%	0.000%	
9867	35	0.02%	97.14%	MULTILINE USOC DOES NOT APPLY	35	100.00%	0.04%	0	0.00%	0.000%	
9869	10	0.01%	97.14%	SINGLE LINE USOC DOES NOT APPLY	10	100.00%	0.01%	0	0.00%	0.000%	
9899	2	0.00%	97.14%	BASIC CLASS OF SERVICE INVALID FOR LINE SPLITTING	2	100.00%	0.00%	0	0.00%	0.000%	
9908	115	0.08%	97.22%	HTSEQ AND HLA REQUIRED WHEN REMOVING LINES FROM A HUNT GROUP	114	99.13%	0.12%	1	0.87%	0.002%	
9909	131	0.09%	97.31%	HTSEQ REQUIRED	130	99.24%	0.13%	1	0.76%	0.002%	
9910	120	0.08%	97.39%	HID DATA MUST BE EXISTING ON THE ACCOUNT WHEN HA I S C D OR F	120	100.00%	0.12%	0	0.00%	0.000%	
9911	3	0.00%	97.40%	HA = D IS REQUIRED WHEN NO MORE THAN ONE LINE IS LEFT IN THE HUNT GROUP	3	100.00%	0.00%	0	0.00%	0.000%	

AGGREGATE ORDER TYPES				ERROR DETAILS (Auto Clarifications (A) & Errors (E))		CAUSATION				
Error Type (by error code)	Count	%	Σ %	Error Description	CLEC Caused			BST Caused		
					Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9912	34	0.02%	97.42%	HTSEQ AND HLA REQUIRED	34	100.00%	0.04%	0	0.00%	0.000%
9920	3765	2.57%	99.99%	TELEPHONE NUMBER ASSIGNED IS A WORKING NUMBER	2,920	77.56%	3.01%	845	22.44%	1.711%
9921	15	0.01%	100.00%	CLASS OF SERVICE MUST BE LNPRL OR LNPBL FOR THIS CHANGE REQUEST	15	100.00%	0.02%	0	0.00%	0.000%
	146,482	100.00%			97,085	66.28%	100.00%	49,397	33.72%	100.000%

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1005	4	0.01%	0.01%	CCNA REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1015	9089	33.44%	33.45%	PON DUPLICATE ON INITIAL LSR
1025	28	0.10%	33.56%	VER MUST BE GREATER THAN PREVIOUS VERSION
1030	841	3.09%	36.65%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	6	0.02%	36.67%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	17	0.06%	36.73%	VER MUST BE SPACES OR ZEROES FOR 850
1050	1	0.00%	36.74%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	9	0.03%	36.77%	AN REQUIRED FOR THIS REQTP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	4	0.01%	36.79%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTP IS B
1065	14	0.05%	36.84%	AN MUST BE 10 OR 13 ALPHANUMERICS
1072	1	0.00%	36.84%	AN PROHIBITED WHEN REQTP J ACT R AND EATN IS POPULATED
1074	1	0.00%	36.84%	ATN REQUIRED FOR THIS ACT TYPE WHEN NO LNA OF N IS PRESENT
1075	9	0.03%	36.88%	ATN REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1077	1	0.00%	36.88%	ATN MUST EQUAL EATN
1078	330	1.21%	38.10%	ATN MUST EQUAL EATN OR LEATN WHEN EATN OR LEATN IS POPULATED
1080	4	0.01%	38.11%	DDD/DDD-CC MUST BE A VALID DATE
1090	1	0.00%	38.11%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1091	1	0.00%	38.12%	ATN REQUIRED WHEN REQTP J AND ACT R AND EATN IS POPULATED
1092	2752	10.12%	48.24%	WHEN EATN IS POPULATED ATN CANNOT MATCH EATN FOR REQTP J ACT R
1110	154	0.57%	48.81%	INVALID REQTP - ACCOUNT ACTIVITY TYPE COMBINATION
1125	98	0.36%	49.17%	DDD MUST BE GREATER THAN OR EQUAL TO D/SENT
1130	1	0.00%	49.17%	DDD MUST BE A VALID DATE
1131	312	1.15%	50.32%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1140	8	0.03%	50.35%	DDDO REQUIRED WHEN ACT IS T AND REQTP IS A, E, M, OR N
1145	8	0.03%	50.38%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1155	1	0.00%	50.38%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1157	9	0.03%	50.42%	DFDT PROHIBITED FOR THIS REQTP/LNA COMBINATION
1166	5	0.02%	50.43%	CHC IS PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
1175	2	0.01%	50.44%	REQTP REQUIRED (STOP EDIT)

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1180	12	0.04%	50.49%	INVALID REQTP/ACT TYPE COMBINATION (STOP EDIT)
1185	2	0.01%	50.49%	REQTP VALID ENTRIES MUST BE AB, BB, CB, EB, FB, JB, MB OR NB (STOP EDIT)
1190	4	0.01%	50.51%	ACTIVITY TYPE REQUIRED (STOP EDIT)
1195	1	0.00%	50.51%	ACTIVITY TYPE VALID ENTRY MUST BE N, C, D, T, R, V, S, B, W, L, Y, P OR Q (STOP EDIT)
1200	16	0.06%	50.57%	SUP REQUIRED WHEN VER IS GREATER THAN 00
1215	79	0.29%	50.86%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1225	9	0.03%	50.89%	CC REQUIRED ON THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1230	2462	9.06%	59.95%	LSO MUST BE 6 NUMERICS
1250	1	0.00%	59.96%	DATED REQUIRED WHEN AGAUTH IS POPULATED WITH Y
1270	14	0.05%	60.01%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1275	9	0.03%	60.04%	PORTTYP PROHIBITED ON THIS REQTP/ACT TYPE COMBINATION
1285	7	0.03%	60.07%	ACTL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1290	9	0.03%	60.10%	ACTL MUST BE 11 ALPHANUMERIC
1335	11	0.04%	60.14%	LSO REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1340	1	0.00%	60.14%	LSO MUST BE 6 NUMERICS
1345	8	0.03%	60.17%	TOS REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION (STOP EDIT)
1360	13	0.05%	60.22%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	2	0.01%	60.23%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTP IS JB
1404	7	0.03%	60.25%	RESID REQUIRED
1430	26	0.10%	60.35%	CIC REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1435	1	0.00%	60.35%	CIC MUST BE 4 NUMERICS
1453	14	0.05%	60.40%	BAN1 REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1455	44	0.16%	60.57%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	5	0.02%	60.58%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1470	1	0.00%	60.59%	B12 REQUIRED WHEN BAN1 AND BAN2 ARE POPULATED
1490	3	0.01%	60.60%	DRC MUST BE 3 ALPHANUMERIC
1505	5	0.02%	60.62%	INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1510	5	0.02%	60.64%	TEL NO-INIT REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
1515	8	0.03%	60.67%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERIC

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
1520	204	0.75%	61.42%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1525	2	0.01%	61.42%	FAX NO-INIT MUST BE 10 NUMERICS
1530	21	0.08%	61.50%	IMP CON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1540	1	0.00%	61.50%	TEL NO IMP CON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1580	3	0.01%	61.51%	FAX NO-DSGCON MUST BE 10 NUMERICS
1585	2	0.01%	61.52%	STREET-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1590	2	0.01%	61.53%	CITY-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1595	2	0.01%	61.54%	STATE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1600	3	0.01%	61.55%	ZIP CODE-DSGCON REQUIRED WHEN DSGCON IS POPULATED
1605	23	0.08%	61.63%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1630	93	0.34%	61.97%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	124	0.46%	62.43%	LSR ORIGINATING SOURCE NOT SAME AS PRIOR VERSION
1640	391	1.44%	63.87%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	2045	7.52%	71.39%	LSR/PON AGED OFF
1650	1112	4.09%	75.48%	LSR/PON COMPLETED
1655	2	0.01%	75.49%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT
1656	1581	5.82%	81.31%	LSR IN CLARIFICATION CANNOT PROCESS SUP
1660	180	0.66%	81.97%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1661	17	0.06%	82.03%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE UNLESS REQUESTED BY BELLSOUTH
1662	3	0.01%	82.04%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1663	11	0.04%	82.08%	CANNOT CANCEL OR CHANGE DUE DATE THIS CLOSE TO SCHEDULED RESTORE OF SERVICE
1664	45	0.17%	82.25%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2015	18	0.07%	82.32%	EU-STATE REQUIRED
2040	17	0.06%	82.38%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2050	11	0.04%	82.42%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2055	81	0.30%	82.72%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2065	7	0.03%	82.74%	LOCBAN REQUIRED
2070	10	0.04%	82.78%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2080	4	0.01%	82.79%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
2084	2	0.01%	82.80%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AND SASN IS PRESENT
2085	59	0.22%	83.02%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	6	0.02%	83.04%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	4	0.01%	83.05%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2109	57	0.21%	83.26%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
2111	1	0.00%	83.27%	LOCNUM=000 ZIP CODE REQUIRED WITH LNA OF N ON THIS REQTP/ACT TYPE COMBINATION AT THIS LOCATION
2115	3	0.01%	83.28%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERIC
2120	821	3.02%	86.30%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTP/ACT CODE
2130	4	0.01%	86.31%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERIC AT THIS LOCATION
2145	3	0.01%	86.33%	LOCBAN MUST EQUAL EAN OR EATN
2155	2	0.01%	86.33%	ATN MUST BE 10 NUMERIC
2185	2	0.01%	86.34%	EAN MUST BE 10 NUMERIC OR 13 ALPHANUMERIC
2350	12	0.04%	86.38%	ERL REQUIRED WITH THIS REQTP/ACT TYPE COMBINATION
2355	4	0.01%	86.40%	ERL PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
3005	2	0.01%	86.41%	REFNUM=001 -TELNO= REFNUM MUST BE 4 NUMERIC
3010	5	0.02%	86.42%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3015	1	0.00%	86.43%	REFNUM=0001-TELNO= LNA REQUIRED
3035	19	0.07%	86.50%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERIC
3045	3	0.01%	86.51%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	48	0.18%	86.69%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	15	0.06%	86.74%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3085	2	0.01%	86.75%	REFNUM=0001-TELNO= TC OPT VALID ENTRIES ARE:00, 03, 05, 08, 21, 23, 25, 26, 31, 51, 81
3090	3	0.01%	86.76%	REFNUM=0001-TELNO= TC OPT PROHIBITED ON THIS ACT TYPE AND REQTP
3110	30	0.11%	86.87%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	34	0.13%	87.00%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTP/ACT/LNA COMBINATION
3120	10	0.04%	87.03%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS REQUIRED WITH REQTP/ACT/LNA COMBINATION
3125	13	0.05%	87.08%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	10	0.04%	87.12%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	48	0.18%	87.29%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
3140	10	0.04%	87.33%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	22	0.08%	87.41%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	9	0.03%	87.44%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	1	0.00%	87.45%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	56	0.21%	87.65%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	35	0.13%	87.78%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
3200	21	0.08%	87.86%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
3205	8	0.03%	87.89%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
3245	1	0.00%	87.89%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
3380	13	0.05%	87.94%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
3385	6	0.02%	87.96%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3395	5	0.02%	87.98%	LOCNUM=000 LNUM=00001 TELNO= ASSOCIATED DATA PROHIBITED ON ACT TYPE B, L, W OR Y
3410	95	0.35%	88.33%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	10	0.04%	88.37%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	1	0.00%	88.37%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	3	0.01%	88.38%	LNUM=00001 LNA MUST BE N OR D IF REQTP IS A DIGITAL, DATA DESIGNED (DS1)
3427	1	0.00%	88.39%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTP/ACT TYP COMBINATION
3430	29	0.11%	88.49%	FOR REQTP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
3431	2	0.01%	88.50%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
3439	1	0.00%	88.50%	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQTP IS A WITH SECNCI POPULATED
3445	6	0.02%	88.53%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3450	8	0.03%	88.55%	LOCNUM=000 LNUM=00001 TELNO= LNECLSSVC MUST BE 3 OR 5 ALPHANUMERICS
3470	2	0.01%	88.56%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTP E-IS
3480	2	0.01%	88.57%	LOCNUM=N LNUM=00001 TELNO= LOCNUM MUST BE 3 NUMERICS
3485	58	0.21%	88.78%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3545	3	0.01%	88.79%	LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQTP/LNA COMBINATION
3643	11	0.04%	88.83%	LNUM=00001 SLTN MUST BE 10 NUMERICS WITH TWO HYPHENS
3705	7	0.03%	88.86%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMERIC INCLUDING HYPHEN
3730	13	0.05%	88.91%	LNUM=00004 TELNO= FPI INVALID ON REQTP/LNA COMBINATION

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
3735	19	0.07%	88.98%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3740	7	0.03%	89.00%	LNUM=00001 TELNO= PIC VALID ENTRY IS NONE UNDC NC OR VALID PIC WHEN LNA IS C, P OR X
3745	13	0.05%	89.05%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3755	20	0.07%	89.13%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
3760	6	0.02%	89.15%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
3765	11	0.04%	89.19%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3930	6	0.02%	89.21%	LNUM=00001 TELNO=
3945	4	0.01%	89.22%	LNUM=00001 TELNO= BLOCK ENTRY OF A, B, OR C ALLOWED ONLY IN FIRST POSITION IN THIS FIELD
3955	4	0.01%	89.24%	LNUM=00001 TELNO= BLOCK VALID VALUES ARE A, B, C, H OR BLANK ON REQ TYP E, F, OR M
3963	4	0.01%	89.25%	LNUM=00001 TELNO= BLOCK IS REQUIRED WITH BA ENTRY OF A OR D
4000	218	0.80%	90.06%	DL DATA ELEMENTS REQUIRED
4005	2	0.01%	90.06%	DL DATA ELEMENTS PROHIBITED
4015	1	0.00%	90.07%	REFNUM=0001-TELNO= LIST MUST BE VALID ENTRY
4020	11	0.04%	90.11%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE
4035	3	0.01%	90.12%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	126	0.46%	90.58%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQ TYP AND ACTIVITY TYPE
4045	153	0.56%	91.14%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	7	0.03%	91.17%	INVALID YPH ENTRY
4055	194	0.71%	91.88%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	2	0.01%	91.89%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	8	0.03%	91.92%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQ TYP J, RTY OF LML, AND LACT OF N
4065	37	0.14%	92.06%	DLNUM=&DLNM LTN=<N ASSOCIATED LACT COMBINATION I AND O IS MISSING
4075	9	0.03%	92.09%	MAIN LISTING REQUIRED
4095	1	0.00%	92.09%	REFNUM=0001-TELNO= DDA-CITY PROHIBITED FOR THIS REQ TYP AND ACTIVITY TYPE
4110	10	0.04%	92.13%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	6	0.02%	92.15%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4135	1	0.00%	92.16%	DLNUM=0002 LTN= TOA DATA MUST BE BP
4160	16	0.06%	92.22%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4180	14	0.05%	92.27%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4185	3	0.01%	92.28%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	1	0.00%	92.28%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE
4200	2	0.01%	92.29%	DLNUM=0001 LTN MUST BE 10 NUMERIC
4205	5	0.02%	92.31%	DLNUM=0001 LTN REQUIRED
4220	1	0.00%	92.31%	DLNUM=0001 LTN= LNLN REQUIRED
4280	17	0.06%	92.37%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4290	8	0.03%	92.40%	DLNUM=0002 LTN= TITLE2 DATA INVALID
4310	1	0.00%	92.41%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4320	2	0.01%	92.41%	DLNUM=0001 LTN= LASF PROHIBITED WITHOUT LANO
4365	5	0.02%	92.43%	DLNUM=0001 LTN= LASS ENTRY INVALID
4380	3	0.01%	92.44%	DLNUM=0001 LTN= LALOC REQUIRED WITH FOREIGN LISTING
4385	1	0.00%	92.45%	DLNUM=0001 LTN= INVALID LAST ENTRY
4475	12	0.04%	92.49%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	22	0.08%	92.57%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4485	11	0.04%	92.61%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM
4490	12	0.04%	92.66%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	24	0.09%	92.75%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	7	0.03%	92.77%	DLNUM=0001 LTN= ONLY ONE SIC ALLOWED PER ACCOUNT
4515	3	0.01%	92.78%	DLNUM=0001 LTN= SIC IS PROHIBITED WITH RESIDENCE
4550	1	0.00%	92.79%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4600	74	0.27%	93.06%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4685	10	0.04%	93.09%	DLNUM=0002 LVL ENTRIES MUST BE SEQUENTIAL AND THE THE SAME LVL VALUE CANNOT APPEAR MORE THAN TWICE
4740	2	0.01%	93.10%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT OR INADDR IS POPULATED
4765	1	0.00%	93.11%	DLNUM=0001 LTN= SEQADDR1 REQUIRES SO1
4810	2	0.01%	93.11%	DLNUM=0001 LTN= INS1 REQUIRED WHEN INTEXT IS POPULATED
4830	283	1.04%	94.15%	ONLY ONE DACT PER LSR
4837	9	0.03%	94.19%	DACT REQUIRED
4890	2	0.01%	94.19%	DDADLO IS PROHIBITED
4920	1	0.00%	94.20%	DIRQTY A PROHIBITED WITHOUT DIRTYP

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
4925	1	0.00%	94.20%	DIRQTY NC PROHIBITED WITHOUT DIRTYP
5005	1	0.00%	94.21%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	34	0.13%	94.33%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5030	15	0.06%	94.39%	LOCNUM=000 HNUM=00001 HA OF E PROHIBITED ON ACT TYPE N, T, P OR Q
5035	3	0.01%	94.40%	REFNUM=0001-TELNO= TER MUST BE 4 NUMERIC
5065	1	0.00%	94.40%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERIC
5070	6	0.02%	94.42%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5105	7	0.03%	94.45%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5110	20	0.07%	94.52%	LOCNUM=001 HNUM=00001 HLA=N HLA OF N PROHIBITED WHEN HUNT GROUP ACTIVITY IS E
5115	6	0.02%	94.54%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5120	9	0.03%	94.58%	LOCNUM=000 HNUM=00001 HLA=D HLA OF D PROHIBITED WHEN HUNT GROUP ACTIVITY IS N OR E
5135	28	0.10%	94.68%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5140	1	0.00%	94.68%	LOCNUM=000 HNUM=00002 NOTYP=B VALID ENTRIES FOR NOTYP ARE T OR L
5150	1	0.00%	94.69%	LOCNUM=000 HNUM=00002 NOTYP=B NOTYP MUST BE T IF HNTYP IS 1, 2, 3 OR 4
5175	1	0.00%	94.69%	HNUM=00001 HT=T0001--T0002 HT MUST BE 10 NUMERIC OR 14 NUMERIC WITH A HYPHEN IF HNTYP 1-4
6005	8	0.03%	94.72%	NC CODE INVALID
6045	68	0.25%	94.97%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6050	32	0.12%	95.09%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	1	0.00%	95.09%	LQTY IS REQUIRED FOR REQTP/ACT COMBINATION
7000	9	0.03%	95.13%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7080	1	0.00%	95.13%	EATN AND AN ARE REQUIRED FOR REQTP
8005	7	0.03%	95.15%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTP/ACT TYPE COMBINATION
8040	3	0.01%	95.17%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFERRED
8100	1	0.00%	95.17%	LOCNUM= DNUM=00001 TC PER FORMAT MUST BE CCYYMMDD
8110	2	0.01%	95.18%	LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE
8140	92	0.34%	95.52%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTP E, F OR M FOR LNA C, G, N OR V
8165	36	0.13%	95.65%	LNUM=00001 TC TO PRIMARY IS REQUIRED WHEN LNUM TC OPT IS TC OR ST
8180	14	0.05%	95.70%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8200	1	0.00%	95.70%	LNUM=00001 TC TO SECONDARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED.

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
8255	92	0.34%	96.04%	INVALID ACTIVITY TYPE
8275	361	1.33%	97.37%	ADDRESS/TN INVALID DUE DATE COULD NOT BE CALCULATED
8276	9	0.03%	97.40%	ADDRESS/TN LSO INVALID; DUE DATE COULD NOT BE CALCULATED
8277	13	0.05%	97.45%	CANNOT DETERMINE ADDRESS; TN WORKING AT MORE THAN ONE LOCATION
8278	589	2.17%	99.62%	IS NOT A WORKING NUMBER; DUE DATE CANNOT BE CALCULATED
9887	7	0.03%	99.64%	LOCNUM=&LCNM-LNUM=&LNUM CABLE ID2 REQUIRED FOR SERVICE TYPE
9895	97	0.36%	100.00%	SUPPLEMENTAL ADDRESS NOT VALID
	27,182	100.00%		

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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: 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
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

AGGREGATE ORDER TYPES	
ERROR DETAILS - 8825	
Error Type (by error code)	Error Description
8825	ORDER ERR: SA LIST 023 LIN STREET NAME FOR SA NOT VALID FOR NPA NXX!
8825	ORDER ERR: 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
1000	CORRECT SYSTEM ERROS
1000	ERR PLACED IN E-STAT SUP 1 ON VER 1
1000	UPDATE TO CHANGE DUE DATE TO 6-27

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
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 REFERRAL FORM 06-20-00.
1000	ISS ORD C509GNJ6 DD 0703 ERR STAT 2 COR FOC-
1000	DD 2000-07-05
1000	ORDER CANCELLED
1000	CLAIMED IN ERROR
1000	ORDER PLACED IN ERROR BUCKET. RECORD ORD CPX B4 FOC WAS SENT.
1000	DD 06-14-00
1000	DD 07-06-00
1000	ORDER NY32B0F8 DOES NOT HAVE PON ON IT..
1000	DD 2000-07-05
1000	CORRECT SYSTEM ERRORS
1000	CLEAR UP SYSTEM ERRORS
1000	ERR TO DROP OFF, ORD
1000	ERR CLEARED-ORDER ISS TO PROVIDE 1 LOOP
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM PROBLEMS
1000	CLEARED UP SYSTEM ERRORS
1000	CLEARED ERRORS FROM ORDER TO FLOW THRU
1000	CLEAR SYSTEM ERRORS OCOSL AND DFDT

AGGREGATE ORDER TYPES	
ERROR DETAILS - 1000	
Error Type (by error code)	Error Description
1000	CLEARED ERR BY ISSUING ORDER MANUALLY
1000	CORRECT ON ODR NUMBER
1000	ORDER BY PLACING DFDT INFO IN PROPER PLACE AND REMOVING OCOSL (NOT VALID ON LY--ORDER)

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (SUMMARY)
REPORT PERIOD: 06/01/02 - 06/30/02

Exhibit June '02 PM Data
Attachment 2M

	PERCENT ACHIEVED FLOW- THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	47.83%	83.63%

AGGREGATE ORDER TYPES		LSR PROCESSING										FLOWTHROUGH		
Company Info														
		Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	RESH / OCN	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1		0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
2		2	0	2	1	1	0	0	0	0	0	0.00%	0.00%	0.00%
3		0	1,767	1,767	1,693	74	0	0	0	0	0	0.00%	0.00%	0.00%
4		0	3	3	2	0	1	0	0	0	1	33.33%	100.00%	100.00%
5		0	1	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
6		1	0	1	0	0	1	1	0	1	0	0.00%	0.00%	0.00%
7		12	0	12	10	1	1	1	0	1	0	0.00%	0.00%	0.00%
8		0	76	76	24	2	50	4	1	3	46	64.79%	92.00%	97.87%
9		77	0	77	62	9	6	5	1	4	1	1.56%	16.67%	50.00%
10		49	0	49	14	13	22	8	1	7	14	48.28%	63.64%	93.33%
11		61	0	61	20	4	37	9	1	8	28	57.14%	75.68%	96.55%
12		70	0	70	23	5	42	10	6	4	32	52.46%	76.19%	84.21%
13		72	0	72	31	6	35	11	7	4	24	38.71%	68.57%	77.42%
14		47	0	47	10	1	36	12	6	6	24	60.00%	66.67%	80.00%
15		89	0	89	40	9	40	20	7	13	20	29.85%	50.00%	74.07%
16		92	0	92	45	8	39	29	6	23	10	16.39%	25.64%	62.50%
17		0	197	197	95	17	85	31	5	26	54	35.06%	63.53%	91.53%
18		0	194	194	51	11	132	34	17	17	98	59.04%	74.24%	85.22%
19		320	0	320	114	32	174	45	14	31	129	50.19%	74.14%	90.21%
20		1,392	0	1,392	298	56	1,038	49	7	42	989	76.43%	95.28%	99.30%
21		774	0	774	132	43	599	76	56	20	523	73.56%	87.31%	90.33%
22		405	0	405	285	10	110	83	60	23	27	7.26%	24.55%	31.03%
23		612	0	612	199	42	371	113	72	41	258	48.77%	69.54%	78.18%
24		592	0	592	266	39	287	120	35	85	167	35.68%	58.19%	82.67%
25		3,448	0	3,448	736	172	2,540	151	31	120	2,389	75.70%	94.06%	98.72%
26		725	0	725	332	60	333	187	101	86	146	25.22%	43.84%	59.11%
27		2,144	0	2,144	623	54	1,467	202	150	52	1,265	62.07%	86.23%	89.40%
28		0	646	646	270	46	330	253	179	74	77	14.64%	23.33%	30.08%
29		0	1,505	1,505	396	51	1,058	271	245	26	787	55.11%	74.39%	76.26%
30		0	1,348	1,348	635	100	613	561	394	167	52	4.81%	8.48%	11.66%
EDI Subtotal		10,984		10,984	3,241	565	7,178	1,132	561	571	6,046	61.39%	84.23%	91.51%
TAG Subtotal			5,738	5,738	3,168	301	2,269	1,154	841	313	1,115	21.76%	49.14%	57.00%
TOTAL INTERFACES		10,984	5,738	16,722	6,409	866	9,447	2,286	1,402	884	7,161	47.83%	75.80%	83.63%

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
 (FATAL REJECTS BY CLEC)
 REPORT PERIOD: 00/00/00 - 00/00/00

AGGREGATE ORDER TYPES		
Company Info		
Name	RESH / OCN	FATAL REJECTS
1		306
2		219
3		134
4		104
5		85
6		77
7		59
8		50
9		49
10		48
11		48
12		38
13		35
14		33
15		32
16		27
17		22
18		17
19		16
20		16
21		10
22		8
23		8
24		5
25		2
26		0
27		0
28		0
TOTAL:		1,448

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	
Jul-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0001	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	0.0086	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	0.0855	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	0.0001	0.0000	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	0.0267	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	-0.0902	-0.0680	-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	-0.0849	-0.0080	-0.0525	-0.0099	-0.0111	-0.0286	-0.0627	-0.0986	-0.0960	-0.1449	-0.2571	-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	0.0008	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	0.0169	0.0131	0.0130	0.0229	0.0603	0.1288	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
Feb-02	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0001	0.0009	0.0000	0.0000	0.0000	0.0008	0.0006	0.0000	0.0000	0.0000	0.0000	0.0006	0.0004	0.0000	0.0000
		CLEC	0.0015	0.0007	0.0022	0.0039	0.0008	0.0029	0.0008	0.0022	0.0043	0.0112	0.0253	0.0164	0.0021	0.0205	0.0120	0.0164	0.0157	0.0019	0.0040	0.0270	0.0367	0.0467	0.0124	0.0167
		Difference	-0.0015	-0.0007	-0.0022	-0.0039	-0.0008	-0.0029	-0.0008	-0.0022	-0.0043	-0.0112	-0.0244	-0.0164	-0.0021	-0.0205	-0.0120	-0.0155	-0.0151	-0.0019	-0.0040	-0.0270	-0.0361	-0.0463	-0.0124	-0.0167
Mar-02	FL	BellSouth	0.0000	0.0000	0.0017	0.0000	0.0000	0.0000	0.0000	0.0000	0.0007	0.0011	0.0011	0.0010	0.0006	0.0004	0.0071	0.0000	0.0001	0.0003	0.0001	0.0011	0.0003	0.0017	0.0001	0.0001
		CLEC	0.0089	0.0000	0.0014	0.0095	0.0040	0.0281	0.0042	0.0060	0.0015	0.0071	0.0183	0.0213	0.0221	0.0422	0.0230	0.0190	0.0325	0.0701	0.0468	0.2042	0.1386	0.2024	0.0614	0.0067
		Difference	-0.0089	0.0000	0.0003	-0.0095	-0.0040	-0.0281	-0.0042	-0.0060	-0.0009	-0.0060	-0.0171	-0.0203	-0.0214	-0.0418	-0.0160	-0.0190	-0.0324	-0.0698	-0.0466	-0.2031	-0.1382	-0.2007	-0.0613	-0.0065
Apr-02	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0009	0.0019	0.0029	0.0000	0.0000	0.0000	0.0000	0.0011	0.0000	0.0004	0.0000	0.0012	0.0000	0.0000	0.0000
		CLEC	0.0016	0.0004	0.0008	0.0159	0.0242	0.0112	0.0010	0.0045	0.0026	0.0045	0.0120	0.0032	0.0023	0.0201	0.0114	0.0105	0.0132	0.0280	0.0233	0.0047	0.0103	0.0036	0.0013	0.0978
		Difference	-0.0015	-0.0004	-0.0008	-0.0159	-0.0242	-0.0112	-0.0010	-0.0045	-0.0026	-0.0036	-0.0102	-0.0003	-0.0023	-0.0201	-0.0113	-0.0105	-0.0121	-0.0280	-0.0229	-0.0047	-0.0090	-0.0035	-0.0013	-0.0978
May-02	FL	BellSouth	0.0000	0.0055	0.0002	0.0011	0.0000	0.0000	0.0008	0.0001	0.0012	0.0053	0.0040	0.0004	0.0003	0.0000	0.0000	0.0050	0.0006	0.0000	0.0001	0.0003	0.0000	0.0000	0.0008	0.0183
		CLEC	0.0471	0.0076	0.0047	0.3119	0.0705	0.0338	0.0080	0.0305	0.0254	0.0099	0.0485	0.0289	0.0907	0.0417	0.0674	0.0477	0.0406	0.1290	0.0521	0.0693	0.7273	1.2644	0.4681	0.1955
		Difference	-0.0471	-0.0021	-0.0045	-0.3108	-0.0705	-0.0338	-0.0072	-0.0303	-0.0242	-0.0045	-0.0445	-0.0285	-0.0894	-0.0414	-0.0674	-0.0477	-0.0356	-0.1284	-0.0521	-0.0693	-0.7270	-1.2644	-0.4673	-0.1772
Jun-02	FL	BellSouth	0.0002	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0007	0.0028	0.0060	0.0003	0.0011	0.0015	0.0008	0.0014	0.0053	0.0007	0.0000	0.0000	0.0000	0.0001	0.0000	0.0000
		CLEC	0.0231	0.0198	0.0030	0.0129	0.0240	0.0260	0.0025	0.0121	0.0135	0.0245	0.0898	0.1047	0.1012	0.1356	0.1610	0.1912	0.2241	0.0924	0.0913	0.2260	0.4171	0.4451	0.1348	0.0042
		Difference	-0.0229	-0.0198	-0.0030	-0.0129	-0.0240	-0.0260	-0.0025	-0.0121	-0.0128	-0.0217	-0.0838	-0.1045	-0.1002	-0.1341	-0.1602	-0.1898	-0.2188	-0.0916	-0.0913	-0.2260	-0.4171	-0.4451	-0.1348	-0.0042