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February 25, 2002

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

Re: 960786-B-TL (Section 271)

Dear Ms. Bayó:

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

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

Sincerely,

Lisa S. Foshee(KA)
Lisa S. Foshee

Enclosures

cc: All Parties of Record
Marshall M. Criser III
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CERTIFICATE OF SERVICE
DOCKET NO. 960786-B-TL

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Lisa Foshee (LA)
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(+) Signed Protective Agreement

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Consideration of BellSouth Telecommunications, Inc.'s entry into interLATA services pursuant to Section 271 of the Federal Telecommunications Act of 1996.	)	Docket No. 960786-B-TL
	)	Filed: February 25, 2002

BELLSOUTH TELECOMMUNICATIONS, INC.'S NOTICE OF FILING

BellSouth Telecommunications, Inc. ("BellSouth") hereby files the Affidavit of Alphonso J. Varner that attaches BellSouth's performance data reflecting performance for the month of December 2001. The Affidavit and the accompanying attachments describe the performance data and explain the conclusions that can be drawn from it.

Respectfully submitted this 25th day of February 2002.

BELLSOUTH TELECOMMUNICATIONS, INC.

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Before the
Florida Public Service Commission
Tallahassee, Florida

AFFIDAVIT OF ALPHONSO J. VARNER

ON BEHALF OF BELLSOUTH TELECOMMUNICATIONS, INC.

FILED FEBRUARY 25, 2002

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

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

PROFESSIONAL AND EDUCATIONAL BACKGROUND

2. I graduated from Florida State University in 1972 with a Bachelor of Engineering Science degree in systems design engineering. I immediately joined Southern Bell in the division of revenues organization with the responsibility for preparation of all Florida investment separations studies for division of revenues and for reviewing interstate settlements.
3. Subsequently, I accepted an assignment in the rates and tariffs organization with responsibilities for administering selected rates and tariffs including preparation of tariff filings. In January 1994, I was appointed Senior Director of Pricing for the nine-state region. I was named Senior Director for Regulatory Policy and Planning in August 1994.

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

II. PURPOSE OF AFFIDAVIT

4. The purpose of my Affidavit is to provide data specific to BellSouth's operations in Florida. This filing reflects performance for the month of December 2001. Exhibit December PM Data and Attachments 1G though 3G that accompany this filing describe the data and explain the conclusions that can be drawn from it.

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

TABLE OF CONTENTS

I. Analysis of Performance Measurements 2
A. Introduction 2
B. Checklist Item 1 – Interconnection 6
C. Checklist Item 2 – Unbundled Network Elements 14
D. Checklist Item 4 – Unbundled Local Loops 59
E. Checklist Item 5 – Unbundled Local Transport 82
F. Checklist Item 6 – Unbundled Local Switching 83
G. Checklist Item 7a – 911 and E911 Services 83
H. Checklist Item 7b – Directory Assistance/Operator Services 83
I. Checklist Item 10 - Access To Database & Associated Signaling 83
J. Checklist Item 11 – Number Portability 84
K. Checklist Item 14 – Resale 87
II. Summary 114

Attachments:
1G December 2001 Florida Summary Results
2G December 2001 Flow-Through Report
3G December 2001 Trunk Group Performance Report

DISCUSSION OF PERFORMANCE MEASUREMENTS DATA

I. ANALYSIS OF PERFORMANCE MEASUREMENTS

A. Introduction

BellSouth is currently producing state level results based on the January 12, 2001, Georgia Order from Docket 7892-U. While there are some differences from the interim Service Quality Measurement (SQM) Version 3.0 approved by this Commission on July 3, 2001, they are minor and should not cause any difficulty in determining BellSouth's overall performance level.

Attachment 1G is the Monthly State Summary (MSS) for Florida for December 2001. The MSS contains 2,337 sub-metrics based on the Georgia Public Service Commission (GPSC) Docket 7892-U. As shown in Attachment 1G, there were 834 sub-metrics for which there was CLEC activity in December 2001 and that were compared to either benchmarks or retail analogues. BellSouth met or exceeded the criteria for 704 of these 834 sub-metrics, or 84%.

As explained in previous updates to this Exhibit, three of the measures were identified by BellSouth as having deficiencies in their calculations and were investigated and evaluated for appropriate program code corrections. These

three measures were Average Jeopardy Notice Interval, FOC & Reject Completeness (including the "Multiple Responses" sub-metrics), and LNP Disconnect Timeliness. Program coding modifications have been completed for the FOC and Reject Completeness measure. A variation on the FOC & Reject Response Completeness (O-11) measurement, FOC/Reject Completeness (Multiple Responses), indicates the proportion of times that multiple FOCs/Rejects for an LSR are returned. The Georgia PSC did not order this measure to be implemented. Also, this measurement can be misleading because sometimes multiple responses are required for efficient operation of the business, such as when a second FOC is returned to notify a CLEC when a jeopardy is cleared. Consequently, while BellSouth reports data on this measure in the Monthly State Summary, BellSouth has not included it in the calculation of performance measurements that had CLEC activity and has not addressed those sub-metrics in this Exhibit. Effective with October 2001 data, each sub-metric in the Electronic and Partial Electronic sections of the FOC & Reject Response Completeness measures have been disaggregated between LSRs submitted from the EDI and TAG systems. The Average Jeopardy Notice Interval measures are still undergoing program coding changes. As these corrections are completed, the additional sub-metrics affected by the changes will be included in the Exhibit updates. The LNP Disconnect Timeliness measure is still under review by the Georgia PSC. These measures are included in the MSS and in

the total number of measurements calculation (2,337), but are excluded from the "Met/Total" (704/834) percentage calculations.

During the three-month period, October through December 2001, again adjusting for the measures mentioned above where appropriate, there were a total of 766 sub-metrics that had CLEC activity for all three months and that were compared with either benchmarks or retail analogues. Of these 766 sub-metrics, 662 sub-metrics (86%) satisfied the comparison criteria in at least two of the three months.

Two general issues can impact the degree to which BellSouth's performance data is meaningful. First, the extreme disaggregation of the data in the reports often dilutes the universe size of individual measurements, which in turn reduces the confidence level of each of the individual Z-test results. As a result, there are many performance measurements for which the results are statistically inconclusive due to the small number of observations. Second, in situations in which there are a large number of observations and the difference between the means is very small, the results can be misleading and not indicative of the absolute level of performance that BellSouth provides to CLECs.

With respect to the first issue, in many cases, the extensive levels of disaggregation leads to numerous sub-metrics with fewer than 30

observations, which is generally accepted as the smallest number of observations for application of the Z-test. Despite this fact, BellSouth has reported results for all of the measures, even those with statistically inconclusive universe sizes.

The second issue arises in situations where BellSouth provides very high quality service to both BellSouth's retail units and the CLECs, where there are very large universe sizes, and the difference between the means is very small. This scenario can cause an apparent missed condition from a quantitative viewpoint. For example, in December 2001, the % Missed Installation Appointments (%MIA), for Resale Residence / Non-Dispatch / < 10 Circuits (A.2.11.1.1.2) showed that BellSouth retail had 0.04% missed appointments for the 622,848 scheduled orders. The CLEC %MIA for the same period is 0.12% missed appointments for 476,332 scheduled orders. While there is very little difference in the results, only eight one hundredths of a percentage point, the universe is so large that the Z-test becomes overly sensitive to any difference. As a result, the statistical test shows that the sub-metric missed the standard criteria, but BellSouth's actual performance is at a very high level for both the CLECs and BellSouth retail, in this case, almost 99.9%. From a practical point of view, the CLECs' ability to compete has not been hindered, even though the statistical result does not technically meet the retail analogue.

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

Each sub-metric designated as having not satisfied the benchmark or BellSouth retail analogue requirement for October, November and/or December 2001 is included in this Exhibit. Each sub-metric discussed is labeled as being missed in any one or more of the months (October/November/December) included in this filing.

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

B. CHECKLIST ITEM 1 – INTERCONNECTION

1. Collocation

BellSouth provides three separate collocation reports: 1) Average Response Time; 2) Average Arrangement Time; and 3) Percent of Due Dates Missed. Section E in Attachment 1G, Items E.1.1.1 through E.1.3.2, provides these

results. BellSouth met the approved benchmarks for all 10 of the 10 sub-metrics that had CLEC activity in October, November and December 2001.

For the three-month period, October through December 2001, there were 8 sub-metrics for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. All 8 of these sub-metrics met the retail analogue/benchmark comparisons in all three months.

2. Local Interconnection Trunking

Trunking Reports

Attachment 1G, Section C, Items C.1.1 to C.4.2 of the MSS contains data for ordering, provisioning, maintenance and repair, and billing associated with Local Interconnection Trunks.

In October 2001, BellSouth met 19 of 25 sub-metrics or 76% and in November, met 21 of the 25 sub-metrics or 84% of the applicable benchmarks/analogues for all local interconnection trunking measures having CLEC activity. In December, BellSouth met 18 of the 25 sub-metrics or 72% of the benchmarks/retail analogues having CLEC activity. The sub-metrics that did not meet the benchmarks/retail analogues for October, November and/or December 2001 are as follows:

Reject Interval / Local Interconnection Trunks (C.1.2) (October)

BellSouth met the benchmark interval for 57 of the 72 rejected ASRs for this sub-metric in October 2001. The 85% benchmark required that 62 of the 72 rejected ASRs be returned within the 4-day interval. BellSouth met the benchmark for this sub-metric in November and December 2001.

FOC Timeliness / Local Interconnection Trunks (C.1.3) (November/December)

BellSouth met the 10-day benchmark interval for 142 of the 153 FOCs (91.03%) returned for this sub-metric in November and for 109 of the 116 FOCs returned in December 2001. The 95% benchmark required that 146 of the 153 FOCs for November and 111 of the 116 FOCs for December be returned, based on the number of orders in the period. BellSouth met the benchmark for this sub-metric in October 2001.

FOC & Reject Response Completeness / Local Interconnection Trunks (C.1.4) (October/November)

BellSouth met the standard criteria for 99 of the 111 responses returned for this sub-metric in October and for 113 of the 120 responses returned in November 2001. The 95% benchmark required that 106 of the 111 of the October responses and 114 of the 120 November responses meet the criteria. BellSouth met the benchmark for this sub-metric in December 2001.

Order Completion Interval / Local Interconnection Trunks (C.2.1) (October)

Investigation has identified that a significant number of the orders for this sub-metric are for new trunk groups. These orders have a normal installation interval of 30 business days. Trunk group augment orders receive a 20 business day completion interval unless the customer requests a longer interval. These intervals are consistent with the 21 to 27-day OCI intervals for CLEC orders for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Provisioning Troubles within 30 Days/ Local Interconnection Trunks (C.2.6) (October)

Analysis of the result for this sub-metric revealed that all 72 trouble reports generated were involved with the same event. One CLEC, performing provisioning activities, requested that the trunks be busied out while the work was performed. The trouble ticket should have been entered as "info only" and excluded from this measurement. With the proper coding, this sub-metric would have met the retail analogue comparison for the month. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Service Order Accuracy / Local Interconnection Trunks / < 10 Circuits / Non-Dispatch (C.2.11.1.2) (November)

BellSouth met the standard for 24 of the 26 orders (92.31%) reviewed for November 2001. This was only one order short of the 25 orders required by

the 95% benchmark. BellSouth met the benchmark for this sub-metric in October and December 2001.

Service Order Accuracy / Local Interconnection Trunks / >= 10 Circuits / Non-Dispatch (C.2.11.2.2) (October)

BellSouth met the standard for 18 of the 19 orders reviewed for this sub-metric in October 2001. The 95% benchmark set a requirement of all 19 orders in October based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in November and December 2001.

Customer Trouble Report Rate / Local Interconnection Trunks / Dispatch (C.3.2.1) (December)

There were only 4 troubles reported for this sub-metric in December 2001 for the 143,615 lines in service, a trouble report rate of only 0.002%. In actuality, three of the troubles were due to routing troubles and should not have been reported in this measure. This reporting related error has been corrected in January 2002 and should be reflected in the February 2002 data. BellSouth met the retail analogue for this sub-metric in October and November 2001.

Maintenance Average Duration / Local Interconnection Trunks / Dispatch (C.3.3.1) (December)

There were only four trouble reports for this sub-metric in December 2001. In actuality, three of the troubles were due to routing troubles and should not have been reported in this measure. This reporting related error has been corrected in January 2002 and should be reflected in the February 2002 data. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Maintenance Average Duration / Local Interconnection Trunks / Non-Dispatch (C.3.3.2) (December)

There were sixteen trouble reports for this sub-metric in December 2001. In actuality, twelve of the troubles were due to routing troubles and should not have been reported in this measure. This reporting related error has been corrected in January 2002 and should be reflected in the February 2002 data. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

% Repeat Troubles within 30 Days / Local Interconnection Trucks (C.3.4.1) (December)

There were only four orders for this sub-metric in December 2001. In actuality, three of the troubles were due to routing troubles and should not have been reported in this measure. This reporting related error has been corrected in January 2002 and should be reflected in the February 2002 data.

BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

% Repeat Troubles within 30 Days / Local Interconnection Trucks (C.3.4.2) (October/December)

The results indicated that there were 72 repeat trouble reports for this sub-metric in October 2001. All 72 of these repeat reports were associated with one group of trunks being busied out multiple times during cooperative testing with a CLEC during their switch modification work. These reports should have been charged as "info only" and not counted against this measurement. With proper coding, this sub-metric would have met the retail analogue comparison for the month. In December 2001 there were 6 repeat troubles for this sub-metric for the 16 repair orders completed in the month. There were sixteen trouble reports for this sub-metric in December 2001. In actuality, twelve of the troubles were due to routing troubles and should not have been reported in this measure. This reporting related error has been corrected in January 2002 and should be reflected in the February 2002 data. BellSouth met the retail analogue comparison for this sub-metric in November 2001.

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

The CLECs experienced Local Interconnection invoice accuracy rates in November 2001 that were less than for the invoices BellSouth sends to its customers (98.32% accuracy for BellSouth versus 97.71% for the CLEC invoices). The difference in November performance was the result of three

different problems. The first problem involved the discovery by BellSouth that mileage quantities on numerous CLEC dedicated transport accounts were incorrectly understated. Service orders were issued to correct the billing. The second problem involved problems that BellSouth had in turning up SMARTRing® service for one CLEC customer. Consequently, the due dates on the DS1 and DS0 orders were missed. Adjustments were given to waive the non-recurring charges associated with SMARTRing®. The third problem involved adjustments for non-recurring charges that were billed in error to a CLEC customer who has a bill-and-keep arrangement for trunks and facilities. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Mean Time to Deliver Invoices – CABS / Local Interconnection Trunks (C.4.2) (December)

The CLECs experienced Interconnection invoice delivery rates that were slightly higher than the rates for BellSouth's retail customers during December 2001 (4.85 days for BellSouth versus 4.97 days for CLECs). The small difference in performance was the result of recent shifts in workloads within the BellSouth Bill Distribution department. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Trunk Blockage

BellSouth has developed a trunk blocking report that compares BellSouth retail's trunk blockage rates to those of CLECs. The report, Trunk Group

Performance Report (TGP), Attachment 3G, displays trunk blocking in a manner that accurately represents the customer experience. The TGP report tabulates actual call blocking as a percentage of call attempts for all comparable trunk groups administered by BellSouth that handle CLEC and BellSouth traffic, and provides a direct comparison of hour-by-hour blocking between CLEC and BellSouth trunk groups. The analogue/benchmark for the Trunk Group Performance measure is any consecutive two-hour period in 24 hours where CLEC blockage exceeds BellSouth blockage by more than 0.5%. BellSouth met or exceeded the benchmark for this sub-metric in October, November and December 2001.

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

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

Product	Checklist Item:
Combo (Loop & Port)	#2 – Unbundled Network Elements
Combo (Other)	#2 – Unbundled Network Elements
Other Design	#2 – Unbundled Network Elements
Other Non-Design	#2 – Unbundled Network Elements
xDSL Loop	#4 – Unbundled Local Loops
UNE ISDN Loop	#4 – Unbundled Local Loops
Line Sharing	#4 – Unbundled Local Loops
2w Analog Loop Design	#4 – Unbundled Local Loops
2w Analog Loop Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Design	#4 – Unbundled Local Loops
2w Analog Loop w/INP Non Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Design	#4 – Unbundled Local Loops
2w Analog Loop w/LNP Non Design	#4 – Unbundled Local Loops
Digital Loop < DS1	#4 – Unbundled Local Loops
Digital Loop => DS1	#4 – Unbundled Local Loops
Local Interoffice Transport	#5 – Unbundled Local Transport
Switch Ports	#6 – Unbundled Local Switching
INP Standalone	#11 – Local Number Portability
LNP Standalone	#11 – Local Number Portability

An overall review of the UNE sub-metrics for Ordering, Provisioning, Maintenance & Repair and Billing indicates that BellSouth met the

benchmark/analogue for 81%, 78% and 86% of the sub-metrics during the months of October, November and December 2001, respectively.

For the three-month period, October through December 2001, there were 429 sub-metrics in the UNE measurements for which there was CLEC activity in all three months and that were compared to retail analogues or benchmarks. Of those 429 sub-metrics, 368 sub-metrics (86%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. UNE Ordering Measures

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

Reject Interval

Items B.1.4 - B.1.8 in Attachment 1G examine the Reject Interval for the month of December 2001. For orders submitted electronically, the benchmark is 97% within one hour. In October, November and December 2001, 80%, 78% and 72%, respectively, of all rejected electronic service requests were delivered within the one-hour benchmark interval. (See the

write-up below for Items B.1.4.2 – B.1.4.17 for further discussion concerning electronically submitted orders.)

For partially mechanized orders, which are LSRs submitted electronically and requiring service representative intervention, the benchmark is 85% returned within 10 hours. BellSouth exceeded this benchmarks in October, November and December 2001, with 90%, 94% and 89%, respectively, of partially mechanized rejects being returned to the CLECs within the benchmark interval.

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

The following sub-metrics did not meet the established benchmarks in October, November and/or December 2001:

Reject Interval / Combo (Loop & Port) / Electronic (B.1.4.3) (October/November/December)

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

Reject Interval / Line Sharing / Electronic (B.1.4.7) (October/November/December)

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

(October/November/December)

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

(October/November/December)

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

(October/November/December)

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

(October/November/December)

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

(October/November/December)

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

(October/November/December)

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

(October/November/December)

The current benchmark for these sub-metrics is >= 97% within one hour. BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP, intended to ensure that scheduled OSS downtime was properly excluded. This change was made with September 2001 data and was expected to improve sub-metric results for Reject Interval performance.

The coding change assumed that EDI and TAG timestamps reflected Eastern Time. However, the timestamps used by EDI and TAG actually reflects Central time. As a result of this discrepancy, an hour is being added during PMAP timestamp "synchronization," which causes the results to inaccurately reflect the reject Interval duration. A change to address this issue for EDI is being implemented in February 2002, and BellSouth is in the process of scheduling a similar change for TAG. BellSouth's root cause analysis has determined that, had the scheduled OSS downtime exclusion been properly implemented, BellSouth's Reject Interval performance would generally have met the Commission's benchmark.

BellSouth's root cause analysis also identified an additional issue that impacts the electronic Reject Interval sub-metrics. This issue arises when a fully mechanized Firm Order Confirmation ("FOC") is followed by a manual Clarification, a scenario that occurs when the Local Carrier Service Center ("LCSC") must resolve specific types of errors after the issuance of the FOC. This issue distorts the timeliness of BellSouth's electronic reject notices, and BellSouth is currently analyzing this situation to determine an appropriate solution.

<u>Reject Interval / UNE ISDN / Partially Electronic (B.1.7.6) (October)</u>

There was only one LSR rejected for this sub-metric in October 2001. The small universe of orders does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in November 2001. There was no CLEC activity for this sub-metric in December 2001.

Reject Interval / Line Sharing / Partially Electronic (B.1.7.7)
(October/November/December)

There were only eleven LSRs rejected for this sub-metric in October and eight LSRs rejected in November 2001. The small universe of orders for the month does not provide a conclusive benchmark comparison. In December 2001, BellSouth met the 10-hour benchmark interval for 9 of the 16 LSRs rejected. The 85% benchmark required that 14 of the 16 rejects be returned within the benchmark interval. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Reject Interval / 2w Analog Loop Non-Design / Partially Electronic (B.1.7.9)
(October/November)

In October 2001, BellSouth met the benchmark interval for 123 of the 146 rejected LSRs – only one LSR short of meeting the benchmark for the sub-metric for the month. In November 2001, BellSouth met the 10-hour benchmark interval for 141 of the 176 rejected LSRs. The 85% benchmark

required that 150 of the 176 orders be returned. BellSouth met the benchmark for this sub-metric in December 2001.

Reject Interval / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.7.12) (December)

BellSouth met the benchmark for 211 of the 300 of the LSRs rejected in this sub-metric for December 2001. The 85% benchmark required that 255 of the 300 rejects be returned within the benchmark interval. BellSouth met the benchmark for this sub-metric in October and November 2001. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

Reject Interval / 2w Analog Loop w/LNP Non-Design / Partially Electronic (B.1.6.13/B.1.7.13) (October/November/December)

BellSouth met the benchmark for 376 of the 460 rejected LSRs for this sub-metric in October, for 431 of the 547 rejected LSRs in November and for 536 of the 706 LSRs rejected in December 2001. The 85 % benchmark required that 391 of the 460 orders for October, 465 of the 547 orders for November and 600 of the 706 orders for December be returned within the benchmark interval. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Timeliness

For LSRs submitted electronically, the benchmark is 95% of the FOCs returned within 3 hours. BellSouth met the benchmark interval for 99% of the electronically submitted LSRs in October, November and December 2001. For partially mechanized LSRs, the benchmark is 85% of FOCs returned within 10 hours. BellSouth met the benchmark for 94%, 97% and 89% of partially electronic FOCs in October, November and December 2001, respectively. For LSRs submitted manually, the benchmark is 85% returned within 36 hours. BellSouth met the benchmark interval for 99%, 93% and 99% of the manual LSRs submitted in October, November and December 2001, respectively. The sub-metrics that did not meet the benchmark in October, November and /or December 2001 are as follows:

<u>FOC Timeliness / xDSL / Electronic (B.1.9.5) (October)</u>

BellSouth met the benchmark for 211 of the 223 LSRs (94.62%) that received a FOC in October 2001. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the benchmark for October 2001. BellSouth met the benchmark for this sub-metric in November and December 2001.

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

BellSouth met the benchmark for 37 of the 39 LSRs (94.87%) that received a FOC in December 2001. Normal rounding convention indicates that there is no significant difference between the result for this sub-metric and the

benchmark for December 2001. BellSouth met the benchmark for this sub-metric in October and November 2001.

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

BellSouth met the benchmark for 36 of the 38 LSRs in November that received a FOC for this sub-metric. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information, see the explanation included with the electronic reject interval measurement, item B.1.4.x. BellSouth met the benchmark for this sub-metric in October and December 2001.

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

BellSouth met the benchmark for 2,024 of the 2,313 LSRs in November that received a FOC for this sub-metric. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information, see the explanation included with the electronic reject interval measurement, item B.1.4.x. BellSouth met the benchmark for this sub-metric in October and December 2001.

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

There were only two FOCs returned for this sub-metric in December 2001. The small universe of orders for the month does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in October and November 2001.

FOC Timeliness / 2w Analog Loop w/LNP Design / Partially Electronic (B.1.12.12) (November/December)

BellSouth met the 10-hour benchmark for 313 of the 411 FOCs returned for this sub-metric in November and for 376 of the 473 FOCs returned in December 2001. The 85% benchmark required that 350 of the 411 orders for November and 402 of the 473 orders for December be returned, based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October 2001.

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

BellSouth met the 10-hour benchmark interval for 117 of the 146 FOCs returned for this sub-metric in October and for 67 of the 84 FOCs returned in November 2001. The 85% benchmark set requirements of 125 orders in October and 72 orders in November, based on the quantity of orders in the

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

FOC Timeliness / 2w Analog Loop w/INP Design / Manual (B.1.13.10) (October)

BellSouth met the benchmark interval for 5 of the 6 FOCs returned for this sub-metric in October 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in November and December 2001.

The following FOC & Reject Response Completeness sub-metrics did not meet the benchmarks for October, November and/or December 2001:

FOC & Reject Response Completeness / xDSL / EDI / Electronic (B.1.14.5.1) (October/November)

There were only 10 orders for this sub-metric in October 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark standard for 35 of the 39 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 38 of the 39 responses. BellSouth met the benchmark for this sub-metric in December 2001.

FOC & Reject Response Completeness / xDSL / TAG / Electronic (B.1.14.5.2) (October/November)

BellSouth met the benchmark standard for 325 of the 390 responses for this sub-metric in October and for 194 of the 249 responses in November 2001. The 95% benchmark required that the criteria be met for 371 of the 390 responses in October and for 237 of the 249 responses in November based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in December 2001.

FOC & Reject Response Completeness / Line Sharing / TAG / Electronic (B.1.14.7.2) (November)

BellSouth met the benchmark standard for 67 of the 71 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 68 of the 71 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / 2w Analog Loop Design / EDI / Electronic (B.1.14.8.1) (November)

BellSouth met the benchmark standard for 293 of the 316 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 301 of the 316 responses based on the number of orders for this

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

FOC & Reject Response Completeness / 2w Analog Loop Non-Design / TAG / Electronic (B.1.14.9.2) (November/December)

BellSouth met the benchmark standard for 466 of the 492 responses for this sub-metric in November and for 373 of the 414 responses returned in December 2001. The 95% benchmark required that the criteria be met for 468 of the 492 responses for November and for 394 of the 414 responses returned in December, based on the number of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met the benchmark for this sub-metric in October 2001.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / EDI / Electronic (B.1.14.12.1) (November)

BellSouth met the benchmark standard for 33 of the 35 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 34 of the 35 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / 2w Analog Loop w/LNP Design / TAG / Electronic (B.1.14.12.2) (November)

BellSouth met the benchmark standard for 23 of the 26 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 25 of the 26 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

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

BellSouth met the benchmark standard for 190 of the 232 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 221 of the 232 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / Other Design / TAG / Electronic (B.1.14.14.2) (November)

BellSouth met the benchmark standard for 127 of the 140 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 133 of the 140 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / LNP Standalone / TAG / Electronic (B.1.14.17.2) (November)

BellSouth met the benchmark standard for 293 of the 311 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 296 of the 311 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / xDSL / EDI / Partial Electronic (B.1.15.5.1) (November)

There were only four orders for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in October 2001. BellSouth met the benchmark for this sub-metric in December 2001.

FOC & Reject Response Completeness / xDSL / TAG / Partial Electronic (B.1.15.5.2) (October/November)

BellSouth met the benchmark standard for 20 of the 43 responses for this sub-metric in October and for 14 of the 29 responses in November 2001. The 95% benchmark required that the criteria be met for 41 of the 43 responses in October and for 28 of the 29 responses in November based on the number of

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

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

There was only one order for this sub-metric in December 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in October and November 2001.

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

BellSouth met the benchmark standard for 57 of the 62 responses for this sub-metric in October and for 75 of the 81 responses in November 2001. The 95% benchmark required that the criteria be met for 59 of the 62 responses in October and for 77 of the 81 responses in November based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in December 2001.

FOC & Reject Response Completeness / Combo (Loop & Port) / Manual (B.1.16.3) (October/November/December)

BellSouth met the benchmark standard for 812 of the 859 responses for this sub-metric in October, for 802 of the 866 responses in November and for 782

of the 832 responses returned in December 2001. The 95% benchmark required that the criteria be met for 817 of the 859 responses in October, for 823 of the 866 responses in November and for 791 of the 832 responses returned in December, based on the number of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / UNE ISDN / Manual (B.1.16.6) (November/December)

BellSouth met the benchmark standard for 555 of the 595 responses for this sub-metric in November and for 476 of the 509 responses returned in December 2001. The 95% benchmark required that the criteria be met for 566 of the 595 responses for November and for 484 of the 509 responses returned in December, based on the number of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark. BellSouth met the benchmark for this sub-metric in October 2001.

FOC & Reject Response Completeness / Line Sharing / Manual (B.1.16.7) (October/November/December)

BellSouth met the benchmark standard for 142 of the 153 responses for this sub-metric in October, for 112 of the 120 responses in November and for 120 of the 130 responses returned in December 2001. The 95% benchmark

required that the criteria be met for 146 of the 153 responses in October, for 114 of the 120 responses in November and for 124 of the 130 responses for December, based on the number of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / 2w Analog Loop Design / Manual (B.1.16.8) (November)

BellSouth met the benchmark for 204 of the 228 responses for this sub-metric in November 2001. The 95% benchmark set a requirement of 217 of the 228 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / 2w Analog Loop Non-Design / Manual (B.1.16.9) (October/November/December)

BellSouth met the benchmark for 1,275 of the 1,378 responses for this sub-metric in October, for 1,241 of the 1,346 responses in November and for 1,087 of the 1,169 responses returned in December 2001. The 95% benchmark set a requirement of 1,310 orders in October, for 1,273 orders in November and for 1,111 orders in December, based on the number of orders for this sub-metric. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / 2w Analog Loop w/INP Non-Design / Manual (B.1.16.11) (November)

BellSouth met the benchmark standard for 11 of the 13 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for all 13 of the responses. BellSouth met the benchmark for this sub-metric in October and December 2001.

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

BellSouth met the benchmark standard for 34 of the 38 responses for this sub-metric in December 2001. The 95% benchmark required that the criteria be met for 37 of the 38 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and November 2001.

FOC & Reject Response Completeness / Other Design / Manual (B.1.16.14) (October/November/December)

BellSouth met the benchmark standard for 410 of the 441 responses for this sub-metric in October, for 554 of the 603 responses in November and for 627 of the 671 responses returned in December 2001. The 95% benchmark required that the criteria be met for 419 of the 441 responses in October, for 573 of the 603 responses in November and for 638 of the 671 responses for December, based on the number of orders for this sub-metric. BellSouth

continues to focus on this measurement in order to improve results to meet the benchmark.

FOC & Reject Response Completeness / Other Non-Design / Manual (B.1.16.15) (November)

BellSouth met the benchmark standard for 1, 423 of the 1,549 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 1,472 of the 1,549 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

FOC & Reject Response Completeness / INP Standalone / Manual (B.1.16.16) (November)

BellSouth met the benchmark standard for 58 of the 63 responses for this sub-metric in November 2001. The 95% benchmark required that the criteria be met for 60 of the 63 responses based on the number of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October and December 2001.

Flow-Through

Attachment 1G, Items F.1.1 - F.1.3, shows Flow-Through data disaggregated by customer type and for the Summary/Aggregate. Detailed flow-through

results for individual CLECs are included in Attachment 2G. The following table shows the Regional Flow-Through results for October, November and December 2001 as compared with the Interim SQM benchmarks.

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

Customer Type	October 2001	November 2001	December 2001	Benchmark
Residence	89.40%	89.40%	89.50%	95%
Business	70.17%	75.18%	74.07%	90%
UNE	76.74%	79.66%	82.67%	85%
LNP	89.09%	91.24%	87.62%	85%

The table above excludes those LSRs designed to "fall out" for manual handling. The business flow-through rate is well below the 90% objective. Business LSRs are more complex than the typical LSRs and, as a result, there is a greater probability for error. For example, an LSR requesting 10 lines with series completion hunting that are located over multiple floors and have a variation of features on the lines presents many more opportunities for system mismatches than one that adds just lines and features.

BellSouth has established a Flow-Through Improvement Program Management process that includes seven different internal organizations. Ongoing analysis is being done to determine trends and identify flow-through problems. To date, fifteen system enhancements have been identified and

are targeted for Encore releases. Three of the enhancements were implemented in August, five enhancements implemented in November and two enhancements implemented in January 2002. The remainder of the enhancements are scheduled for release during early 2002.

2. UNE Provisioning Measures

BellSouth met 87% of the overall UNE Provisioning measurements in the month of October, 84% of these measurements in November and 87% in December 2001.

The following sub-metrics did not meet the applicable retail analogues in the months of October, November and/or December 2001:

Order Completion Interval / Combo (Loop & Port) / < 10 Circuits / Switch Based Orders (B.2.1.3.1.3) (November/December)

This sub-metric is a further disaggregation of Item B.2.1.3.1.2. The completion interval difference between the CLEC result and the result for the BellSouth retail analogue for this sub-metric was only 0.03 days for November and 0.01 days for December. Both measures were approximately one-third day. This indicates virtually identical service for both the CLECs and the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Order Completion Interval / Combo (Loop & Port) / >= 10 Circuits / Non-Dispatch (B.2.1.3.2.2) (November)

There was only one order for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Order Completion Interval / Combo (Loop & Port) / >= 10 Circuits / Dispatch In (B.2.1.3.2.4) (November)

There was only one order for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Order Completion Interval / Combo Other / < 10 Circuits / Dispatch (B.2.1.4.1.1) (October/November/December)

The primary factor for the miss in this sub-metric is that the standard installation interval for this product is 10 days. This is much longer than for the retail analogue product. Even though the committed dates to the customer are being met, the intervals are longer than for the retail analogue product.

Order Completion Interval / Other Non-Design / < 10 Circuits / Dispatch (B.2.1.15.1.1) (October)

The average order completion interval for CLEC orders in this sub-metric for October was 4.29 days compared to an average of 3.81 days for the retail analogue. The "standard" offered completion interval for this sub-metric is longer than for the retail analogue it is compared against. Nevertheless, the difference of less than one half day, on average, does not hinder the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

% Jeopardies / Other Non-Design (B.2.5.15) (October/November)

There were a total of 12 jeopardies issued for the 288 orders that were scheduled for this sub-metric in October and 2 jeopardies issued for the 32 orders scheduled for November 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all of the jeopardy orders except one in October and one in November were resolved prior to the due dates, and the orders were completed on time. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Non-Dispatch (B.2.18.3.1.2) (October/November/December)

BellSouth missed 29 of the 10,375 scheduled appointments in this sub-metric for October, missed 12 of the 10,916 appointments for November and missed

16 of the 15,733 appointments for December 2001. BellSouth met over 99% of the scheduled appointments for both retail and CLEC orders in this sub-metric for all three months. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

<u>% Missed Installation Appointments / Combo (Loop & Port) / < 10 Circuits / Dispatch In (B.2.18.3.1.4) (October/November/December)</u>

This is a further disaggregation of Item B.2.18.3.1.2, above. BellSouth missed 29 of the 4,612 appointments in this sub-metric scheduled in October, missed 12 of the 5,253 appointments scheduled in November and missed 16 of the 8,281 appointments scheduled in December 2001. BellSouth completed over 99% of the appointments as scheduled in October, November and December 2001.

% Missed Installation Appointments / Combo Other / < 10 Circuits / Dispatch (B.2.18.4.1.1) (October)

BellSouth missed four of the thirty-seven installation appointments scheduled for this sub-metric in October. None of these appointment misses resulted in held orders. No systemic installation issues or patterns were identified for these missed appointments. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

% Missed Installation Appointments / Other Non-Design / >= 10 Circuits / Dispatch (B.2.18.15.2.1) (November)

There were only two orders for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

% Provisioning Troubles w/i 30 Days / Combo Other / < 10 Circuits / Dispatch (B.2.19.4.1.1) (November)

There were 6 troubles reported for the 32 orders completed for this sub-metric in the 30 days prior to November 2001. No patterns or systemic installation issues were identified for any of these trouble reports. There was no CLEC activity for this sub-metric in October 2001. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

% Provisioning Troubles w/i 30 Days / Other Design / < 10 Circuits / Dispatch (B.2.19.14.1.1) (October/November)

There were 10 troubles reported for the 104 orders that completed in the 30 days prior to October and 27 troubles reported for the 375 orders completed in the 30 days prior to November 2001 for this sub-metric. In October, one of the troubles was closed as "no trouble found." The majority of the troubles in each month were for various facility and central office problems with no patterns or systemic issues identified. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

% Provisioning Troubles w/i 30 Days / Other Design / >= 10 Circuits / Dispatch (B.2.19.14.2.1) (October)

There was only one order completed for this sub-metric in the 30 days prior to October 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in November 2001. There was no CLEC activity for this sub-metric on December 2001.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (B.2.34.1.1.1) (October)

BellSouth met the standard for 36 of the 38 orders (94.74%) reviewed in this sub-metric in October 2001. Normal rounding conventions indicates that there is no significant difference between the CLEC result and the benchmark

for October. BellSouth met the benchmark for this sub-metric in November and December 2001.

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Dispatch (B.2.34.2.1.1) (October)

BellSouth met the standard for 21 of the 32 orders reviewed for this sub-metric in October 2001. The 95% benchmark set a requirement of 31 of the 32 orders reviewed, based on the quantity of orders in the sub-metric. BellSouth met the benchmark for this sub-metric in November and December 2001.

Service Order Accuracy / Loops Non-Design / < 10 Circuits / Non-Dispatch (B.2.34.2.1.2) (October/November)

BellSouth met the standard for 128 of the 188 orders reviewed in this sub-metric in October 2001. The 95% benchmark set a requirement of 179 orders in October based on the quantity of orders for this sub-metric. In November 2001, BellSouth met the standard for 284 of the 300 orders (94.67%) reviewed. Normal rounding convention indicates that there is no significant difference between the CLEC result and the benchmark for November. BellSouth met the benchmark for this sub-metric in December 2001.

Service Order Accuracy / Loops Non-Design / >= 10 Circuits / Non-Dispatch (B.2.34.2.2.2) (October/November)

There were only 11 orders reviewed in October 2001. The small universe of orders for this sub-metric combined with the 95% benchmark required that all orders reviewed in each month be trouble free. A problem with any order would cause a miss for the entire sub-metric. BellSouth met the standard for 49 of the 58 orders reviewed for this sub-metric in November 2001. The 95% benchmark set a requirement of 56 orders based on the number of orders for the sub-metric. BellSouth met the benchmark for this sub-metric in December 2001.

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

BellSouth met the applicable performance standard for 87% in October, 89% in November and 89% in December 2001 of the overall UNE M&R measurements. The sub-metrics that did not meet the fixed critical value for this checklist item in October, November and/or December are as follows:

% Missed Repair Appointments / Combo (Loop & Port / Non-Dispatch (B.3.1.3.2) (November)

BellSouth completed 676 of the 697 repair appointments (97%) as scheduled for this sub-metric in November 2001. Twelve of the twenty-one missed appointments were grouped together for four customers. Even though the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, BellSouth's actual performance for both CLECs and its own retail operations is at a high level.

From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the retail analogue comparison. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

% Missed Repair Appointments / Other Non-Design / Non-Dispatch (B.3.1.11.2) (December)

BellSouth missed 4 of the 51 repair appointments scheduled for this sub-metric in December 2001. No systemic problems or patterns were identified for the missed appointments. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

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

Over 96% of the lines in service for this sub-metric for both CLECs and the retail analogue provided trouble free service in October 2001. In October, 8 (18%) of the 45 trouble reports were closed as "no trouble found." Major emphasis is being placed on improving field documentation of test results during the closeout process. BellSouth met or exceeded the retail analogue for this sub-metric in November and December 2001.

Customer Trouble Report Rate / Combo Other / Non-Dispatch (B.3.2.4.2)
(October)

There were 35 troubles reported for the 1,317 lines in service for this sub-metric in October. Both the CLECs and BellSouth retail had over 97% trouble free service for the month. Of the 35 October trouble reports for this sub-metric, 14 (40%) were closed as "no trouble found." With the exclusion of these reports, BellSouth would have met the retail analogue comparison for October. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Customer Trouble Report Rate / Other Design / Dispatch (B.3.2.10.1)
(October/November/December)

The difference between the retail analogue and the CLEC aggregate was 1.1% or less in October, November and December 2001. Both the CLECs and BellSouth retail had greater than 98% trouble free service for all in service lines in this sub-metric in all three months. In October and November, 14% and 17%, respectively, of the trouble reports for this sub-metric were closed as "no trouble found." From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

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

The difference between the retail analogue and the CLEC aggregate was only 0.3% for this sub-metric in November 2001. Both the CLECs and BellSouth retail had greater than 99% trouble free service for all in service lines in this sub-metric. Five of the nine trouble reports were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Customer Trouble Report Rate / Other Non-Design / Dispatch (B.3.2.11.1) (October/November/December)

There were a total of 49 trouble reports for the 688 in service lines for this sub-metric in October, 68 trouble reports for the 656 lines in service in November and 40 trouble reports for the 639 lines in service in December 2001. In all three months, a significant number of the trouble reports for this sub-metric were identified as being BellSouth customers rather than CLEC customers. Continuing analysis is underway to determine the causes of the misreporting errors and to determine if any systemic issues exist with this sub-metric.

Customer Trouble Report Rate / Other Non-Design / Non-Dispatch (B.3.2.11.2) (October/November/December)

There were a total of 28 troubles reports for the 688 in service lines for this sub-metric in October, 53 troubles reported for the 656 lines in service in November and 51 troubles reported for the 639 in service lines for December

2001. An analysis revealed that 17 of the 28 trouble reports (61%) for October, 25 of the 53 reports (47%) for November and 36 of the 51 trouble reports (71%) for December were closed out as "no trouble found," or about half to two-thirds of the troubles reported had minimal impact on the end-user customer. Continuing analysis is underway to determine any systemic issues with this sub-metric.

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

(October)

14 of the 37 repair appointments scheduled for this sub-metric in October 2001 were out of service longer than 24 hours. Of these 14 trouble reports, 7 were identified as BST customers rather than CLEC customers. Of the remaining 7 CLEC reports, 6 met the offered commitment repair interval (4 of the 6 were taken on Friday or Saturday and scheduled due for Monday). BellSouth met the retail analogue comparison for this sub-metric for November and December 2001.

UNE – Billing

Invoice Accuracy – UNE (B.4.1)

The CLECs experienced UNE invoice accuracy rates that were less than the rates for the invoices BellSouth sent to its retail customers during December 2001 (98.74% accuracy for BellSouth versus 98.72% for the CLEC invoices).

The difference in performance was the result of adjustments made to remove back-billed zone pricing charges from one CLEC customer's UNE account because the customer's contract specifically states that the customer should not be back-billed for zone pricing. In order to prevent this type of problem from occurring in the future, BellSouth has implemented a procedure that requires review of a customer's contracts for back-billing limitations before any back-billing is done to the customer's accounts. BellSouth met the retail analogue comparison for this sub-metric for October and November 2001.

4. Other UNE Measures

Pre-Ordering

Service Inquiry for xDSL loops (F.3.1.1), Loop Makeup Manual (F.2.1) and Loop Makeup Electronic (F.2.2) are included in the Pre-Ordering measurements. The sub-metrics that did not meet the benchmarks in October, November and/or December 2001 are as follows:

Loop Makeup Inquiry (Manual) (F.2.1) (October)

BellSouth met the 3-business day benchmark interval for 45 of the 48 inquiries submitted in October 2001. This was one order short of the 46 required by the 95% benchmark. No ordering process issues were identified for the longer interval orders. BellSouth met the benchmark for this sub-metric in November and December 2001.

Loop Makeup Inquiry (Electronic) (F.2.2) (December)

BellSouth met the 1-minute response time benchmark for 477 of the 569 inquiries for this sub-metric in December 2001. The 95% benchmark set a requirement of 541 of the 569 responses within a 1-minute interval. BellSouth met the benchmark for this sub-metric in October and November 2001.

Service Inquiry with Firm Order / xDSL (F.3.1.1) (November)

In November 2001, BellSouth met the 5-day interval for 74 of the 78 inquiries for this sub-metric. At 94.87%, normal rounding convention indicates that there is no significant difference between the CLEC result and the benchmark level. BellSouth met the benchmark for this sub-metric in October and December 2001.

Operations Support Systems (OSS)

The OSS/Preordering measures for which BellSouth did not meet the benchmark/retail analogue in October, November and/or December 2001 were:

Average Response Interval / COFFI / RNS / Region (D.1.3.6.1) (November)

Average Response Interval / COFFI / ROS / Region (D.1.3.6.2) (November)

The CLECs received slightly longer response times from this system in November 2001 than for the retail analogue standard (6+ seconds average for CLECS compared to 4+ to 5+ seconds for BellSouth). One November transaction was reported as having a duration of approximately three days, while the average for all the rest of the transactions was less than one second. BellSouth is investigating the cause of the reported long duration transaction. BellSouth met the retail analogue comparison for these sub-metrics in October and December 2001.

Average Response Interval / CRIS / Region (D.2.4.1.1)
(October/November/December)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. The average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. For the 4-second interval, there was only approximately 1% difference between the CLEC responses as compared with the retail analogue in all three months. Both the CLECs and the retail analogue received approximately 99% or more within the less than 10 second response interval. Similarly, for the greater than 10 seconds interval measure, the CLECs and the BellSouth retail analogue received approximately 1% or less of responses in over 10

seconds. These very small differences in response intervals indicate equivalent service levels for the CLECs and BellSouth retail.

Average Response Interval / LMOS / Region (D.2.4.4.1, D.2.4.4.2, D.2.4.4.3) (October/November/December)

The average response intervals for these sub-metrics are 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. For all three measurements, the results were virtually identical in December, with all the measures being less than 1% apart. In October and November, the difference in the less than 4-second interval responses was less than 2%, while the differences in the less than 10-second and greater than 10-second interval responses were less than 0.5%. These results indicate virtually equivalent service levels for both the CLECs and BellSouth retail.

Average Response Interval / LMOSupd / Region (D.2.4.5.1, D.2.4.5.2, D.2.4.5.3) (October/November/December)

The average response interval for this sub-metric is measured in three separate disaggregations. The percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. For each of the three sub-metrics, there was less than a 5% difference in the responses received by the CLECs and BellSouth retail in each month.

Differences of about 5%, or less, for all of these intervals indicate virtually equivalent service levels for both the CLECs and BellSouth retail.

Average Response Interval / LNP/ Region (D.2.4.6.1) (October/November/December)
Average Response Interval / LNP/ Region (D.2.4.6.2, D.2.4.6.3) (November)

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 both October and December, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. In October and December 2001, both the CLECs and BellSouth retail received over 98.8% of responses in less than 4 seconds and less than 0.3% in more than 10 seconds. The less than one percent difference for these intervals indicates virtually equivalent service levels for the CLECs and BellSouth retail.

Average Response Interval / MARCH / Region (D.2.4.7.1, D.2.4.7.2, D.2.4.7.3) (November/December)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds.

BellSouth missed the retail analogue comparison for this measure in November and December but met the retail analogue comparison for these sub-metrics in October 2001.

Average Response Interval / OSPCM / Region (D.2.4.8.1, D.2.4.8.2, D.2.4.8.3) (December)

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 December 2001, the CLEC response interval was 63.38% within 4 seconds as compared to 76.69% for the retail analogue. For the less than 10 second response interval, the CLECs received 92.96% of their responses and the retail analogue received 98.29% in December. For the greater than 10 second response interval, the CLECs received 7.04% of their responses and the retail analogue received 1.71% in December. BellSouth met the retail analogue comparison for all three of these sub-metrics in October and November 2001.

Average Response Interval / SOCS / Region (D.2.4.10.1, D.2.4.10.2, D.2.4.10.3) (December)

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 December 2001, the CLEC response interval was 98.70% within 4 seconds as compared to 99.75% for the retail analogue. For the less than 10 second response interval, the CLECs received 98.87% of their responses and the retail analogue received 99.91% in December. For the greater than 10 second response interval, the CLECs received 1.13% of their responses and the retail analogue received 0.09% in December. The differences between BellSouth retail results and CLEC results were only about 1% for each time period. BellSouth met the retail analogue comparison for all three of these sub-metrics in October and November 2001.

Average Response Interval / NIW / Region (D.2.4.11.1) (October)

The average response interval for this sub-metric is measured in three separate disaggregations -- the percentage of queries that are responded to in less than 4 seconds, less than 10 seconds and greater than 10 seconds. In October, the average response interval for the CLEC requests did not meet the retail analogue intervals for the less than 4-second disaggregation but exceeded both the less than 10 and greater than 10 seconds responses. The CLEC response interval was 71.22% within 4 seconds in October, as compared with 72.73% for the retail analogue. The small difference between the CLEC and retail analogue results should not impede the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

General – Billing

Usage Data Delivery Timeliness (F.9.2) (November/December)

This measure tracks the percentage of usage data delivered within six calendar days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during November and December 2001 (for November, 98.89% for BellSouth compared to 98.37% for CLECs, and for December, 99.24% for BellSouth compared to 98.90% for CLECs). The difference in performance for November was the result of some input files being left out of the ADUF job before the files were recovered and processed. The difference in performance for December was the result of usage processing delays caused by system problems that occurred during the initial conversion of usage records to the format used with BellSouth's Integrated Billing Solution (IBS) project. Manual processes were temporarily put into place during the conversion to ensure that all usage data was correctly converted, processed and verified. This problem should not re-occur since the initial usage conversions for all BellSouth states have now been completed. It is important to point out that the CLEC result of 98+% still provides the CLECs a meaningful opportunity to compete. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Usage Data Delivery Completeness (F.9.3) (November/December)

This measure tracks the percentage of usage data delivered within thirty calendar days for both BellSouth retail and the CLEC aggregate. The CLECs experienced usage data delivery timeliness rates that were slightly lower than the rates for BellSouth customers during November and December 2001 (for November, 99.85% for BellSouth compared to 99.54% for CLECs, and for December, 99.80% for BellSouth compared to 99.70% for CLECs). The difference in performance for November was the result of some input files being left out of the ADUF job before the files were recovered and processed. The difference in performance for December was the result of usage processing delays caused by system problems that occurred during the initial conversion of usage records to the format used with BellSouth's Integrated Billing Solution (IBS) project. Manual processes were temporarily put into place during the conversion to ensure that all usage data was correctly converted, processed and verified. This problem should not re-occur since the initial usage conversions for all BellSouth states have now been completed. It is important to point out that the CLEC result of 99+% still provides the CLECs a meaningful opportunity to compete. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Non-Recurring Charge Completeness / Interconnection (F.9.6.3) (October/November/December)

This measure tracks the ability of the ordering and billing systems to begin billing a CLEC non-recurring charges for local interconnection services on the next invoice after an order has "completed". A benchmark of 90% has been

set as the level of performance to meet. In October, November and December 2001, BellSouth's performance was 63.16%, 73.99% and 80.00%, respectively. This measure was missed in all three months because of problems encountered in correcting service order errors in a timely manner. A corrective action plan was put into place in November 2001 to improve service order error correction timeliness. This plan requires ordering center managers to strictly monitor the service orders that are worked on a daily basis and to refer any errors that remain unresolved for an extensive period of time to the center director for handling. This corrective action plan was not yet fully implemented for December 2001 results. BellSouth continues to monitor results and will adjust procedures as necessary to further improve this metric.

General - Change Management

% Software Release Notices Sent On Time (F.10.1) (October)

Average Software Release Notice Delay Days (F.10.2) (October)

BellSouth met the specified benchmark intervals for one of the two software releases issued in October 2001. BellSouth met the benchmark intervals for all releases in November 2001. There were no releases for these sub-metrics in December 2001.

% Change Management Documentation Sent On Time (F.10.3) (November/December)

Average Documentation Release Delay Days (F.10.5) (November/December)

There was only one Change Management Documentation notice issued in November and four notices issued in December 2001. The notice for November and two of the notices for December did not meet the standard notice interval. BellSouth met the benchmark for these sub-metrics in October 2001.

General – Ordering

% Acknowledgement Message Completeness / EDI (F.12.2.1) (October)

In October 2001, there were only 18 failed messages (0.02%) of the 87,896 total messages returned for the month. A Stability Plan to improve EDI availability has been put into effect. This plan includes implementing both a manual application monitoring schedule (24 / 7) and increased mechanized application alarms to more adequately monitor and react to application outages. The database parameters have also been adjusted to allow for maximum processing in the EDI system. BellSouth met the benchmark for this sub-metric in November and December 2001.

% Acknowledgement Message Completeness / TAG (F.12.2.2) (October/December)

BellSouth failed to deliver 4 (0.002%) of the 195,248 messages in October and 1 (0.0003%) of the 302,925 messages in December 2001 for this sub-metric. Analysis continues to identify any potential issues in this process. However, such a small number of failed records have not revealed any systemic process problems. BellSouth met the benchmark for this sub-metric in November 2001.

D. CHECKLIST ITEM 4 – UNBUNDLED LOCAL LOOPS

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

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

xDSL Group

1. Provisioning Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for October, November and/or December 2001 are as follows:

Order Completion Interval / xDSL / < 6 Circuits / Dispatch (B.2.1.5.3.1) (November/December)

The average order completion interval for this sub-metric in November was 5.31 days for CLECs compared to 4.42 days for BellSouth' retail customers. This sub-metric experienced a miss in November because 33 of the 117 orders had extended intervals requested by the customers which should have been given an "L-code" and excluded from the measure. The CLEC order completion interval was 5.37 days for this sub-metric in December 2001 as compared to 4.30 days for the retail analogue. Of the 115 December orders, 24 orders had extended intervals requested by the customers, which should have been given an "L-code" and excluded from the measure. Without these orders, this sub-metric would have met the retail analogue comparison for both months. BellSouth met the retail analogue for this sub-metric in October 2001.

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

One of the fifteen orders for this sub-metric in December 2001 had an extended interval due to a customer request. This order should have

received an "L Code" and been excluded from this measure. With this exclusion, the CLEC result for this sub-metric would have been virtually the same as for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001. There was no CLEC activity for this sub-metric in November 2001.

Order Completion Interval / Line Sharing / < 6 Circuits / Non-Dispatch (B.2.1.7.3.2) (November/December)

There were only five orders for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. In December 2001, 21 of the 56 orders carried extended interval s requested by the customer. With the appropriate exclusion of these orders, the remaining orders would have met the standard 3-day order interval in December. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Order Completion Interval within 14 Days / xDSL w/Conditioning / < 6 Circuits (B.2.2.1) (November)

There was only one order for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in October and December 2001.

Held Orders / UNE ISDN / < 10 Circuits / Facility (B.2.3.6.1.1) (November/December)

There were only five orders for this sub-metric in November and three orders in December 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Held Orders / UNE ISDN / < 10 Circuits / Other (B.2.3.6.1.3) (November/December)

There were only two orders for this sub-metric in November and only one order in December 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Dispatch (B.2.18.7.1.1) (October)

There were only seven orders for this sub-metric in October 2001. Such a small universe does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in November 2001. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

% Missed Installation Appointments / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.18.7.1.1) (December)

BellSouth completed 69 of the 70 installation appointments for this sub-metric scheduled in December 2001. There was no systemic installation issue identified for the one missed appointment. BellSouth met the retail analogue for this sub-metric in October and November 2001.

% Provisioning Troubles within 30 Days / UNE ISDN / < 10 Circuits / Dispatch (B.2.19.6.1.1) (October/December)

There were 24 troubles reported for orders that completed for this sub-metric in the prior 30 for October and 19 trouble reports for orders that completed in the prior 30 days for December 2001. Five (21%) of the twenty-four October trouble reports and two (11%) of the nineteen December trouble reports were closed as "no trouble found." BellSouth has implemented an improved procedure to document circuit test results in the order closeout narratives. This initiative, along with added emphasis on cooperative testing procedures, should improve the results for this sub-metric. BellSouth met the retail analogue for this sub-metric in November 2001.

% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Dispatch (B.2.19.7.1.1) (November)

There were only seven orders for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically

conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001. There was no CLEC activity for this sub-metric in December 2001.

% Provisioning Troubles within 30 Days / Line Sharing / < 10 Circuits / Non-Dispatch (B.2.19.7.1.2) (October/November/December)

There were 16 trouble reports for the 77 orders completed for this sub-metric in the 30 days prior to October and 6 troubles reported for the 21 orders completed in the 30 days prior to November 2001. In October, 50% of the trouble reports were closed as "no trouble found." In November, 5 of the 6 (83%) of the reports were closed as "No trouble found." An analysis of the remainder of the reports did not reveal any distinct patterns or systemic installation problems. There were only six orders completed for this sub-metric in December 2001. This small universe of orders does not provide a statistically conclusive comparison to the retail analogue.

2. Maintenance & Repair Measures

The xDSL group sub-metrics that did not meet the fixed critical value comparison requirements for October, November and/or December 2001 are as follows:

% Missed Repair Appointments / Line Sharing / Non-Dispatch (B.3.1.7.2) (November)

BellSouth missed five of thirty-six appointments scheduled for this sub-metric in November 2001. An action plan has been implemented to cover central office technicians on proper handling of Line Sharing troubles. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Customer Trouble Report Rate / xDSL Loops / Dispatch (B.3.2.5.1) (October)

There were a total of 82 troubles reported for the 5,558 in service lines for this sub-metric in October 2001. Both the CLECs and BellSouth retail had 98% or more trouble free service for all in service lines in this sub-metric. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Customer Trouble Report Rate / UNE ISDN / Dispatch (B.3.2.6.1) (October/November/December)

Both the CLECs and BellSouth retail had 97% to 98% trouble free service for all in service lines in this sub-metric in October, November and December 2001. Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric. BellSouth is developing an action plan to improve circuit testing and turn-up documentation. ISDN test jacks

have been installed in each central office to facilitate improved testing and turn-up control procedures.

Customer Trouble Report Rate / Line Sharing / Dispatch (B.3.2.7.1) (November)

There were a total of 14 troubles reported for the 1,132 in service lines for this sub-metric in November 2001. Of the 14 November trouble reports, 4 (29%) were closed as "no trouble found." There were no distinctive trends or systemic problems identified for any of the troubles reported for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Customer Trouble Report Rate / Line Sharing / Non-Dispatch (B.3.2.7.2) (October/November/December)

There were a total of 33 troubles for the 1,051 in service lines for this sub-metric in October, 36 troubles reported for the 1,132 lines in service in November and 26 troubles reported for the 1,232 lines in service in December 2001. In October, November and December 2001, 28 of the 33 troubles (85%), 29 of the 36 troubles (81%) and 23 of the 26 troubles (88%) were closed as "no trouble found." Even though the measurement indicated that BellSouth did not meet the retail analogue, both BellSouth and the CLECs were being provided a high level of service for this sub-metric.

Maintenance Average Duration / UNE ISDN / Non-Dispatch (B.3.3.6.2)
(December)

The average maintenance duration for this sub-metric for December was 7.93 hours for CLECs, as compared to 3.34 hours for the retail analogue. Of the 43 total repair orders for the month, 7 (16%) of the orders caused 63% of the repair time due to multiple dispatches for trouble isolation and testing. BellSouth is tracking this item on a daily basis to identify opportunities for improvement. BellSouth met the retail analogue for this sub-metric in October and November 2001.

SL1/SL2/Digital Loop Group

1. Provisioning Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for October, November and/or December 2001 are as follows:

Order Completion Interval (OCI)

A root cause analysis for OCI for Non-Dispatch orders revealed that BellSouth was offering a 0 to 2-day interval on retail non-dispatched POTS orders, but the wholesale non-dispatched orders were receiving the same interval as "dispatched" orders. On June 2, 2001, a release was added to the due date calculator software to correct this error. However, due to problems with the software load, it had to be removed. In addition to the appointment

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

Order Completion Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.1.8.1.1) (October/November/December)

There were a total of 47 orders completed for this sub-metric in October, 230 orders completed in November and 202 orders completed in December 2001. The primary factor for the misses in this sub-metric is that the standard installation interval for this product is 4 business days. Even though the committed dates to the customer are being met, the intervals are longer than for the retail analogue product. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida.

Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch (B.2.1.9.1.1) (October/November/December)

The primary contributor to the miss in this sub-metric for both October and November was that 58 (56%) of the 103 orders for October and 61(15%) of the November orders had extended intervals requested by the customers. These orders should have been given and "L" code and excluded from the

measurement. The December miss was caused in large part due to the 4-day standard interval for orders in this sub-metric as compared to the 3-day interval required fro the retail analogue. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida.

Order Completion Interval / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch In (B.2.1.9.1.4) (November)

There were only nine orders for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Order Completion Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.1.12.1.1) (October/November/December)

There were a total of 225 orders that completed for this sub-metric in October, 176 orders that completed in November and 162 orders that completed in December 2001. A detailed analysis indicated a significant number of orders with customer requested extended intervals were not "L coded" and should have been excluded from the measurement. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 day" interval ordered for the POTS type retail analogue services in Florida. The current standard

interval for orders in this sub-metric is four business days as compared to the three calendar day interval for the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch (B.2.1.13.1.1) (October/November/December)

There were a total of 266 orders that completed for this sub-metric in October, 204 orders that completed in November and 230 orders that completed in December 2001. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue.

Order Completion Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch In (B.2.1.13.1.4) (December)

There were a total of 326 orders shown as having completed for this sub-metric in December 2001. BellSouth is investigating the data in this sub-metric to determine if a potential data reporting error caused the apparent miss in December. There was no CLEC activity for this sub-metric in either October or November 2001.

Order Completion Interval / Digital Loop < DS1 / < 10 Circuits / Dispatch (B.2.1.18.1.1) (November/December)

There were a total of 307 orders that completed for this sub-metric in November and 284 orders that completed in December 2001. BellSouth continues to work to lower the interval for this sub-metric to meet the "3 calendar day" interval ordered for the POTS type retail analogue services in Florida. Due to customer requests, 90 of the 307 orders for November and 94 of the 284 orders for December were given due date intervals longer than 10 days. These orders should have been given "L-codes" and excluded from the measure. The current standard interval for this sub-metric is four business days as compared to the three-day interval for the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

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

Held Orders / 2w Analog Loop w/LNP Design / >= 10 Circuits / Facility (B.2.3.12.2.1) (October)

There were only four orders for this sub-metric in October 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

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

There was only one order associated with this sub-metric in November and nine orders in December 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

% Jeopardies / 2w Analog Loop Design (B.2.5.8)
(October/November/December)

In October 2001, there were a total of 9 jeopardies issued for the 44 orders that were scheduled for this sub-metric. All but 5 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. None of these jeopardies or missed appointments resulted in held orders in October. In November 2001, there were a total of 24 jeopardies issued for the 230 orders that were scheduled for this sub-metric. All but 5 of the jeopardies were resolved prior to the due date and the orders worked as scheduled. Only two of the missed appointments resulted in held orders – which were resolved and completed in less than 3 days. In December 2001, there were a total of 19 jeopardies issued for the 227 orders that were scheduled for this sub-metric. Only 2 of the December jeopardies resulted in missed installation appointments due to company reasons. There were no missed appointments

for BellSouth company reasons in October and only two missed appointments for BellSouth company reasons in November.

% Jeopardies / 2w Analog Loop Non-Design (B.2.5.9)
(October/November/December)

In October 2001, there were a total of 4 jeopardies issued for the 64 orders that were scheduled for this sub-metric. None of the 4 October jeopardies resulted in a missed installation appointment. In November 2001, there were a total of 6 jeopardies issued for the 177 orders that were scheduled for this sub-metric. None of the 6 November jeopardies resulted in a missed installation appointment. In December 2001, there were a total of 7 jeopardies issued for the 118 orders that were scheduled for this sub-metric. None of the 7 December jeopardies resulted in a missed installation appointment.

% Jeopardies / 2w Analog Loop w/LNP Design (B.2.5.12)
(November/December)

In November 2001, there were a total of 24 jeopardies issued for the 476 orders that were scheduled for this sub-metric. None of the November jeopardies resulted in missed installation appointments. In December 2001, there were a total of 49 jeopardies issued for the 511 orders that were scheduled for this sub-metric. Only 2 of these appointments were missed in

December due to lack of available company facilities. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

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

In November 2001, there were a total of 44 jeopardies issued for the 396 orders that were scheduled for this sub-metric. Only 2 of the 44 November jeopardies resulted in missed installation appointments. One of these two misses was due to customer reasons. In December 2001, there were a total of 135 jeopardies issued for the 3,430 orders that were scheduled for this sub-metric. All of the December jeopardies for this sub-metric were resolved prior to the due dates and the orders completed on time. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

% Jeopardies / Digital Loop >= DS1 (B.2.5.19)
(October/November/December)

There were a total of 48 jeopardies issued for the 101 installation appointments that were scheduled for this sub-metric in October, 71 jeopardies for the 120 appointments scheduled for November and 45 jeopardies issued for the 80 orders scheduled for December 2001. While the data indicates that BellSouth placed a higher percentage of CLEC orders in jeopardy status, all 48 of the orders that were placed in jeopardy in October and all but 8 of the jeopardy orders in November were resolved prior to the

due date, and the orders were completed on time. None of the December jeopardy orders were missed due to BellSouth company reasons.

% Jeopardy Notices issued >= 48 Hours / 2w Analog Loop w/LNP Non-Design (B.2.10.13) (October)

The calculations for this measure have been determined to be incorrect. A portion of the coding modifications required to correct this problem were implemented in September 2001. BellSouth is continuing to prepare and test the remainder of the modifications necessary to correct the calculations for this measure.

% Missed Installation Appointments / 2w Analog Loop w/INP Non-Design / < 10 Circuits / Dispatch (B.2.18.11.1.1) (November)

There was only one order for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

% Missed Installation Appointments / Digital Loop >= DS1 / < 10 Circuits / Dispatch (B.2.18.19.1.1) (October/December)

BellSouth completed 263 of the 282 installation appointments as scheduled for this sub-metric in October and 359 of the 409 installation appointments scheduled in December 2001. In October ten of the nineteen missed

appointments were due to unavailability of facilities. In December, 29 of the 50 missed appointments were due to problems incurred on multiple orders from one CLEC in two wire centers that should have been managed as one project. Problems occurred in coordinating the completions on some of the orders resulting in the missed appointments. The remainder of the missed appointments were due to various scheduling and prioritization problems. BellSouth is refocusing its efforts on this area to improve its performance on these orders. BellSouth met the retail analogue comparison for this sub-metric in November 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.19.8.1.1) (November/December)

There were 11 troubles reported for this sub-metric in November for the 85 orders completed in the prior 30 days and 26 troubles reported in December for the 327 orders completed in the prior 30 days. The majority of the troubles were due to defective cable facilities and serving wire. An analysis of the remainder of the troubles revealed no specific patterns or trends. BellSouth met the retail analogue comparison for this sub-metric in October 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Design / >= 10 Circuits / Dispatch (B.2.19.8.2.1) (October)

There was only one order associated with this sub-metric in October 2001. This small universe of orders does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop Non-Design / < 10 Circuits / Dispatch (B.2.19.9.1.1) (December)

There were a total of 54 troubles reported for this sub-metric for the 717 orders that completed in the 30 days prior to December 2001. Most of the reported troubles for this sub-metric were due to defective cable facilities. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/INP Non-Design / >= 10 Circuits / Dispatch (B.2.19.11.2.1) (November)

There was only one order associated with this sub-metric in November 2001. This small universe of orders does not provide a statistically conclusive comparison to the retail analogue. There was no CLEC activity for this sub-metric in either October or December 2001.

% Provisioning Troubles w/i 30 Days / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.19.12.1.1) (December)

There were a total of 50 troubles reported for this sub-metric for the 565 orders that completed in the 30 days prior to December 2001. Of the 50 total trouble reports, 7 (14%) were closed as "no trouble found." The remainder of the troubles were due to facility and equipment wiring problems. BellSouth is currently investigating the causes for the increased facility problems. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

<u>% Provisioning Troubles w/i 30 Days / Digital Loops >= DS1 / < 10 Circuits / Dispatch (B.2.19.19.1.1) (October/November/December)</u>

There were a total of 12 troubles reported for this sub-metric for the 227 orders that completed in the 30 days prior to October, 18 troubles reported for the 282 orders that completed in the 30 days prior to November and 23 troubles reported for the 289 orders that completed in the 30 days prior to December 2001. In October, November and December, 25%, 33% and 30%, respectively, of the trouble reports in this sub-metric were closed as "no trouble found" indicating minimal impact on the end user. BellSouth is currently investigating this sub-metric.

<u>Average Completion Notice Interval / 2w Analog Loop Design / < 10 Circuits / Dispatch (B.2.21.8.1.1) (October/November/December)</u>

<u>Average Completion Notice Interval / 2w Analog Loop w/LNP Design / < 10 Circuits / Dispatch (B.2.21.12.1.1) (October/November/December)</u>

Average Completion Notice Interval / 2w Analog Loop w/LNP Design / >= 10 Circuits / Dispatch (B.2.21.12.2.1) (November)

Average Completion Notice Interval / 2w Analog Loop w/LNP Non-Design / < 10 Circuits / Dispatch (B.2.21.13.1.1) (October)

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

2. Maintenance & Repair Measures

The SL1/SL2/Digital Loop group sub-metrics that did not meet the fixed critical value comparison requirements for October, November and/or December 2001 are as follows:

% Missed Repair Appointments / 2W Analog Loop Non-Design / Dispatch (B.3.1.9.1) (December)

BellSouth completed 662 of the 756 repair appointments for this sub-metric as scheduled in December 2001. 83% of the troubles were caused by defective cable facilities, necessitating an additional technician to be dispatched. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

% Missed Repair Appointments / 2W Analog Loop Non-Design / Non-Dispatch (B.3.1.9.2) (October/November/December)

BellSouth completed 49 of the 57 repair appointments for this sub-metric as scheduled in October, 26 of the 30 appointments scheduled for November and 32 of the 37 repair appointments scheduled for December 2001. All 4 of the November missed appointments were finally closed as "no trouble found." There were no distinct patterns or systemic maintenance problems identified for any of the missed appointments in these three months.

Maintenance Average Duration / 2w Analog Loop Non-Design / Non-Dispatch (B.3.3.9.2) (October/December)

There were 57 repair orders completed for this sub-metric in October and 37 orders completed in December 2001. Of the 57 total October reports, 33 (58%) were finally closed as "no trouble found." Of the 37 total December reports, 30 (81%) were closed as "no trouble found." Reports closed as "no trouble found" often have longer duration intervals due to multiple and time consuming test procedures and investigations without finding any cause for a problem. Excluding the reports closed to "no trouble found," the CLEC results for this sub-metric would have been very close to the retail analogue results for both months. BellSouth met the retail analogue comparison for this sub-metric in November 2001.

% Repeat Reports w/i 30 Days / 2W Analog Loop Non-Design / Non-Dispatch (B.3.4.9.2) (October)

There were a total of 57 trouble reports of which 16 were repeats in this sub-metric for October 2001. Of the 16 repeat reports for October, 11 (69%) were closed as "no trouble found." Excluding these "no trouble found" reports, this sub-metric would have met the retail analogue comparison for the month. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Out of Service > 24 Hours / 2W Analog Loop Non-Design / Non-Dispatch (B.3.5.9.2) (October)

Of the 12 troubles classified as "out of service" for this sub-metric in October 2001, only 5 caused out of service conditions longer than 24 hours. All 5 of these troubles for October were associated with a central office failure. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

E. CHECKLIST ITEM 5 – UNBUNDLED LOCAL TRANSPORT

The Provisioning and Maintenance & Repair sub-metrics that did not meet the retail analogue in October, November and/or December 2001 associated with Checklist Item 5 are as follows:

Order Completion Interval / Local Interoffice Transport / < 10 Circuits / Dispatch (B.2.1.2.1.1) (December)

There were 18 orders for this sub-metric in December 2001, with an average completion interval of 22 days. All 18 orders completed within the standard order interval or met the due date requested by the customer if later than the standard interval due date. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Maintenance Average Duration / Local Interoffice Transport / Dispatch (B.3.3.2.1) (November)

BellSouth met the benchmarks for three of the four sub-metrics in this Checklist Item for October and for all four of the four sub-metrics in November and December 2001. See items F.13.1.1 through F.13.3 in Attachment 1G for further details of the December results.

The items that did not meet the appropriate benchmarks are as follows:

% NXXs / LRNs Loaded by LERG Effective Date (Region) (F.13.3) (October)

The measure indicated that 45 of 48 NXXs were loaded by their effective date in October 2001 across the BellSouth region. All NXXs were completed as scheduled in Florida for October, November ands December 2001. BellSouth met the benchmark for this sub-metric in November and December 2001.

J. CHECKLIST ITEM 11 – NUMBER PORTABILITY

All the measurements in this Checklist Item were met or exceeded for October, November and/or December 2001 except for the following:

% Missed Installation Appointments / LNP (Standalone) / < 10 Circuits / Non-Dispatch (B.2.18.17.1.2) (October)

BellSouth missed only 3 of the 2,219 appointments scheduled for this sub-metric in October 2001. BellSouth met over 99% of the scheduled appointments for both retail and the CLECs in this sub-metric for October.

When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Average Completion Notice Interval / LNP (Standalone) / < 10 Circuits / Non-Dispatch (B.2.21.17.1.2) (October)

Average Completion Notice Interval / LNP (Standalone) / >= 10 Circuits / Non-Dispatch (B.2.21.17.2.2) (October)

The root cause analysis of these measures indicated that the only differences between the performance between BellSouth retail and CLECs are the mismatches found when the orders are compared with the original LSRs. The start of the completion interval is the point at which the technician completes the order, and the interval ends when the completion notice is sent. Any change to a name, number of items, etc., occurring during the

provisioning process will generate inconsistencies with the original LSRs that must be resolved before a final completion notice can be sent. Any time to resolve these inconsistencies with the original LSRs is included in the average. Because of numerous CLEC changes and order updates, mismatches on CLECs orders exceed those for BellSouth retail orders. Combining this with the smaller base for the CLECs' measurement raises the average, which results in a miss. Specific Service Representatives within the Work Management Centers have been assigned to resolve any completion issues that are required. Providing specific training and dedicating personnel to this task should reduce the difference between the CLEC and retail analogue results.

Disconnect Timeliness / LNP / < 10 Circuits (B.2.31)

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

On a great majority of LNP orders, BellSouth creates what is referred to as a "trigger" in conjunction with the order. This trigger gives the end user customer the ability to make and receive calls from other customers who are served by the customer's host switch at the time of the LNP activation. This

ability is not dependent upon BellSouth working a disconnect order in the central office switch. In other words, when a trigger is involved, an end user customer can receive calls from other customers served by the same host switch before the disconnect order is ever worked.

As it currently exists, Performance Measure P-13 does not recognize the importance of triggers and their effect on the LNP process. Rather, the current measure calculates the end time of the LNP activity as the processing of the actual disconnect order in the host switch, even though, from a customer's perspective, this activity is totally meaningless on most LNP orders. It is the activation of the LNP and the routing function accomplished by the LSMS that ultimately determines whether the end user is back in full service and is able to make and receive calls when a trigger is used in porting a telephone number. So, while BellSouth may be missing this measure, the actual impact on CLECs and their end users, for a great majority of the orders is minimal, or nonexistent. The Georgia PSC is currently evaluating a change in this measure that more accurately reflects the LNP process and its impacts on end users, and, therefore, the measurements will be shown blank until a resolution is reached on this issue.

K. CHECKLIST ITEM 14 – RESALE

BellSouth has met or exceeded the benchmarks/analogues for 80% of the 223 Resale metrics for the month of October, for 83% of the 226 metrics in

November and for 86% of the 207 metrics in December 2001. The details are delineated in Attachment 1G, Items A.1.1.1 through A.4.2.

For the three-month period, October through December 2001, there were 186 sub-metrics in the Resale measurements for which there was CLEC activity in all three months and were compared to retail analogues or benchmarks. Of those 186 sub-metrics, 166 sub-metrics (89%) met the retail analogue/benchmark comparisons in at least two of the three months.

1. Resale Ordering Measures

Reject Interval

The benchmark for electronic rejects is 97% within 1 hour. In October 2001, there was a total of 23,820 resale LSRs rejected, with 94% meeting the relevant benchmark. Of the 23,820 rejected LSRs, 67% were processed electronically with 94% of them meeting the 1-hour benchmark interval. In November 2001, 21,375 resale LSRs were rejected, with 95% meeting the relevant benchmark or retail analogue. Of the 21,375 rejected LSRs, 62% were processed electronically with 95% of them meeting the 1-hour benchmark interval. In December 2001, 18,304 resale LSRs were rejected, with 92% meeting the relevant benchmark or retail analogue. Of the 18,304 rejected LSRs, 62% were processed electronically with 94% of them meeting the 1-hour benchmark interval. See Attachment 1G, Items A.1.4 through A.1.8 for further details.

10,501 total rejected LSRs for this sub-metric met the 1-hour benchmark interval.

BellSouth's root cause analysis determined that a number of LSRs that did not meet the one-hour benchmark were submitted when back-end legacy systems were out of service and were unable to process the LSRs. Because such LSRs should be excluded from the measurement, BellSouth implemented a coding change in PMAP to ensure that scheduled OSS downtime was properly excluded. This change was made with September 2001 data and was expected to improve sub-metric results for Reject Interval performance.

The coding change assumed that EDI and TAG timestamps reflected Eastern Time. However, the timestamps used by EDI and TAG actually reflect Central time. As a result of this discrepancy, an hour is being added during PMAP timestamp "synchronization," which causes the results to inaccurately reflect the reject Interval duration. A change to address this issue for EDI is scheduled for implementation with February 2002 data, and BellSouth is in the process of scheduling a similar change for TAG. BellSouth's root cause analysis has determined that, had the scheduled OSS downtime exclusion been properly implemented, BellSouth's Reject Interval performance would generally have met the Commission's benchmark.

BellSouth's root cause analysis also identified an additional issue that impacts the electronic Reject Interval sub-metrics. This issue arises when a fully mechanized Firm Order Confirmation ("FOC") is followed by a manual Clarification, a scenario that occurs when the Local Carrier Service Center ("LCSC") must resolve specific types of errors after the issuance of the FOC. This issue distorts the timeliness of BellSouth's electronic reject notices, and BellSouth is currently analyzing this situation to determine an appropriate solution.

Reject Interval / Business / Electronic (A.1.4.2)
(October/November/December)

The current benchmark for this sub-metric is >= 97% within one hour. In October 2001, 839 of the 892 rejected LSRs for this sub-metric met the one-hour benchmark, and in November, 1,099 of the 1,160 rejected LSRs met the 1-hour benchmark. There were 788 LSRs rejected in this sub-metric in December 2001, with 723 or 91.75% meeting the one-hour benchmark. BellSouth is conducting a detailed root cause analysis of the process for electronic ordering. This analysis addresses the ordering systems (EDI, TAG, and LENS) used by the CLECs and the back-end legacy applications, such as SOCS, that are accessed by the ordering systems. For further information see the explanation included with the electronic reject interval measurement, item A.1.4.1.

Reject Interval / Design (Specials) / Electronic (A.1.4.3) (November)

There were only two LSRs rejected for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in either October or December 2001.

Reject Interval / ISDN / Electronic (A.1.4.6) (October)

There were only two LSRs rejected for this sub-metric in October 2001. This small universe does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in either November or December 2001.

Reject Interval / ISDN / Partial Electronic (A.1.7.6) (October/December)

There was only one LSR rejected for this sub-metric in October and one LSR rejected in December 2001. This small universe does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in November 2001.

Reject Interval / Centrex / Manual (A.1.8.5) (November)

BellSouth met the 24-hour benchmark interval for 22 of the 27 LSRs rejected for this sub-metric in November 2001. This was only one response short of the 23 required by the 85% benchmark. BellSouth met the benchmark for this sub-metric in October and December 2001.

Reject Interval / ISDN / Manual (A.1.8.6) (December)

BellSouth met the 24-hour benchmark interval for 11 of the 14 LSRs rejected for this sub-metric in December 2001. This was only one response short of the 12 required by the 85% benchmark. BellSouth met the benchmark for this sub-metric in October and November 2001.

FOC Timeliness / Residence / Partial Electronic (A.1.12.1) (December)

BellSouth met the 10-hour benchmark interval for 11,216 of the 13,255 FOCs (84.62%) returned for this sub-metric in December 2001. Normal rounding convention indicates that there is no significant difference between the CLEC result for this sub-metric and the benchmark. BellSouth met the benchmark for this sub-metric in October and November 2001.

FOC Timeliness / Design (Specials) / Partial Electronic (A.1.12.3) (October/November)

There was only one LSR rejected for this sub-metric in October and two LSRs rejected in November 2001. This small universe of orders does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in December 2001.

FOC Timeliness / ISDN / Partial Electronic (A.1.12.6) (October/December)

There were only two LSRs rejected for this sub-metric in October and one LSR rejected in December 2001. This small universe does not provide a conclusive benchmark comparison. There was no CLEC activity for this sub-metric in November 2001.

Effective with October 2001 data, each sub-metric in the FOC & Reject Response Completeness Electronic and Partial Electronic sections have been disaggregated between LSRs submitted from the EDI and TAG systems. The following FOC & Reject Response Completeness sub-metrics did not meet the benchmarks for October, November and/or December 2001:

<u>FOC Reject & Response Completeness / Design (Specials) / TAG / Electronic (A.1.14.3.2) (October)</u>

There was only one order associated with this sub-metric in October 2001. This small universe does not provide a conclusive benchmark comparison. BellSouth met the benchmark for this sub-metric in November 2001. There was no CLEC activity for this sub-metric in December 2001.

<u>FOC Reject & Response Completeness / Residence / Manual (A.1.16.1) (October/November/December)</u>

BellSouth met the completeness criteria for 1,114 of the 1,176 responses for this sub-metric in October, 1,165 of the 1,276 responses in November and for 1,054 of the 1,171 responses in December 2001. The 95% benchmark

required that 1,118 of 1,176 LSRs for October, 1,213 of the 1,276 LSRs in November and 1,113 of the 1,171 LSRs in December meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Reject & Response Completeness / Business / Manual (A.1.16.2) (October/November/December)

BellSouth met the completeness criteria for 1,168 of the 1,238 responses for this sub-metric in October, for 1,158 of the 1,260 responses in November and for 785 of the 933 responses in December 2001. The 95% benchmark required that 1,177 of 1,238 LSRs for October, 1,197 of the 1,260 LSRs for November and 887 of the 933 LSRs for December 2001 meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

FOC Reject & Response Completeness / Design (Specials) / Manual (A.1.16.3) (October/November)

BellSouth met the completeness criteria for 165 of the 177 responses for this sub-metric in October and for 127 of the 146 responses in November 2001. The 95% benchmark required that 169 of the 177 LSRs for October and 139 of 146 LSRs for November meet the criteria. BellSouth met the benchmark for this sub-metric in December 2001.

FOC Reject & Response Completeness / PBX / Manual (A.1.16.4)
(October/November/December)

BellSouth met the completeness criteria for 79 of the 84 responses for this sub-metric in October, for 49 of the 59 responses in November and for 31 of the 36 responses in December 2001. The 95% benchmark required that 80 of 84 LSRs in October, 57 of 59 LSRs in November and 35 of 36 LSRs in December meet the criteria. BellSouth continues to focus on this measurement in order to improve results to meet the benchmark.

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

BellSouth met the completeness criteria for 11 of the 14 orders for this sub-metric in October 2001. The 95% benchmark required that all 14 of 14 LSRs meet the criteria. With a universe size of only 14 orders and a 95% benchmark, a problem on even one order would cause a miss for the entire sub-metric. BellSouth met the benchmark for this sub-metric in November and December 2001.

FOC Reject & Response Completeness / PBX / Manual (A.1.16.6)
(November)

BellSouth met the completeness criteria for 40 of the 48 responses for this sub-metric in November 2001. The 95% benchmark required that 46 of 48

LSRs meet the criteria. BellSouth met the benchmark for this sub-metric in October and December 2001.

2. Resale Provisioning Measures

For the months of October, November and December 2001, BellSouth met or exceeded the benchmark or retail analogue for 91%, 89% and 89%, respectively, of all Resale provisioning measures. The details supporting the December percentage are delineated in Items A.2.1.1.1.1 through A.2.25.3.2.2 of Attachment 1G.

The following are the Resale provisioning measures for which BellSouth did not meet the retail analogue in October, November and/or December 2001:

Order Completion Interval / Business / < 10 Circuits / Dispatch (A.2.1.2.1.1) (December)

The average order completion interval for CLEC orders in this sub-metric for December was 2.89 days compared to an average of 2.19 days for the retail analogue. The difference of slightly over one half day, on average, does not hinder the CLECs' ability to compete in this area. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Order Completion Interval / PBX / < 10 Circuits / Non-Dispatch (A.2.1.4.1.2) (December)

The average order completion interval for the 13 CLEC orders in this sub-metric for December was 7.54 days compared to an average of 2.75 days for the retail analogue. The small universe of orders for the month does not proved a statistically conclusive comparison to the retail analogue. There were no systemic installation process issues identified for this sub-metric. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Held Order Interval / Business / >= 10 Circuits / Facility (A.2.2.2.2.1) (December)

There was only one order for this sub-metric in December 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Held Order Interval / ISDN / < 10 Circuits / Facility (A.2.2.6.1.1) (December)

There was only one order for this sub-metric in December 2001. The small universe size for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

% Missed Installation Appointments / Residence / < 10 Circuits / Non-Dispatch (A.2.11.1.1.2) (October/November/December)

BellSouth missed only 82 of the 54,436 installation appointments scheduled for this sub-metric in October, missed 69 of the 46,311 appointments scheduled in November and missed 57 of the 47,332 installation appointments scheduled in December 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in October, November and December 2001. When BellSouth provisions high quality service coupled with very large universe sizes, it can cause an apparent out of equity condition from a quantitative viewpoint. In these cases, there is very little variation and the universe size is so large that the Z-test becomes overly sensitive to any difference. In other words, the statistical test shows that the measurement does not meet the fixed critical value when compared with the retail analogue, but BellSouth's actual performance for both CLECs and its own retail operations is at a very high level – in this case over 99%. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue.

% Missed Installation Appointments / Business / < 10 Circuits / Dispatch (A.2.11.2.1.1) (October/December)

BellSouth missed only 25 installation appointments out of the 636 appointments scheduled for this sub-metric in October and missed only 11 of

the 480 appointments scheduled in December 2001. Both BellSouth retail and the CLECs had over 96% of all scheduled appointments completed on time in October and over 97% completed on time in December 2001. BellSouth met the retail analogue comparison for this sub-metric in November 2001.

% Missed Installation Appointments / Business / < 10 Circuits / Non-Dispatch (A.2.11.2.1.2) (October/November)

BellSouth missed 10 of the 3,375 scheduled appointments for this sub-metric in October and missed 7 of the 2,818 installation appointments scheduled in November 2001. Both the CLECs and BellSouth retail had over 99% of all orders completed as scheduled in October and November 2001. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

% Missed Installation Appointments / Design (Specials) / < 10 Circuits / Dispatch (A.2.11.3.1.1) (December)

There were only three orders for this sub-metric in December 2001. The small universe of orders for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in October and November 2001.

% Missed Installation Appointments / PBX / >= 10 Circuits / Dispatch (A.2.11.4.2.1) (November)

There was only one order for this sub-metric in November 2001. The small universe of orders for this sub-metric does not provide a conclusive benchmark comparison. BellSouth met the retail analogue comparison for this sub-metric in October 2001. There was no CLEC activity for this sub-metric in December 2001.

% Missed Installation Appointments / Centrex / < 10 Circuits / Non-Dispatch (A.2.11.5.1.2) (November)

BellSouth completed 21 of the 22 installation appointments as scheduled for this sub-metric in November 2001. There were no systemic issues identified for the one missed appointment. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

% Missed Installation Appointments / ISDN / < 10 Circuits / Non-Dispatch (A.2.11.6.1.2) (October)

BellSouth completed 24 of the 25 scheduled appointments for this sub-metric in October 2001. Both the CLECs and BellSouth retail had 96% of all orders completed as scheduled in October. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

% Provisioning Troubles w/i 30 days / Residence / < 10 Circuits / Non-Dispatch (A.2.12.1.1.2) (October/November/December)

In October 2001, there were 1,796 troubles reported for the 35,349 orders that completed in the prior 30 days. 33% of those troubles were closed as "no trouble found." The only significant trend identified in the October data showed that 995, or 55%, of the total trouble reports for this sub-metric were for one CLEC, with 55% of those troubles being cleared as "no trouble found." In November 2001, there were 2,640 troubles reported for the 54,436 orders that completed in the prior 30 days. Thirty-four percent of the November trouble reports were closed as "no trouble found." In December 2001, there were 2,269 troubles reported for the 46,311 orders that completed in the prior 30 days. 38% of the reported troubles for December were closed as "no trouble found." With the exclusion of the "no trouble found" reports, CLEC results for this sub-metric would have been better than for the retail analogue in each of the three months. BellSouth is conducting an analysis of the provisioning situation with this particular CLEC and will conduct joint sessions to determine how to avoid the no trouble found reports.

<u>% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Dispatch (A.2.12.2.1.1) (October/November/December)</u>

There were 42 troubles reported for the 486 orders that completed for this sub-metric in the 30 days prior to October 2001. Of the 42 troubles reported in October, 18 (43%) were closed as "no trouble found." In November 2001, there were 33 troubles reported for the 639 orders that completed in the prior 30 days. Of the 33 troubles reported in November, 14 (41%) were closed as

"no trouble found." In December 2001, there were 46 troubles reported for the 610 orders that completed in the prior 30 days. Of the 46 troubles reported, 21 (46%) were closed as "no trouble found."

% Provisioning Troubles w/i 30 days / Business / < 10 Circuits / Non-Dispatch (A.2.12.2.1.2) (November)

There were 192 troubles reported for the 3,375 orders that completed for this sub-metric in the 30 days prior to November 2001. Of the total November trouble reports for this sub-metric, 36% were closed as "no trouble found." Without these "no trouble found" reports, this sub-metric would have met the retail analogue comparison for November. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

% Provisioning Troubles w/i 30 days / Business / >= 10 Circuits / Dispatch (A.2.12.2.2.1) (November)

Troubles were reported on 3 of the 12 orders completed for this sub-metric in the 30 days prior to November 2001. No distinct patterns or systemic installation issues were identified for these 3 orders. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Service Order Accuracy / Business / < 10 Circuits / Dispatch (A.2.25.2.1.1) (October)

BellSouth met the standard for 8 of the 13 orders reviewed in this sub-metric for October 2001. The 95% benchmark required that all 13 of the 13 orders meet the criteria. BellSouth met the benchmark for this sub-metric in November and December 2001.

Service Order Accuracy / Business / < 10 Circuits / Non-Dispatch (A.2.25.2.1.2) (October)

BellSouth met the standard for 128 of the 145 orders reviewed for this sub-metric in October 2001. The 95% benchmark set a requirement of 139 orders based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in November and December 2001.

Service Order Accuracy / Business / >= 10 Circuits / Dispatch (A.2.25.2.2.1) (November)

BellSouth met the standard for 21 of the 23 orders reviewed for this sub-metric in November and for 14 of the 17 orders reviewed in December 2001. The 95% benchmark set a requirement of 22 of the 23 orders for November and for all 17 of the 17 orders for December, based on the quantity of orders for this sub-metric. There was no CLEC activity for this sub-metric in October 2001.

Service Order Accuracy / Business / >= 10 Circuits / Non-Dispatch (A.2.25.2.2.2) (November)

BellSouth met the standard for 29 of the 31 orders reviewed for this sub-metric in November and for 22 of the 28 orders reviewed for December 2001. The 95% benchmark set a requirement of 30 of the 31 orders in November and 27 of the 28 orders in December, based on the quantity of orders for this sub-metric. BellSouth met the benchmark for this sub-metric in October 2001.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Dispatch (A.2.25.3.1.1) (October/November/December)

There were only four orders reviewed for this sub-metric in October 2001. This small universe size does not provide a conclusive benchmark comparison. BellSouth met the standard for 45 of the 50 orders reviewed for this sub-metric in November and for 56 of the 63 orders reviewed for December 2001. The 95% benchmark set a requirement of 48 of the 50 orders in November and 60 of the 63 orders for December, based on the quantity of orders for this sub-metric. BellSouth continues to focus on improving the performance for this measure to meet the benchmark.

Service Order Accuracy / Design (Specials) / < 10 Circuits / Non-Dispatch (A.2.25.3.1.2) (November)

BellSouth met the standard for 45 of the 50 orders (94.65%) reviewed for this sub-metric in November 2001. Normal rounding convention indicates that there is no significant difference between the CLEC results for this sub-metric

and the benchmark requirement. BellSouth met the benchmark for this sub-metric in October and December 2001.

3. Resale Maintenance and Repair (M&R) Measures

BellSouth met the relevant retail analogues for 79%, 87% and 85% of all the Resale Maintenance & Repair measurements in October, November and December, respectively. The sub-metrics for which BellSouth did not meet the retail analogues were:

Missed Repair Appointments / Residence / Non-Dispatch (A.3.1.1.2) (December)

BellSouth completed 2,515 of the 2,563 repair appointments as scheduled for this sub-metric in December 2001. BellSouth provided over 98% repair completion rate for both CLECs and the retail analogue. No patterns or systemic issues were identified for the misses repair appointments. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Missed Repair Appointments / Design (Specials) / Non-Dispatch (A.3.1.3.2) (November)

BellSouth completed 18 of the 22 repair appointments as scheduled for this sub-metric in November 2001. There were no maintenance issues or

patterns identified for any of the missed appointments. BellSouth met the retail analogue comparison for this sub-metric in October and December 2001.

Missed Repair Appointments / PBX / Dispatch (A.3.1.4.1) (October)

BellSouth completed 27 of the 40 repair appointments as scheduled for this sub-metric in October 2001. There were no maintenance issues or patterns identified for the 13 missed appointments. Six of the thirteen missed appointments were dispatched on time but did not finish by the committed time (all completed within 1.5 hours of the committed time). BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Missed Repair Appointments / ISDN / Non-Dispatch (A.3.1.6.2) (October)

There were only nine orders for this sub-metric in October 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Customer Trouble Report Rate / Residence / Dispatch (A.3.2.1.1) (October/November/December)

There were 4,304 troubles reported for the approximately 173,600 in service lines for this sub-metric in October, 3,650 trouble reports for the 190,100 lines

in service in November and 3,750 trouble reports for the 147,100 lines in service in December 2001. Both the CLECs and BellSouth retail had no trouble reports for over 97% of the in service lines in all three months. There was less than 1% difference in the report rates between retail and resale results for this sub-metric in all three months. Many of the troubles due to wire and facilities appear to be caused by CPE and/or CLEC problems. BellSouth technicians will be trained on proper closeout procedures on troubles involving CPE and CLEC interfaces.

Customer Trouble Report Rate / Residence / Non-Dispatch (A.3.2.1.2) (November/December)

There were 2,415 troubles reported for the approximately 190,100 lines in service in November and 2,559 troubles reported for the 147,100 lines in service in December 2001. Both the CLECs and BellSouth retail had no trouble reports for over 98% of the in service lines in either month. There was less than 0.7% difference in the report rates between retail and resale results for this sub-metric in both months. Of the 2,415 total November trouble reports, 1,779 reports (73%) were closed as "no trouble found." Of the 2,559 total December trouble reports, 1,824 reports (71%) were closed as "no trouble found." Without these "no trouble found" reports, CLEC results would have been better than for the retail analogue for this sub-metric in both November and December. One CLEC generated 82% of the November

trouble reports and 84% of the December trouble reports for this sub-metric. BellSouth met the retail analogue for this sub-metric in October 2001.

Customer Trouble Report Rate / Business / Dispatch (A.3.2.2.1) (October/November/December)

There were 1,038 troubles reported for the approximately 55,500 in service lines for this sub-metric in October, 774 trouble reports for the 8,325 lines in service in November and 629 troubles reported for the 6,586 lines in service in December 2001. In October, November and December, 145 (14%), 132 (17%) and 107 (17%), respectively, of the trouble reports were closed as "no trouble found." BellSouth is still investigating this sub-metric to determine if any systemic maintenance issues are present.

Customer Trouble Report Rate / Business / Non-Dispatch (A.3.2.2.2) (November/December)

There were 510 troubles reported for the 8,325 in service lines for this sub-metric in November and 397 troubles reported for the 6,586 lines in service in December 2001. Of the 510 total November trouble reports, 332 (65%) of the reports were closed as "no trouble found." Of the 397 total December trouble reports, 270 (68%) of the reports were closed as "no trouble found." BellSouth met the retail analogue comparison for this sub-metric in October 2001.

Customer Trouble Report Rate / PBX / Dispatch (A.3.2.4.1)
(October/December)

There were only 40 trouble reports for the 6,477 in service lines for this sub-metric in October and 16 trouble reports for the 4,495 lines in service for December 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the months of October and December. Of the 16 December trouble reports, 13 (81%) were closed as "no trouble found," with 12 of the 13 being issued by the same CLEC. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in November 2001.

Customer Trouble Report Rate / Centrex / Non-Dispatch (A.3.2.5.2) (October)

There were only 14 trouble reports for the 2,145 in service lines for this sub-metric in October 2001. Of the 14 trouble reports in October, 8 (57%) were closed as "no trouble found." BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for the month. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Customer Trouble Report Rate / ISDN / Dispatch (A.3.2.6.1)
(October/November)

There were only 13 trouble reports for the 5,484 in service lines for this sub-metric in October and 10 trouble reports for the 6,138 lines in service in November 2001. Of the 13 reports for October, 6 (46%) reports were closed as "no trouble found," and 3 of the 10 reports (30%) for November were closed as "no trouble found." BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for both months. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in December 2001.

Customer Trouble Report Rate / ISDN / Non-Dispatch (A.3.2.6.2) (December)

There were only 10 trouble reports for the 5,171 in service lines for this sub-metric in December 2001. BellSouth provided over 99% trouble free service for both retail and the CLECs for this sub-metric for December. From a practical point of view, the CLECs' ability to compete has not been hindered even though the statistical results may technically show that BellSouth failed to meet the benchmark/analogue. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

Maintenance Average Duration / PBX / Dispatch (A.3.3.4.1) (October)

Of the 40 total trouble reports for this sub-metric in October, 19 exceeded the average maintenance duration time for the retail analogue. However, 12 of the 19 longer duration repair reports met the offered commitment intervals. Five of these twelve reports were received late on a Friday afternoon, and were committed and completed before noon on Monday. Six of the twelve reports were taken late on a weekday afternoon and were completed the following day. One report could not be completed because the technician could not gain access to the customer's equipment location. The remaining seven longer duration reports were due to cable facility problems (four at the same customer location). BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Maintenance Average Duration / ISDN / Non-Dispatch (A.3.3.6.2) (October/November/December)

There were only nine orders for this sub-metric in October, six orders in November and ten orders in December 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue.

% Repeat Troubles within 30 Days / PBX / Dispatch (A.3.4.4.1) (October)

In October 2001, there were 13 repeat reports for this sub-metric. Of the 13 October repeats, 5 were from one customer due to facilities problems, 5 were

from another customer due to service wire problems, 2 were closed as "no trouble found," and 1 was from an unrelated incident. There were only three actual different trouble situations for the month. BellSouth met the retail analogue for this sub-metric in November and December 2001.

Out of Service > 24 Hours / Design (Specials) / Non-Dispatch (A.3.5.3.2) (November)

In November 2001, 4 of the 22 trouble reports were out of service longer than 24 hours. None of these situations revealed any systemic maintenance issues. BellSouth met the retail analogue for this sub-metric in October and December 2001.

Out of Service > 24 Hours / PBX / Dispatch (A.3.5.4.1) (October)

Of the 28 "out of service" reports for this sub-metric in October, 11 of the reports were out of service longer than 24 hours. Of these 11 reports, 5 were for one customer received late on a Friday afternoon, committed and completed before noon of Monday. The remaining 6 reports out of service longer than 24 hours were due to wet cable facilities that had to be repaired by a cable technician. BellSouth met the retail analogue comparison for this sub-metric in November and December 2001.

Out of Service > 24 Hours / Centrex / Dispatch (A.3.5.5.1) (October)

There were only six orders for this sub-metric in October 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in November and December 2001.

Out of Service > 24 Hours / ISDN / Non-Dispatch (A.3.5.6.2) (October)

There were only nine orders for this sub-metric in October 2001. The small universe for this sub-metric does not provide a statistically conclusive comparison to the retail analogue. BellSouth met the retail analogue for this sub-metric in November and December 2001.

Resale – Billing

Mean Time to Deliver Invoices / CRIS / Region (A.4.2) (December)

The CLECs experienced Resale invoice delivery rates that were slightly higher than the rates for BellSouth's retail customers during December 2001 (3.67 days for BellSouth versus 3.84 days for CLECS). The small difference in performance was the result of recent shifts in workloads within the BellSouth Bill Distribution department. BellSouth met the retail analogue comparison for this sub-metric in October and November 2001.

II. Summary

As stated in the Introduction to the Analysis of Performance Measurements section, BellSouth met or exceeded the criteria for 733 of the 901 sub-metrics (81%) for which there was CLEC activity in October, for 716 of 901 sub-metrics (79%) in November and for 704 of 834 sub-metrics (84%) in December 2001.

During the three-month period of October through December 2001, there were a total of 766 sub-metrics that had CLEC activity for all three months and that were compared with either a benchmark or retail analogue. Of those 766 sub-metrics, 662 or 86% satisfied the comparison criteria for a minimum of two of the three months.

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Resale - Ordering										
A111	O-7	Residence/FL(%)	Diagnostic			18 28%	57,233				Diagnostic
A112	O-7	Business/FL(%)	Diagnostic			27 11%	2,888				Diagnostic
A113	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A114	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A115	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A116	O-7	ISDN/FL(%)	Diagnostic								Diagnostic
	% Rejected Service Requests - Partially Mechanized										
A121	O-7	Residence/FL(%)	Diagnostic			29 75%	16,614				Diagnostic
A122	O-7	Business/FL(%)	Diagnostic			45 79%	1,723				Diagnostic
A123	O-7	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A124	O-7	PBX/FL(%)	Diagnostic								Diagnostic
A125	O-7	Centrex/FL(%)	Diagnostic								Diagnostic
A126	O-7	ISDN/FL(%)	Diagnostic			50 00%	2				Diagnostic
A131	O-7	Residence/FL(%)	Diagnostic			39 62%	1,171				Diagnostic
A132	O-7	Business/FL(%)	Diagnostic			44 27%	933				Diagnostic
A133	O-7	Design (Specials)/FL(%)	Diagnostic			29 66%	236				Diagnostic
A134	O-7	PBX/FL(%)	Diagnostic			47 22%	36				Diagnostic
A135	O-7	Centrex/FL(%)	Diagnostic			60 00%	5				Diagnostic
A136	O-7	ISDN/FL(%)	Diagnostic			38 46%	26				Diagnostic
	Reject Interval - Mechanized										
A141	O-8	Residence/FL(%)	>= 97% w in 1 hr			94 66%	10,501				NO
A142	O-8	Business/FL(%)	>= 97% w in 1 hr			91 75%	788				NO
A143	O-8	Design (Specials)/FL(%)	>= 97% w in 1 hr								
A144	O-8	PBX/FL(%)	>= 97% w in 1 hr								
A145	O-8	Centrex/FL(%)	>= 97% w in 1 hr								
A146	O-8	ISDN/FL(%)	>= 97% w in 1 hr								
	Reject Interval - Partially Mechanized - 10 hours										
A171	O-8	Residence/FL(%)	>= 85% w in 10 hrs			85 06%	5,179				YES
A172	O-8	Business/FL(%)	>= 85% w in 10 hrs			95 60%	818				YES
A173	O-8	Design (Specials)/FL(%)	>= 85% w in 10 hrs								
A174	O-8	PBX/FL(%)	>= 85% w in 10 hrs								
A175	O-8	Centrex/FL(%)	>= 85% w in 10 hrs								
A176	O-8	ISDN/FL(%)	>= 85% w in 10 hrs			0 00%	1				NO
	Reject Interval - Non-Mechanized										
A181	O-8	Residence/FL(%)	>= 85% w in 24 hrs			99 38%	482				YES
A182	O-8	Business/FL(%)	>= 85% w in 24 hrs			99 76%	425				YES
A183	O-8	Design (Specials)/FL(%)	>= 85% w in 24 hrs			97 33%	75				YES
A184	O-8	PBX/FL(%)	>= 85% w in 24 hrs			94 44%	18				YES
A185	O-8	Centrex/FL(%)	>= 85% w in 24 hrs			100 00%	3				YES
A186	O-8	ISDN/FL(%)	>= 85% w in 24 hrs			78 57%	14				NO
	FOC Timeliness - Mechanized										
A191	O-9	Residence/FL(%)	>= 95% w in 3 hrs			99 28%	46,239				YES
A192	O-9	Business/FL(%)	>= 95% w in 3 hrs			98 16%	2,012				YES
A193	O-9	Design (Specials)/FL(%)	>= 95% w in 3 hrs								
A194	O-9	PBX/FL(%)	>= 95% w in 3 hrs								
A195	O-9	Centrex/FL(%)	>= 95% w in 3 hrs								
A196	O-9	ISDN/FL(%)	>= 95% w in 3 hrs								
	FOC Timeliness - Partially Mechanized - 10 hours										
A1121	O-9	Residence/FL(%)	>= 85% w in 10 hrs			84 62%	13,255				NO
A1122	O-9	Business/FL(%)	>= 85% w in 10 hrs			92 12%	1,155				YES
A1123	O-9	Design (Specials)/FL(%)	>= 85% w in 10 hrs								

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 1 12 4	O-9	PBX/FL(%)	>= 85% w in 10 hrs								
A 1 12 5	O-9	Centrex/FL(%)	>= 85% w in 10 hrs								
A 1 12 6	O-9	ISDN/FL(%)	>= 85% w in 10 hrs			0 00%	1				NO
		FOC Timeliness - Non-Mechanized									
A 1 13 1	O-9	Residence/FL(%)	>= 85% w in 36 hrs			99 05%	631				YES
A 1 13 2	O-9	Business/FL(%)	>= 85% w in 36 hrs			98 78%	410				YES
A 1 13 3	O-9	Design (Specials)/FL(%)	>= 85% w in 36 hrs			98 80%	166				YES
A 1 13 4	O-9	PBX/FL(%)	>= 85% w in 36 hrs			100 00%	14				YES
A 1 13 5	O-9	Centrex/FL(%)	>= 85% w in 36 hrs			100 00%	2				YES
A 1 13 6	O-9	ISDN/FL(%)	>= 85% w in 36 hrs			90 00%	20				YES
		FOC & Reject Response Completeness - Mechanized									
A 14 1 1	O-11	Residence/EDI/FL(%)	>= 95%			99 64%	561				YES
A 14 1 2	O-11	Residence/TAG/FL(%)	>= 95%			98 79%	56,672				YES
A 14 2 1	O-11	Business/EDI/FL(%)	>= 95%			97 87%	47				YES
A 14 2 2	O-11	Business/TAG/FL(%)	>= 95%			95 60%	2,841				YES
A 14 3 1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A 14 3 2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A 14 4 1	O-11	PBX/EDI/FL(%)	>= 95%								
A 14 4 2	O-11	PBX/TAG/FL(%)	>= 95%								
A 1 14 5 1	O-11	Centrex/EDI/FL(%)	>= 95%								
A 1 14 5 2	O-11	Centrex/TAG/FL(%)	>= 95%								
A 1 14 6 1	O-11	ISDN/EDI/FL(%)	>= 95%								
A 1 14 6 2	O-11	ISDN/TAG/FL(%)	>= 95%								
		FOC & Reject Response Completeness - Partially Mechanized									
A 1 15 1 1	O-11	Residence/EDI/FL(%)	>= 95%			100 00%	327				YES
A 1 15 1 2	O-11	Residence/TAG/FL(%)	>= 95%			99 90%	16,287				YES
A 1 15.2 1	O-11	Business/EDI/FL(%)	>= 95%			100 00%	30				YES
A 1 15 2 2	O-11	Business/TAG/FL(%)	>= 95%			99 47%	1,693				YES
A 1.15 3 1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A 1 15 3 2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A 1 15 4 1	O-11	PBX/EDI/FL(%)	>= 95%								
A 1 15 4 2	O-11	PBX/TAG/FL(%)	>= 95%								
A 1 15.5 1	O-11	Centrex/EDI/FL(%)	>= 95%								
A 1 15 5 2	O-11	Centrex/TAG/FL(%)	>= 95%								
A 1 15 6 1	O-11	ISDN/EDI/FL(%)	>= 95%								
A 1 15 6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100 00%	2				YES
		FOC & Reject Response Completeness - Non-Mechanized									
A 1 16 1	O-11	Residence/FL(%)	>= 95%			90 01%	1,171				NO
A 1 16 2	O-11	Business/FL(%)	>= 95%			84 14%	933				NO
A 1 16 3	O-11	Design (Specials)/FL(%)	>= 95%			97 03%	236				YES
A 1 16 4	O-11	PBX/FL(%)	>= 95%			86 11%	36				NO
A 1 16 5	O-11	Centrex/FL(%)	>= 95%			100 00%	5				YES
A 1.16 6	O-11	ISDN/FL(%)	>= 95%			96 15%	26				YES
		FOC & Reject Response Completeness (Multiple Responses) - Mechanized									
A 1 17 1 1	O-11	Residence/EDI/FL(%)	>= 95%			82 29%	559				NO
A 1 17 1 2	O-11	Residence/TAG/FL(%)	>= 95%			99 45%	55,985				YES
A 1 17 2 1	O-11	Business/EDI/FL(%)	>= 95%			76 09%	46				NO
A 1 17 2 2	O-11	Business/TAG/FL(%)	>= 95%			98 05%	2,716				YES
A 1 17 3 1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A 1 17.3 2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A 1 17 4 1	O-11	PBX/EDI/FL(%)	>= 95%								
A 1 17 4 2	O-11	PBX/TAG/FL(%)	>= 95%								
A 17 5 1	O-11	Centrex/EDI/FL(%)	>= 95%								
A 17 5 2	O-11	Centrex/TAG/FL(%)	>= 95%								
A 17 6 1	O-11	ISDN/EDI/FL(%)	>= 95%								
A 17 6 2	O-11	ISDN/TAG/FL(%)	>= 95%								
		FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized									
A 18 1 1	O-11	Residence/EDI/FL(%)	>= 95%			96 64%	327				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A1.18.1.2	O-11	Residence/TAG/FL(%)	>= 95%			92.62%	16,270				NO
A1.18.2.1	O-11	Business/EDI/FL(%)	>= 95%			86.67%	30				NO
A1.18.2.2	O-11	Business/TAG/FL(%)	>= 95%			85.93%	1,684				NO
A1.18.3.1	O-11	Design (Specials)/EDI/FL(%)	>= 95%								
A1.18.3.2	O-11	Design (Specials)/TAG/FL(%)	>= 95%								
A1.18.4.1	O-11	PBX/EDI/FL(%)	>= 95%								
A1.18.4.2	O-11	PBX/TAG/FL(%)	>= 95%								
A1.18.5.1	O-11	Centrex/EDI/FL(%)	>= 95%								
A1.18.5.2	O-11	Centrex/TAG/FL(%)	>= 95%								
A1.18.6.1	O-11	ISDN/EDI/FL(%)	>= 95%								
A1.18.6.2	O-11	ISDN/TAG/FL(%)	>= 95%			100.00%	2				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized									
A1.19.1	O-11	Residence/FL(%)	>= 95%			89.18%	1,054				NO
A1.19.2	O-11	Business/FL(%)	>= 95%			91.72%	785				NO
A1.19.3	O-11	Design (Specials)/FL(%)	>= 95%			92.14%	229				NO
A1.19.4	O-11	PBX/FL(%)	>= 95%			96.77%	31				YES
A1.19.5	O-11	Centrex/FL(%)	>= 95%			100.00%	5				YES
A1.19.6	O-11	ISDN/FL(%)	>= 95%			100.00%	25				YES
		Resale - Provisioning									
		Order Completion Interval									
A2.1.1.1	P-4	Residence/<10 circuits/Dispatch/FL(days)	Res		39,037	3.24	3,041	4.2370		19.4127	YES
A2.1.1.2	P-4	Residence/<10 circuits/Non-Dispatch/FL(days)	Res		67,940	0.54	45,602			43.0602	YES
A2.1.12.1	P-4	Residence/>=10 circuits/Dispatch/FL(days)	Res		67	3.50	4			0.5703	YES
A2.1.1.2.2	P-4	Residence/>=10 circuits/Non-Dispatch/FL(days)	Res					0.000			
A2.1.2.1.1	P-4	Business/<10 circuits/Dispatch/FL(days)	Bus		6,288	2.89	324			-2.5087	NO
A2.1.2.1.2	P-4	Business/<10 circuits/Non-Dispatch/FL(days)	Bus		7,911	0.95	2,321			6.5741	YES
A2.1.2.2.1	P-4	Business/>=10 circuits/Dispatch/FL(days)	Bus	12.91	210	1.67	2	18.420	13.08700	0.8592	YES
A2.1.2.2.2	P-4	Business/>=10 circuits/Non-Dispatch/FL(days)	Bus	3.70	11			4.218			
A2.1.3.1.1	P-4	Design (Specials)/<10 circuits/Dispatch/FL(days)	Design	23.17	3,653	2.67	3	24.899	14.05424	1.4592	YES
A2.1.3.1.2	P-4	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Design		67	6.75	4	10.868	5.50000	1.3613	YES
A2.1.3.2.1	P-4	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Design								
A2.1.3.2.2	P-4	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Design								
A2.1.4.1.1	P-4	PBX/<10 circuits/Dispatch/FL(days)	PBX			1.00	1			0.0774	YES
A2.1.4.1.2	P-4	PBX/<10 circuits/Non-Dispatch/FL(days)	PBX			7.54	13			2.0517	NO
A2.1.4.2.1	P-4	PBX/>=10 circuits/Dispatch/FL(days)	PBX								
A2.1.4.2.2	P-4	PBX/>=10 circuits/Non-Dispatch/FL(days)	PBX			2.33	6			0.6527	YES
A2.1.5.1.1	P-4	Centrex/<10 circuits/Dispatch/FL(days)	Centrex			2.00	1				YES
A2.1.5.1.2	P-4	Centrex/<10 circuits/Non-Dispatch/FL(days)	Centrex			3.22	6			0.6828	YES
A2.1.5.2.1	P-4	Centrex/>=10 circuits/Dispatch/FL(days)	Centrex								
A2.1.5.2.2	P-4	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Centrex								
A2.1.6.1.1	P-4	ISDN/<10 circuits/Dispatch/FL(days)	ISDN			6.00	4			1.8216	YES
A2.1.6.1.2	P-4	ISDN/<10 circuits/Non-Dispatch/FL(days)	ISDN			2.71	8			0.6484	YES
A2.1.6.2.1	P-4	ISDN/>=10 circuits/Dispatch/FL(days)	ISDN					7.911			
A2.1.6.2.2	P-4	ISDN/>=10 circuits/Non-Dispatch/FL(days)	ISDN			1.67	7				YES
		Held Orders									
A2.2.1.1.1	P-1	Residence/<10 circuits/Facility/FL(days)	Res			11.17	6			0.0027	YES
A2.2.1.1.2	P-1	Residence/<10 circuits/Equipment/FL(days)	Res			0.00	0				YES
A2.2.1.1.3	P-1	Residence/<10 circuits/Other/FL(days)	Res			11.00	1			0.4509	YES
A2.2.1.2.1	P-1	Residence/>=10 circuits/Facility/FL(days)	Res			0.00	0				YES
A2.2.1.2.2	P-1	Residence/>=10 circuits/Equipment/FL(days)	Res			0.00	0				YES
A2.2.1.2.3	P-1	Residence/>=10 circuits/Other/FL(days)	Res			0.00	0				YES
A2.2.2.1.1	P-1	Business/<10 circuits/Facility/FL(days)	Bus			7.50	2			0.9087	YES
A2.2.2.1.2	P-1	Business/<10 circuits/Equipment/FL(days)	Bus			0.00	0				YES
A2.2.2.1.3	P-1	Business/<10 circuits/Other/FL(days)	Bus			32.00	1			0.0561	YES
A2.2.2.2.1	P-1	Business/>=10 circuits/Facility/FL(days)	Bus			19.00	1			-2.0482	NO
A2.2.2.2.2	P-1	Business/>=10 circuits/Equipment/FL(days)	Bus			0.00	0				YES
A2.2.2.2.3	P-1	Business/>=10 circuits/Other/FL(days)	Bus			0.00	0				YES
A2.2.3.1.1	P-1	Design (Specials)/<10 circuits/Facility/FL(days)	Design			0.00	0				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A22312	P-1	Design (Specials)/<10 circuits/Equipment/FL(days)	Design	0.00	0	0.00	0				YES
A22313	P-1	Design (Specials)/<10 circuits/Other/FL(days)	Design	33.50	2	0.00	0	38.891			YES
A22321	P-1	Design (Specials)/>=10 circuits/Facility/FL(days)	Design	0.00	0						
A22322	P-1	Design (Specials)/>=10 circuits/Equipment/FL(days)	Design	0.00	0						
A22323	P-1	Design (Specials)/>=10 circuits/Other/FL(days)	Design	0.00	0						
A22411	P-1	PBX/<10 circuits/Facility/FL(days)	PBX	0.00	1	0.00	0				YES
A22412	P-1	PBX/<10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A22413	P-1	PBX/<10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A22421	P-1	PBX/>=10 circuits/Facility/FL(days)	PBX	0.00	0	0.00	0				YES
A22422	P-1	PBX/>=10 circuits/Equipment/FL(days)	PBX	0.00	0	0.00	0				YES
A22423	P-1	PBX/>=10 circuits/Other/FL(days)	PBX	0.00	0	0.00	0				YES
A22511	P-1	Centrex/<10 circuits/Facility/FL(days)	Centrex	12.00	1	0.00	0	8.485			YES
A22512	P-1	Centrex/<10 circuits/Equipment/FL(days)	Centrex	0.00	1	0.00	0				YES
A22513	P-1	Centrex/<10 circuits/Other/FL(days)	Centrex	0.00	0	0.00	0				YES
A22521	P-1	Centrex/>=10 circuits/Facility/FL(days)	Centrex	0.00	0						
A22522	P-1	Centrex/>=10 circuits/Equipment/FL(days)	Centrex	0.00	0						
A22523	P-1	Centrex/>=10 circuits/Other/FL(days)	Centrex	0.00	0						
A22611	P-1	ISDN/<10 circuits/Facility/FL(days)	ISDN	4.00	1	11.00	1	0.000	0.00000		NO
A22612	P-1	ISDN/<10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A22613	P-1	ISDN/<10 circuits/Other/FL(days)	ISDN	25.00	1	0.00	0	0.000			YES
A22621	P-1	ISDN/>=10 circuits/Facility/FL(days)	ISDN	0.00	0	0.00	0				YES
A22622	P-1	ISDN/>=10 circuits/Equipment/FL(days)	ISDN	0.00	0	0.00	0				YES
A22623	P-1	ISDN/>=10 circuits/Other/FL(days)	ISDN	0.00	0	0.00	0				YES
		% Jeopardies - Mechanized									
A241	P-2	Residence/FL(%)	Res	0.58%	973	0.47%	39,121		0.00039	2.3978	YES
A242	P-2	Business/FL(%)	Bus	0.88%	1,244	0.64%	2,044		0.00200	1.1482	YES
A243	P-2	Design (Specials)/FL(%)	Design	6.62%	2,244	0.00%	1		0.25211	0.2704	YES
A244	P-2	PBX/FL(%)	PBX	3.61%	1,505	0.00%	7		0.07128	0.5060	YES
A245	P-2	Centrex/FL(%)	Centrex	3.39%	1,976	0.00%	3		0.10457	0.3242	YES
A246	P-2	ISDN/FL(%)	ISDN	4.19%	2,004	0.00%	8		0.07088	0.5914	YES
		% Jeopardies - Non-Mechanized									
A251	P-2	Residence/FL(%)	Diagnostic			0.64%	466				Diagnostic
A252	P-2	Business/FL(%)	Diagnostic			0.69%	289				Diagnostic
A253	P-2	Design (Specials)/FL(%)	Diagnostic			0.00%	8				Diagnostic
A254	P-2	PBX/FL(%)	Diagnostic			0.00%	18				Diagnostic
A255	P-2	Centrex/FL(%)	Diagnostic			0.00%	9				Diagnostic
A256	P-2	ISDN/FL(%)	Diagnostic			8.33%	24				Diagnostic
		Average Jeopardy Notice Interval - Mechanized									
A271	P-2	Residence/FL(hours)	>= 48 hrs			131.74	182				YES
A272	P-2	Business/FL(hours)	>= 48 hrs			252.92	13				YES
A273	P-2	Design (Specials)/FL(hours)	>= 48 hrs								
A274	P-2	PBX/FL(hours)	>= 48 hrs								
A275	P-2	Centrex/FL(hours)	>= 48 hrs								
A276	P-2	ISDN/FL(hours)	>= 48 hrs								
		Average Jeopardy Notice Interval - Non-Mechanized									
A281	P-2	Residence/FL(hours)	Diagnostic			120.00	3				Diagnostic
A282	P-2	Business/FL(hours)	Diagnostic			96.00	2				Diagnostic
A283	P-2	Design (Specials)/FL(hours)	Diagnostic								Diagnostic
A284	P-2	PBX/FL(hours)	Diagnostic								Diagnostic
A285	P-2	Centrex/FL(hours)	Diagnostic								Diagnostic
A286	P-2	ISDN/FL(hours)	Diagnostic			288.00	2				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
A291	P-2	Residence/FL(%)	95% >= 48 hrs			100.00%	182				YES
A292	P-2	Business/FL(%)	95% >= 48 hrs			100.00%	13				YES
A293	P-2	Design (Specials)/FL(%)	95% >= 48 hrs								
A294	P-2	PBX/FL(%)	95% >= 48 hrs								
A295	P-2	Centrex/FL(%)	95% >= 48 hrs								
A296	P-2	ISDN/FL(%)	95% >= 48 hrs								

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
A 2 10 1	P-2	Residence/FL(%)	Diagnostic			100 00%	3				Diagnostic
A 2 10 2	P-2	Business/FL(%)	Diagnostic			100 00%	2				Diagnostic
A 2 10 3	P-2	Design (Specials)/FL(%)	Diagnostic								Diagnostic
A 2 10 4	P-2	PBX/FL(%)	Diagnostic								Diagnostic
A 2 10 5	P-2	Centrex/FL(%)	Diagnostic								Diagnostic
A 2 10 6	P-2	ISDN/FL(%)	Diagnostic			100 00%	2				Diagnostic
		% Missed Installation Appointments									
A 2 11 1 1 1	P-3	Residence/<10 circuits/Dispatch/FL(%)	Res	6.61%	48,942	3 50%	3,425		0 00439	7 0770	YES
A 2 11 1 1 2	P-3	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	0.04%	622,848	0 12%	47,332		0 00009	8 5770	NO
A 2 11 1 2 1	P-3	Residence/>=10 circuits/Dispatch/FL(%)	Res	3.57%	84	0 00%	5		0 08543	0 4181	YES
A 2 11 1 2 2	P-3	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res	0 00%	1						
A 2 11 2 1 1	P-3	Business/<10 circuits/Dispatch/FL(%)	Bus	1 22%	47,041	2 29%	480		0 00504	-2 1273	NO
A 2 11 2 1 2	P-3	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	0 09%	36,478	0 07%	2,803		0 00058	0 2821	YES
A 2 11 2 2 1	P-3	Business/>=10 circuits/Dispatch/FL(%)	Bus	6 56%	244	0 00%	3		0 14379	0 4560	YES
A 2 11 2 2 2	P-3	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	15	0 00%	2		0 00000		YES
A 2 11 3 1 1	P-3	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	5.03%	1,709	25 00%	4		0.10943	-1 8247	NO
A 2 11 3 1 2	P-3	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	8.45%	71	0 00%	5		0 12870	0 6566	YES
A 2 11 3 2 1	P-3	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	6						
A 2 11 3.2 2	P-3	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A 2 11 4 1 1	P-3	PBX/<10 circuits/Dispatch/FL(%)	PBX	8 82%	68	20 00%	5		0 13143	-0 8504	YES
A 2 11 4 1 2	P-3	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	189	0 00%	16		0 00000		YES
A 2 11 4 2 1	P-3	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0.00%	1						
A 2 11 4 2 2	P-3	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	0.00%	36	0 00%	6		0 00000		YES
A 2 11 5.1 1	P-3	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	5.39%	649	0 00%	2		0 15997	0 3371	YES
A 2 11 5 1.2	P-3	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	1,114	0 00%	11		0 00000		YES
A 2 11 5 2 1	P-3	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	24.14%	29						
A 2 11 5 2 2	P-3	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	147						
A 2 11 6 1 1	P-3	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2.40%	832	0 00%	17		0 03753	0 6406	YES
A 2 11 6 1 2	P-3	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1 93%	519	0 00%	18		0 03296	0 5846	YES
A 2 11 6 2 1	P-3	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	19	0 00%	1		0 00000		YES
A 2 11 6 2 2	P-3	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0 00%	39	0 00%	8		0 00000		YES
		% Provisioning Troubles within 30 Days									
A 2 12 1 1 1	P-9	Residence/<10 circuits/Dispatch/FL(%)	Res	7 40%	55,551	7 16%	3,466		0 00458	0 5272	YES
A 2 12 1 1 2	P-9	Residence/<10 circuits/Non-Dispatch/FL(%)	Res	3 79%	669,232	4 90%	46,311		0 00092	-12 1384	NO
A 2 12 1 2 1	P-9	Residence/>=10 circuits/Dispatch/FL(%)	Res	11.54%	130	0 00%	4		0 16218	0 7115	YES
A 2 12 1 2 2	P-9	Residence/>=10 circuits/Non-Dispatch/FL(%)	Res								
A 2 12 2 1 1	P-9	Business/<10 circuits/Dispatch/FL(%)	Bus	2 60%	39,646	7 54%	610		0 00649	-7 6087	NO
A 2 12 2 1 2	P-9	Business/<10 circuits/Non-Dispatch/FL(%)	Bus	4 99%	41,111	5 25%	2,818		0 00424	-0 6145	YES
A 2 12 2 2 1	P-9	Business/>=10 circuits/Dispatch/FL(%)	Bus	7 80%	359	18 18%	11		0 08208	-1 2649	YES
A 2 12 2 2 2	P-9	Business/>=10 circuits/Non-Dispatch/FL(%)	Bus	0.00%	18	0 00%	1		0 00000		YES
A 2 12 3 1 1	P-9	Design (Specials)/<10 circuits/Dispatch/FL(%)	Design	3.60%	1,748	0 00%	5		0 08348	0 4318	YES
A 2 12 3 1 2	P-9	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	Design	0.00%	71	0 00%	4		0 00000		YES
A 2 12 3 2 1	P-9	Design (Specials)/>=10 circuits/Dispatch/FL(%)	Design	0.00%	7						
A 2 12 3 2 2	P-9	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	Design								
A 2 12 4 1 1	P-9	PBX/<10 circuits/Dispatch/FL(%)	PBX	1 32%	76	0 00%	7		0 04501	0 2923	YES
A 2 12 4 1 2	P-9	PBX/<10 circuits/Non-Dispatch/FL(%)	PBX	3 41%	176	5 26%	19		0 04382	-0 4231	YES
A 2 12 4 2 1	P-9	PBX/>=10 circuits/Dispatch/FL(%)	PBX	0 00%	5	0 00%	1		0 00000		YES
A 2 12 4 2 2	P-9	PBX/>=10 circuits/Non-Dispatch/FL(%)	PBX	7 89%	38	0 00%	6		0 11846	0 6665	YES
A 2 12 5 1 1	P-9	Centrex/<10 circuits/Dispatch/FL(%)	Centrex	1 57%	638	0 00%	6		0 05095	0 3077	YES
A 2 12 5 1 2	P-9	Centrex/<10 circuits/Non-Dispatch/FL(%)	Centrex	0 63%	955	0 00%	22		0 01704	0 3687	YES
A 2 12 5 2 1	P-9	Centrex/>=10 circuits/Dispatch/FL(%)	Centrex	2.86%	35						
A 2 12 5 2 2	P-9	Centrex/>=10 circuits/Non-Dispatch/FL(%)	Centrex	0 00%	40	0 00%	1		0 00000		YES
A 2 12 6 1 1	P-9	ISDN/<10 circuits/Dispatch/FL(%)	ISDN	2 64%	832	0 00%	21		0 03545	0 7459	YES
A 2 12 6 1 2	P-9	ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN	1 19%	839	0 00%	18		0 02585	0 4611	YES
A 2 12 6 2 1	P-9	ISDN/>=10 circuits/Dispatch/FL(%)	ISDN	0 00%	1						
A 2 12 6 2 2	P-9	ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN	0 00%	50	0 00%	1		0 00000		YES
		Average Completion Notice Interval - Mechanized									
A 2 14 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Res	5.16	45,647	0 95	2,769	21 441	0 41964	10 0277	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 14 1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Res	1.49	619,817	0 74	45,262	8 254	0 04019	18 7399	YES
A 2 14 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Res	2 80	78	0 40	4	13 342	6 83996	0 3512	YES
A 2 14 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Res	1 22	1			0 000			
A 2 14 2 1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Bus	1 95	45,811	1 53	363	13 082	0 68937	0.6052	YES
A 2 14 2 1 2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Bus	2,07	35,955	0 77	2,125	14 750	0 32929	3 9296	YES
A 2 14 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Bus	7 18	196	1 88	1	24 883	24 94618	0 2123	YES
A.2 14 2 2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Bus	11 10	13			31 786			
A 2 14.3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Design	124.42	[redacted]			339 606			
A.2 14 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Design	31.76	[redacted]	1 12	1	[redacted]	69 55124	0 4406	YES
A 2 14 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Design	[redacted]	[redacted]			[redacted]			
A 2 14.3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Design	[redacted]	[redacted]			[redacted]			
A 2 14 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	PBX	[redacted]	49			[redacted]			
A 2 14 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	PBX	[redacted]	172			[redacted]			
A 2 14 4 2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	PBX	[redacted]	1			[redacted]			
A 2 14 4 2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	PBX	[redacted]	35			[redacted]			
A 2 14 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Centrex	[redacted]	563			[redacted]			
A 2 14 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Centrex	[redacted]	1,075			[redacted]			
A 2 14 5 2 1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Centrex	[redacted]	26			[redacted]			
A 2 14 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Centrex	[redacted]	147			[redacted]			
A 2 14 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	ISDN	[redacted]	570			[redacted]			
A 2 14 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN	22.73	[redacted]	0 52	1	[redacted]	[redacted]	0.1331	YES
A 2 14 6 2 1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	ISDN	[redacted]	18			[redacted]			
A 2 14 6 2 2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	ISDN	[redacted]	36			[redacted]			

Average Completion Notice Interval - Non-Mechanized

A 2 15 1 1 1	P-5	Residence/<10 circuits/Dispatch/FL(hours)	Diagnostic	[redacted]	[redacted]	16 49	153	[redacted]	[redacted]	[redacted]	Diagnostic
A 2 15.1 1 2	P-5	Residence/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 55	332				Diagnostic
A 2 15 1 2 1	P-5	Residence/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 1 2 2	P-5	Residence/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 2 1 1	P-5	Business/<10 circuits/Dispatch/FL(hours)	Diagnostic			21 59	70				Diagnostic
A 2 15.2 1.2	P-5	Business/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			12 93	237				Diagnostic
A 2 15 2 2 1	P-5	Business/>=10 circuits/Dispatch/FL(hours)	Diagnostic			0 05	2				Diagnostic
A 2 15 2.2 2	P-5	Business/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			53 76	2				Diagnostic
A 2 15 3 1 1	P-5	Design (Specials)/<10 circuits/Dispatch/FL(hours)	Diagnostic			14 78	4				Diagnostic
A 2 15 3 1 2	P-5	Design (Specials)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			14 70	4				Diagnostic
A 2 15 3 2 1	P-5	Design (Specials)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 3 2 2	P-5	Design (Specials)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 4 1 1	P-5	PBX/<10 circuits/Dispatch/FL(hours)	Diagnostic			10 58	5				Diagnostic
A 2 15 4 1 2	P-5	PBX/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			24.33	9				Diagnostic
A 2 15 4 2 1	P-5	PBX/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2.15 4.2 2	P-5	PBX/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			7 39	6				Diagnostic
A 2 15 5 1 1	P-5	Centrex/<10 circuits/Dispatch/FL(hours)	Diagnostic			16 57	1				Diagnostic
A 2 15 5 1 2	P-5	Centrex/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10 80	9				Diagnostic
A 2 15 5 2.1	P-5	Centrex/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 5 2 2	P-5	Centrex/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
A.2 15 6 1 1	P-5	ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			13 97	6				Diagnostic
A 2 15 6 1 2	P-5	ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			18 89	14				Diagnostic
A 2 15.6 2.1	P-5	ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
A 2 15 6 2.2	P-5	ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			12 10	7				Diagnostic

Total Service Order Cycle Time - Mechanized

A 2 17 1 1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic	[redacted]	[redacted]	3 68	1,994	[redacted]	[redacted]	[redacted]	Diagnostic
A 2 17 1 1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 75	32,744				Diagnostic
A 2 17 1 2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 00	2				Diagnostic
A 2 17 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 17.2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 64	142				Diagnostic
A 2 17 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 37	1,018				Diagnostic
A 2 17 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								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

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
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			3 13	411				Diagnostic
A 2 18 1 1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 87	9,754				Diagnostic
A 2 18 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2.18 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3 59	77				Diagnostic
A 2 18 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 04	658				Diagnostic
A 2 18 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3 00	1				Diagnostic
A 2 18 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18.3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			36 00	1				Diagnostic
A 2 18 3.2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18.4 1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 18.5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								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			0 33	1				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			6 53	53				Diagnostic
A 2 19 1.1 2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 81	140				Diagnostic
A 2 19 1 2 1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 1 2 2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 2 1 1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7 67	21				Diagnostic
A 2 19 2 1 2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 79	96				Diagnostic
A 2 19 2 2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 2 2 2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 3.1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			4 50	2				Diagnostic
A 2 19 3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12 00	2				Diagnostic
A 2 19 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 4 1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	4				Diagnostic
A 2 19 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	3				Diagnostic
A 2 19 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	1				Diagnostic
A 2 19 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 33	3				Diagnostic
A 2 19 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 19 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			13 00	1				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A2196.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2196.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2196.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			3.60	5				Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
A2211.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.60	1,845				Diagnostic
A2211.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.87	23,212				Diagnostic
A2211.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic			4.00	2				Diagnostic
A2211.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2212.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.53	140				Diagnostic
A2212.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.42	949				Diagnostic
A2212.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2212.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2213.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2213.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2213.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2213.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2214.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2214.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2214.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2214.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2215.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2215.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2215.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2215.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2216.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2216.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2216.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2216.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
A2221.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			3.05	386				Diagnostic
A2221.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.78	8,284				Diagnostic
A2221.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2221.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2222.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			3.54	73				Diagnostic
A2222.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.01	564				Diagnostic
A2222.2.1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic			3.00	1				Diagnostic
A2222.2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2223.1.1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2223.1.2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2223.2.1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2223.2.2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2224.1.1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2224.1.2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2224.2.1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2224.2.2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2225.1.1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2225.1.2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2225.2.1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2225.2.2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2226.1.1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2226.1.2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2226.2.1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2226.2.2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Non-Mechanized									
A2231.1.1	P-10	Residence/<10 circuits/Dispatch/FL(days)	Diagnostic			6.35	48				Diagnostic
A2231.1.2	P-10	Residence/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.90	124				Diagnostic
A2231.2.1	P-10	Residence/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A2231.2.2	P-10	Residence/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A2232.1.1	P-10	Business/<10 circuits/Dispatch/FL(days)	Diagnostic			7.85	20				Diagnostic
A2232.1.2	P-10	Business/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2.71	79				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
A 2 23.2.2 1	P-10	Business/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23.2 2.2	P-10	Business/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 3 1 1	P-10	Design (Specials)/<10 circuits/Dispatch/FL(days)	Diagnostic			4 50	2				Diagnostic
A 2 23.3 1 2	P-10	Design (Specials)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			12 00	2				Diagnostic
A 2 23 3 2 1	P-10	Design (Specials)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 3 2 2	P-10	Design (Specials)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 4.1 1	P-10	PBX/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 4 1 2	P-10	PBX/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	4				Diagnostic
A 2.23 4 2 1	P-10	PBX/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 4 2 2	P-10	PBX/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 50	2				Diagnostic
A 2 23 5 1 1	P-10	Centrex/<10 circuits/Dispatch/FL(days)	Diagnostic			4 00	1				Diagnostic
A 2 23 5 1 2	P-10	Centrex/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 33	3				Diagnostic
A 2 23 5 2 1	P-10	Centrex/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23.5 2 2	P-10	Centrex/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 6 1 1	P-10	ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			13 00	1				Diagnostic
A 2 23 6.1 2	P-10	ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
A.2 23 6 2 1	P-10	ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
A 2 23 6 2 2	P-10	ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 00	3				Diagnostic
		% Completions w/o Notice or < 24 hours									
A 2 24 1 1	P-6	Residence/Dispatch/FL(%)	Diagnostic			47 06%	3,045				Diagnostic
A 2 24 1 2	P-6	Residence/Non-Dispatch/FL(%)	Diagnostic			87 55%	45,612				Diagnostic
A 2 24 2 1	P-6	Business/Dispatch/FL(%)	Diagnostic			52 42%	330				Diagnostic
A 2 24 2 2	P-6	Business/Non-Dispatch/FL(%)	Diagnostic			76 15%	2,340				Diagnostic
A 2 24 3 1	P-6	Design (Specials)/Dispatch/FL(%)	Diagnostic			33.33%	3				Diagnostic
A.2 24 3 2	P-6	Design (Specials)/Non-Dispatch/FL(%)	Diagnostic			0 00%	4				Diagnostic
A 2 24 4 1	P-6	PBX/Dispatch/FL(%)	Diagnostic			100 00%	1				Diagnostic
A 2 24 4 2	P-6	PBX/Non-Dispatch/FL(%)	Diagnostic			70 00%	20				Diagnostic
A 2 24 5 1	P-6	Centrex/Dispatch/FL(%)	Diagnostic			0 00%	1				Diagnostic
A 2 24 5 2	P-6	Centrex/Non-Dispatch/FL(%)	Diagnostic			83 33%	6				Diagnostic
A 2 24 6 1	P-6	ISDN/Dispatch/FL(%)	Diagnostic			73 33%	15				Diagnostic
A 2 24 6 2	P-6	ISDN/Non-Dispatch/FL(%)	Diagnostic			66 67%	15				Diagnostic
A 2 25 1.1 1	P-11	Residence/<10 circuits/Dispatch/FL(%)	>= 95%			100 00%	75				YES
A 2 25 1 1 2	P-11	Residence/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	75				YES
A 2 25 1 2 1	P-11	Residence/>=10 circuits/Dispatch/FL(%)	>= 95%			100 00%	5				YES
A 2 25 1 2 2	P-11	Residence/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
A 2 25 2 1 1	P-11	Business/<10 circuits/Dispatch/FL(%)	>= 95%			95 00%	40				YES
A 2 25 2 1 2	P-11	Business/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	35				YES
A 2 25 2 2 1	P-11	Business/>=10 circuits/Dispatch/FL(%)	>= 95%			82 35%	17				NO
A 2 25 2 2 2	P-11	Business/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			78 57%	28				NO
A 2 25 3 1 1	P-11	Design (Specials)/<10 circuits/Dispatch/FL(%)	>= 95%			88 89%	63				NO
A 2 25 3.1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	45				YES
A 2 25.3 2.1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100 00%	2				YES
A 2 25 3.2.2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	6				YES
		Resale - Maintenance and Repair									
A 3 1 1 1	M&R-1	Residence/Dispatch/FL(%)	Res	3.97%	77,908	4 82%	3,757		0 00500	-10.2968	YES
A 3 1 1 2	M&R-1	Residence/Non-Dispatch/FL(%)	Res	1.33%	47,263	1 87%	2,563		0.00232	-2.3319	NO
A 3 1 2 1	M&R-1	Business/Dispatch/FL(%)	Bus	19.36%	13,253	8 43%	629		0.01245	1 5718	YES
A 3 1 2 2	M&R-1	Business/Non-Dispatch/FL(%)	Bus	2.41%	8,643	1 51%	397		0.00787	1 1381	YES
A 3 1 3 1	M&R-1	Design (Specials)/Dispatch/FL(%)	Design	8.21%	1,192	4 17%	24		0.05690	0 7274	YES
A 3 1 3 2	M&R-1	Design (Specials)/Non-Dispatch/FL(%)	Design	1.37%	1,531	0 00%	12		0.03371	0 4069	YES
A 3 1 4 1	M&R-1	PBX/Dispatch/FL(%)	PBX	19 51%	287	0 00%	16		0.10180	1 9168	YES
A 3 1 4 2			PBX	11 48%	183	20 00%	5		0.14447	-0 5901	YES
A 3 1 5 1	M&R-1	Centrex/Dispatch/FL(%)	Centrex	17.15%	974	28 57%	7		0 14297	-0 7992	YES
A 3 1 5 2	M&R-1	Centrex/Non-Dispatch/FL(%)	Centrex	7.49%	761	0 00%	4		0 13196	0 5876	YES
A 3 1 6 1	M&R-1	ISDN/Dispatch/FL(%)	ISDN	6 85%	292	0 00%	5		0 11892	0 6012	YES
A 3 1 6 2	M&R-1	ISDN/Non-Dispatch/FL(%)	ISDN	2.09%	383	0 00%	10		0 04581	0 4560	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Customer Trouble Report Rate										
A32.1.1	M&R-2	Residence/Dispatch/FL(%)	Res	1.76%	4,436,391	2 55%	147,068		0 00035	-22 7337	NO
A3212	M&R-2	Residence/Non-Dispatch/FL(%)	Res	1 07%	4,436,391	1 74%	147,068		0 00027	-24 7609	NO
A3221	M&R-2	Business/Dispatch/FL(%)	Bus	1.10%	1,293,900	9 55%	6,586		0 00130	-65.1789	NO
A3222	M&R-2	Business/Non-Dispatch/FL(%)	Bus	0.73%	1,293,900	6 03%	6,586		0.00105	-50.7207	NO
A3231	M&R-2	Design (Specials)/Dispatch/FL(%)	Design	0.48%	243,379	0 36%	6,694		0 00087	-1.5196	YES
A3232	M&R-2	Design (Specials)/Non-Dispatch/FL(%)	Design	0.63%	243,379	0 18%	6,694		0.00098	4.5974	YES
A3241	M&R-2	PBX/Dispatch/FL(%)	PBX	0 20%	345,794	0 36%	4,495		0.00067	-3.0879	NO
A3242	M&R-2	PBX/Non-Dispatch/FL(%)	PBX	0 [illegible]	345,794	0 11%	4,495		0.00054	0.2663	YES
A3251	M&R-2	Centrex/Dispatch/FL(%)	Centrex	0 [illegible]	124,674	0 33%	2,103		0.00141	0.5802	YES
A3252	M&R-2	Centrex/Non-Dispatch/FL(%)	Centrex	0.2[illegible]	124,674	0 19%	2,103		0.00125	1.0732	YES
A3261	M&R-2	ISDN/Dispatch/FL(%)	ISDN	0.06%	157,852	0 10%	5,171		0.00040	-0.3773	YES
A3262	M&R-2	ISDN/Non-Dispatch/FL(%)	ISDN	0.11%	157,852	0 19%	5,171		0.00046	-1.8846	NO
	Maintenance Average Duration										
A3311	M&R-3	Residence/Dispatch/FL(hours)	Res	20.30	77,808	17 45	3,757	25.831	0 43147	7.0833	YES
A3312	M&R-3	Residence/Non-Dispatch/FL(hours)	Res	6.97	47,263	5 50	2,563	13 486	0.27351	0.9128	YES
A3321	M&R-3	Business/Dispatch/FL(hours)	Bus	16.86	13,253	13 97	629	26 549	1.08342	2 4087	YES
A3322	M&R-3	Business/Non-Dispatch/FL(hours)	Bus	4.96	8,643	3 57	397	15.986	0.82054	1 6958	YES
A3331	M&R-3	Design (Specials)/Dispatch/FL(hours)	Design	11 54	1,192	7 11	24	43 279	8 92280	0 4966	YES
A3332	M&R-3	Design (Specials)/Non-Dispatch/FL(hours)	Design	4 09	1,531	2 50	12	24 297	7 04132	0 2259	YES
A3341	M&R-3	PBX/Dispatch/FL(hours)	PBX	17.97	287	3 15	16	19 738	5.07018	2 8050	YES
A3342	M&R-3	PBX/Non-Dispatch/FL(hours)	PBX	8.29	183	8 49	5	33.823	14.96873	0 0190	YES
A3351	M&R-3	Centrex/Dispatch/FL(hours)	Centrex	17.66	976	8 85	7	23.[illegible]	8.94551	1.0078	YES
A3352	M&R-3	Centrex/Non-Dispatch/FL(hours)	Centrex	5.68	261	1 30	4	13.819	6.82764	0.6325	YES
A3361	M&R-3	ISDN/Dispatch/FL(hours)	ISDN	7.50	292	6 14	5	10.949	4.89788	0 2763	YES
A3362	M&R-3	ISDN/Non-Dispatch/FL(hours)	ISDN	2[illegible]	383	13 29	10	5.312	1.70153	4 0575	NO
	% Repeat Troubles within 30 Days										
A3411	M&R-4	Residence/Dispatch/FL(%)	Res	17.10%	77,808	14 13%	3,757		0.00629	4.7125	YES
A3412	M&R-4	Residence/Non-Dispatch/FL(%)	Res	14.66%	47,263	15 22%	2,563		0.00717	-0.7931	YES
A3421	M&R-4	Business/Dispatch/FL(%)	Bus	14.56%	13,253	10 65%	629		0.01439	2.7170	YES
A3422	M&R-4	Business/Non-Dispatch/FL(%)	Bus	13.26%	8,643	8 82%	397		0.01741	2.5525	YES
A3431	M&R-4	Design (Specials)/Dispatch/FL(%)	Design	37.67%	1,192	45 83%	24		0.09990	-0.8174	YES
A3432	M&R-4	Design (Specials)/Non-Dispatch/FL(%)	Design	38.01%	1,531	58 33%	12		0.14069	-1.4444	YES
A3441	M&R-4	PBX/Dispatch/FL(%)	PBX	17.[illegible]	287	0 00%	16		0.09819	1.8097	YES
A3442	M&R-4	PBX/Non-Dispatch/FL(%)	PBX	14.[illegible]	183	20 00%	5		0.15625	-0.3660	YES
A3451	M&R-4	Centrex/Dispatch/FL(%)	Centrex	11.[illegible]	976	0 00%	7		0.11910	0.9910	YES
A3452	M&R-4	Centrex/Non-Dispatch/FL(%)	Centrex	15.[illegible]	261	0 00%	4		0.18000	0.8502	YES
A3461	M&R-4	ISDN/Dispatch/FL(%)	ISDN	31.[illegible]	292	20 00%	5		0.21013	1.5639	YES
A3462	M&R-4	ISDN/Non-Dispatch/FL(%)	ISDN	25.[illegible]	383	10 00%	10		0.14022	1.1301	YES
	Out of Service > 24 hours										
A3511	M&R-5	Residence/Dispatch/FL(%)	Res	19.[illegible]	99,4[illegible]	15 54%	2,748		0.00776	4.0900	YES
A3512	M&R-5	Residence/Non-Dispatch/FL(%)	Res	7.[illegible]	[illegible]	5 34%	936		0.00[illegible]	2.6243	YES
A3521	M&R-5	Business/Dispatch/FL(%)	Bus	14.57%	1,[illegible]	10 65%	460		0.01[illegible]	2.3172	YES
A3522	M&R-5	Business/Non-Dispatch/FL(%)	Bus	3.92%	3,[illegible]	2 76%	217		0.01[illegible]	0.7827	YES
A3531	M&R-5	Design (Specials)/Dispatch/FL(%)	Design	8.91%	1,192	4 17%	24		0.[illegible]	0.7274	YES
A3532	M&R-5	Design (Specials)/Non-Dispatch/FL(%)	Design	1.87%	1,531	0 00%	12		0.03571	0.4469	YES
A3541	M&R-5	PBX/Dispatch/FL(%)	PBX	18.80%	2[illegible]	0 00%	2		0.27836	0.6801	YES
A3542	M&R-5	PBX/Non-Dispatch/FL(%)	PBX	7.[illegible]	[illegible]	33 33%	3		0.15772	1.5329	YES
A3551	M&R-5	Centrex/Dispatch/FL(%)	Centrex	19.28%	66[illegible]	0 00%	7		0 14[illegible]	1.2852	YES
A3552	M&R-5	Centrex/Non-Dispatch/FL(%)	Centrex	5.75%	3[illegible]	0 00%	3		0 12811	0.4019	YES
A3561	M&R-5	ISDN/Dispatch/FL(%)	ISDN	6.85%	292	0 00%	5		0.11992	0.6012	YES
A3562	M&R-5	ISDN/Non-Dispatch/FL(%)	ISDN	2.09%	383	0 00%	2		0.10139	0.2060	YES
	Resale - Billing										
	Invoice Accuracy										
A41	B-1	FL(%)	BST - State	98.74%	$514,595,636	99 77%	$17,336 260		0 00008	-876.5963	YES
	Mean Time to Deliver Invoices - CRIS										
A42	B-2	Region(business days)	BST - Region	3.87	[illegible]	3 84	1,854				NO

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
Unbundled Network Elements - Ordering											
% Rejected Service Requests - Mechanized											
B 1 1 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 1 1 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B 1 1 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			17 47%	12,122				Diagnostic
B 1 1 4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 1 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			16 23%	154				Diagnostic
B 1 1 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0 00%	11				Diagnostic
B 1 1 7	O-7	Line Sharing/FL(%)	Diagnostic			21 28%	47				Diagnostic
B 1 1 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			6 23%	1,252				Diagnostic
B 1 1 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			9 18%	414				Diagnostic
B 1 1 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B 1 1 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 1 1 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			17 83%	129				Diagnostic
B 1 1 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			82 10%	162				Diagnostic
B 1 1 14	O-7	Other Design/FL(%)	Diagnostic			44 29%	140				Diagnostic
B 1 1.15	O-7	Other Non-Design/FL(%)	Diagnostic			51 30%	7,286				Diagnostic
B 1 1 16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1 1 17	O-13	LNP Standalone/FL(%)	Diagnostic			9 53%	2,203				Diagnostic
% Rejected Service Requests - Partially Mechanized											
B 1 2 1	O-7	Switch Ports/FL(%)	Diagnostic								Diagnostic
B 1 2.2	O-7	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B 1 2 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			22 35%	8,109				Diagnostic
B 1 2 4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 2 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			0 00%	29				Diagnostic
B 1 2 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			0 00%	2				Diagnostic
B 1 2 7	O-7	Line Sharing/FL(%)	Diagnostic			26 09%	46				Diagnostic
B 1 2.8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			27 12%	306				Diagnostic
B 1 2 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			20 71%	700				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(%)	Diagnostic			40 08%	736				Diagnostic
B 1 2 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			23 79%	2,732				Diagnostic
B.1 2 14	O-7	Other Design/FL(%)	Diagnostic			29 20%	113				Diagnostic
B 1 2 15	O-7	Other Non-Design/FL(%)	Diagnostic			81 02%	2,081				Diagnostic
B 1 2.16	O-7	INP Standalone/FL(%)	Diagnostic								Diagnostic
B 1 2 17	O-13	LNP Standalone/FL(%)	Diagnostic			39.12%	1,222				Diagnostic
% Rejected Service Requests - Non-Mechanized											
B 1 3 1	O-7	Switch Ports/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 1 3 2	O-7	Local Interoffice Transport/FL(%)	Diagnostic			52 83%	53				Diagnostic
B 1 3 3	O-7	Loop + Port Combinations/FL(%)	Diagnostic			59 01%	832				Diagnostic
B 1 3.4	O-7	Combo Other/FL(%)	Diagnostic								Diagnostic
B 1 3 5	O-7	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			29 50%	339				Diagnostic
B 1 3 6	O-7	ISDN Loop (UDN, UDC)/FL(%)	Diagnostic			14 34%	509				Diagnostic
B 1 3 7	O-7	Line Sharing/FL(%)	Diagnostic			26 15%	130				Diagnostic
B 1 3 8	O-7	2W Analog Loop Design/FL(%)	Diagnostic			45 80%	131				Diagnostic
B 1 3 9	O-7	2W Analog Loop Non-Design/FL(%)	Diagnostic			26 78%	1,169				Diagnostic
B 1 3 10	O-7	2W Analog Loop w/INP Design/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 1 3 11	O-7	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			44 44%	9				Diagnostic
B 1 3 12	O-13	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			52 63%	38				Diagnostic
B 1 3 13	O-13	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			47 22%	108				Diagnostic
B 1 3 14	O-7	Other Design/FL(%)	Diagnostic			32 49%	671				Diagnostic
B 1 3.15	O-7	Other Non-Design/FL(%)	Diagnostic			42 70%	1,424				Diagnostic
B 1 3 16	O-7	INP Standalone/FL(%)	Diagnostic			50 94%	53				Diagnostic
B 1 3.17	O-13	LNP Standalone/FL(%)	Diagnostic			30 57%	916				Diagnostic
Reject Interval - Mechanized											

BellSouth Monthly State Summary

Florida, December 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B141	O-8	Switch Ports/FL(%)		>= 97% w in 1 hr								
B142	O-8	Local Interoffice Transport/FL(%)		>= 97% w in 1 hr								
B143	O-8	Loop + Port Combinations/FL(%)		>= 97% w in 1 hr			91 20%	2,126				NO
B144	O-8	Combo Other/FL(%)		>= 97% w in 1 hr								
B145	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 97% w in 1 hr			100 00%	25				YES
B146	O-8	ISDN Loop (UDN, UDC)/FL(%)		>= 97% w in 1 hr								
B147	O-8	Line Sharing/FL(%)		>= 97% w in 1 hr			63 64%	11				NO
B148	O-8	2W Analog Loop Design/FL(%)		>= 97% w in 1 hr			65 48%	84				NO
B149	O-8	2W Analog Loop Non-Design/FL(%)		>= 97% w in 1 hr			65 00%	40				NO
B1410	O-8	2W Analog Loop w/INP Design/FL(%)		>= 97% w in 1 hr								
B1411	O-8	2W Analog Loop w/INP Non-Design/FL(%)		>= 97% w in 1 hr								
B1412	O-14	2W Analog Loop w/LNP Design/FL(%)		>= 97% w in 1 hr			95 65%	23				NO
B1413	O-14	2W Analog Loop w/LNP Non-Design/FL(%)		>= 97% w in 1 hr			96 24%	133				NO
B1414	O-8	Other Design/FL(%)		>= 97% w in 1 hr			71 43%	63				NO
B1415	O-8	Other Non-Design/FL(%)		>= 97% w in 1 hr			60 22%	3,937				NO
B1416	O-8	INP Standalone/FL(%)		>= 97% w in 1 hr								
B1417	O-14	LNP Standalone/FL(%)		>= 97% w in 1 hr			90 95%	210				NO
		Reject Interval - Partially Mechanized - 10 hours										
B171	O-8	Switch Ports/FL(%)		>= 85% w in 10 hrs								
B172	O-8	Local Interoffice Transport/FL(%)		>= 85% w in 10 hrs								
B173	O-8	Loop + Port Combinations/FL(%)		>= 85% w in 10 hrs			93 48%	1,903				YES
B174	O-8	Combo Other/FL(%)		>= 85% w in 10 hrs								
B175	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 85% w in 10 hrs								
B176	O-8	ISDN Loop (UDN, UDC)/FL(%)		>= 85% w in 10 hrs								
B177	O-8	Line Sharing/FL(%)		>= 85% w in 10 hrs			56 25%	16				NO
B178	O-8	2W Analog Loop Design/FL(%)		>= 85% w in 10 hrs			91 95%	87				YES
B179	O-8	2W Analog Loop Non-Design/FL(%)		>= 85% w in 10 hrs			87 33%	150				YES
B1710	O-8	2W Analog Loop w/INP Design/FL(%)		>= 85% w in 10 hrs								
B1711	O-8	2W Analog Loop w/INP Non-Design/FL(%)		>= 85% w in 10 hrs								
B1712	O-14	2W Analog Loop w/LNP Design/FL(%)		>= 85% w in 10 hrs			70 33%	300				NO
B1713	O-14	2W Analog Loop w/LNP Non-Design/FL(%)		>= 85% w in 10 hrs			75 92%	706				NO
B1714	O-8	Other Design/FL(%)		>= 85% w in 10 hrs			96 97%	33				YES
B1715	O-8	Other Non-Design/FL(%)		>= 85% w in 10 hrs			93 89%	1,701				YES
B1716	O-8	INP Standalone/FL(%)		>= 85% w in 10 hrs								
B1717	O-14	LNP Standalone/FL(%)		>= 85% w in 10 hrs			89 11%	505				YES
		Reject Interval - Non-Mechanized										
B181	O-8	Switch Ports/FL(%)		>= 85% w in 24 hrs								
B182	O-8	Local Interoffice Transport/FL(%)		>= 85% w in 24 hrs			100 00%	28				YES
B183	O-8	Loop + Port Combinations/FL(%)		>= 85% w in 24 hrs			99 19%	495				YES
B184	O-8	Combo Other/FL(%)		>= 85% w in 24 hrs								
B185	O-8	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 85% w in 24 hrs			100 00%	101				YES
B186	O-8	ISDN Loop (UDN, UDC)/FL(%)		>= 85% w in 24 hrs			94 67%	75				YES
B187	O-8	Line Sharing/FL(%)		>= 85% w in 24 hrs			100 00%	35				YES
B188	O-8	2W Analog Loop Design/FL(%)		>= 85% w in 24 hrs			100 00%	61				YES
B189	O-8	2W Analog Loop Non-Design/FL(%)		>= 85% w in 24 hrs			99 07%	324				YES
B1810	O-8	2W Analog Loop w/INP Design/FL(%)		>= 85% w in 24 hrs								
B1811	O-8	2W Analog Loop w/INP Non-Design/FL(%)		>= 85% w in 24 hrs			100 00%	4				YES
B1812	O-14	2W Analog Loop w/LNP Design/FL(%)		>= 85% w in 24 hrs			95 00%	20				YES
B1813	O-14	2W Analog Loop w/LNP Non-Design/FL(%)		>= 85% w in 24 hrs			98 08%	52				YES
B1814	O-8	Other Design/FL(%)		>= 85% w in 24 hrs			98 63%	219				YES
B1815	O-8	Other Non-Design/FL(%)		>= 85% w in 24 hrs			99 37%	631				YES
B1816	O-8	INP Standalone/FL(%)		>= 85% w in 24 hrs			100 00%	27				YES
B1817	O-14	LNP Standalone/FL(%)		>= 85% w in 24 hrs			99 65%	285				YES
		FOC Timeliness - Mechanized										
B191	O-9	Switch Ports/FL(%)		>= 95% w in 3 hrs								
B192	O-9	Local Interoffice Transport/FL(%)		>= 95% w in 3 hrs								
B193	O-9	Loop + Port Combinations/FL(%)		>= 95% w in 3 hrs			99 10%	9,826				YES
B194	O-9	Combo Other/FL(%)		>= 95% w in 3 hrs								
B195	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 95% w in 3 hrs			100 00%	129				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 9 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 95% w in 3 hrs			100 00%	11				YES
B 1 9 7	O-9	Line Sharing/FL(%)	>= 95% w in 3 hrs			94 87%	39				NO
B 1 9 8	O-9	2W Analog Loop Design/FL(%)	>= 95% w in 3 hrs			99 23%	1,167				YES
B 1 9 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 95% w in 3 hrs			99 13%	346				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			99 04%	104				YES
B 1 9 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95% w in 3 hrs			100 00%	23				YES
B 1 9 14	O-9	Other Design/FL(%)	>= 95% w in 3 hrs			100 00%	89				YES
B 1 9 15	O-9	Other Non-Design/FL(%)	>= 95% w in 3 hrs			99 66%	4,355				YES
B 1 9 16	O-9	INP Standalone/FL(%)	>= 95% w in 3 hrs								
B 1 9 17	O-15	LNP Standalone/FL(%)	>= 95% w in 3 hrs			96 48%	1,989				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			88 26%	6,983				YES
B 1 12 4	O-9	Combo Other/FL(%)	>= 85% w in 10 hrs								
B 1 12 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 10 hrs			93 10%	29				YES
B 1 12 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 10 hrs			50 00%	2				NO
B 1 12 7	O-9	Line Sharing/FL(%)	>= 85% w in 10 hrs			95 35%	43				YES
B 1 12 8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 10 hrs			89 24%	251				YES
B 1 12 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 10 hrs			94 93%	612				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			79 49%	473				NO
B 1 12 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 10 hrs			91 75%	2,231				YES
B 1 12 14	O-9	Other Design/FL(%)	>= 85% w in 10 hrs			85 11%	94				YES
B 1 12 15	O-9	Other Non-Design/FL(%)	>= 85% w in 10 hrs			97.25%	437				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			90 34%	756				YES
		FOC Timeliness - Non-Mechanized									
B 1 13 1	O-9	Switch Ports/FL(%)	>= 85% w in 36 hrs								
B 1 13 2	O-9	Local Interoffice Transport/FL(%)	>= 85% w in 36 hrs			96 43%	28				YES
B 1 13 3	O-9	Loop + Port Combinations/FL(%)	>= 85% w in 36 hrs			99 04%	312				YES
B 1 13 4	O-9	Combo Other/FL(%)	>= 85% w in 36 hrs								
B 1 13 5	O-9	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 85% w in 36 hrs			100 00%	235				YES
B 1 13 6	O-9	ISDN Loop (UDN, UDC)/FL(%)	>= 85% w in 36 hrs			99 30%	429				YES
B 1 13 7	O-9	Line Sharing/FL(%)	>= 85% w in 36 hrs			98 90%	91				YES
B 1 13 8	O-9	2W Analog Loop Design/FL(%)	>= 85% w in 36 hrs			98 65%	74				YES
B.1 13 9	O-9	2W Analog Loop Non-Design/FL(%)	>= 85% w in 36 hrs			99 51%	814				YES
B 1 13 10	O-9	2W Analog Loop w/INP Design/FL(%)	>= 85% w in 36 hrs			100 00%	1				YES
B 1 13 11	O-9	2W Analog Loop w/INP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	5				YES
B 1 13 12	O-15	2W Analog Loop w/LNP Design/FL(%)	>= 85% w in 36 hrs			100 00%	15				YES
B 1 13 13	O-15	2W Analog Loop w/LNP Non-Design/FL(%)	>= 85% w in 36 hrs			100 00%	55				YES
B 1 13 14	O-9	Other Design/FL(%)	>= 85% w in 36 hrs			99 56%	459				YES
B 1 13 15	O-9	Other Non-Design/FL(%)	>= 85% w in 36 hrs			99 40%	831				YES
B 1 13 16	O-9	INP Standalone/FL(%)	>= 85% w in 36 hrs			100 00%	25				YES
B 1 13 17	O-15	LNP Standalone/FL(%)	>= 85% w in 36 hrs			99 54%	654				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%			98 88%	1,345				YES
B 1 14 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			98 07%	10,777				YES
B 1 14 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 14 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B 1 14 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100 00%	39				YES
B 1 14 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100 00%	115				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 14 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B 1 14 6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100 00%	11				YES
B 1 14 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			100 00%	1				YES
B 1 14 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			97 83%	46				YES
B 1 14 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			95 63%	183				YES
B 1 14 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			98 22%	1,069				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%			90 10%	414				NO
B 1 14 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 14 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 14 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 14 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1 14 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			98 94%	94				YES
B 1 14 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			97 14%	35				YES
B 1 14 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			98 18%	55				YES
B 1 14 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			95 33%	107				YES
B 1.14 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			100 00%	44				YES
B 1 14 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			96 88%	96				YES
B 1 14 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99 77%	6 811				YES
B 1 14 15 2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			98 95%	475				YES
B 1 14 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 14 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 14 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			99 84%	1,923				YES
B 1 14 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99 64%	280				YES
		FOC & 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%			99 81%	535				YES
B 1 15 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			99 92%	7,574				YES
B 1 15 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 15 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B 1 15 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100 00%	6				YES
B 15 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100 00%	23				YES
B 15 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B 15 6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100 00%	2				YES
B 15 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%								
B 15 7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			100 00%	46				YES
B 15 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			100 00%	108				YES
B 15 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			97 98%	198				YES
B 15 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B 15 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			100 00%	700				YES
B 1 15.10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 15 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 15 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 15 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B 1 15 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100 00%	461				YES
B 1 15 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100 00%	275				YES
B 1.15 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			99 72%	1,410				YES
B 1 15 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100 00%	1,322				YES
B 1 15 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			100 00%	12				YES
B 1 15 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			100 00%	101				YES
B 1 15 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			99 84%	1,869				YES
B 1 15 15 2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			99 53%	212				YES
B 1 15 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 15 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 15 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100 00%	898				YES
B 1 15 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			99 69%	324				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
FOC & Reject Response Completeness - Non-Mechanized											
B 1 16 1	O-11	Switch Ports/FL(%)	>= 95%			0 00%	1				NO
B 1 16 2	O-11	Local Interoffice Transport/FL(%)	>= 95%			100.00%	53				YES
B 1 16.3	O-11	Loop + Port Combinations/FL(%)	>= 95%			93 99%	832				NO
B 1 16 4	O-11	Combo Other/FL(%)	>= 95%								
B 1 16 5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95%			98 23%	339				YES
B 1 16 6	O-11	ISDN Loop (UDN, UDC)/FL(%)	>= 95%			93 52%	509				NO
B 1 16 7	O-11	Line Sharing/FL(%)	>= 95%			92 31%	130				NO
B 1 16 8	O-11	2W Analog Loop Design/FL(%)	>= 95%			96 95%	131				YES
B 1 16 9	O-11	2W Analog Loop Non-Design/FL(%)	>= 95%			92 99%	1,169				NO
B 1 16 10	O-11	2W Analog Loop w/INP Design/FL(%)	>= 95%			100 00%	1				YES
B 1 16 11	O-11	2W Analog Loop w/INP Non-Design/FL(%)	>= 95%			100 00%	9				YES
B 1 16 12	O-11	2W Analog Loop w/LNP Design/FL(%)	>= 95%			89 47%	38				NO
B 1 16 13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)	>= 95%			95 37%	108				YES
B 1 16 14	O-11	Other Design/FL(%)	>= 95%			93 44%	671				NO
B 1 16 15	O-11	Other Non-Design/FL(%)	>= 95%			95 08%	1,424				YES
B 1 16 16	O-11	INP Standalone/FL(%)	>= 95%			98 11%	53				YES
B 1 16 17	O-11	LNP Standalone/FL(%)	>= 95%			98 14%	916				YES
FOC & Reject Response Completeness (Multiple Responses) - Mechanized											
B 1 17 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 17 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 17 2.1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 17 2 2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B 1 17 3.1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			82 86%	1,330				NO
B 1 17 3 2	O-11	Loop + Port Combinations/TAG/FL(%)	>= 95%			95 68%	10,569				YES
B 1 17 4 1	O-11	Combo Other/EDI/FL(%)	>= 95%								
B 1 17 4 2	O-11	Combo Other/TAG/FL(%)	>= 95%								
B 1 17 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)	>= 95%			100 00%	39				YES
B 1 17 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)	>= 95%			100 00%	115				YES
B 1 17 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)	>= 95%								
B 1 17 6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)	>= 95%			100 00%	11				YES
B 1 17 7 1	O-11	Line Sharing/EDI/FL(%)	>= 95%			0 00%	1				NO
B 1 17.7 2	O-11	Line Sharing/TAG/FL(%)	>= 95%			93 33%	45				NO
B 1 17 8 1	O-11	2W Analog Loop Design/EDI/FL(%)	>= 95%			77 71%	175				NO
B 1 17 8 2	O-11	2W Analog Loop Design/TAG/FL(%)	>= 95%			96 48%	1,050				YES
B 1 17 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)	>= 95%								
B 1 17 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)	>= 95%			94 37%	373				NO
B 1 17 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)	>= 95%								
B 1 17 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)	>= 95%								
B 1 17 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)	>= 95%								
B 1 17 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)	>= 95%								
B.1 17 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)	>= 95%			100 00%	93				YES
B 1 17 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)	>= 95%			100.00%	34				YES
B 1 17 13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)	>= 95%			100 00%	54				YES
B 1 17 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)	>= 95%			100 00%	102				YES
B 1 17 14 1	O-11	Other Design/EDI/FL(%)	>= 95%			65 91%	44				NO
B 1 17 14 2	O-11	Other Design/TAG/FL(%)	>= 95%			60 22%	93				NO
B 1 17 15 1	O-11	Other Non-Design/EDI/FL(%)	>= 95%			47 77%	6,795				NO
B 1 17 15 2	O-11	Other Non-Design/TAG/FL(%)	>= 95%			85 11%	470				NO
B 1 17 16 1	O-11	INP Standalone/EDI/FL(%)	>= 95%								
B 1 17 16 2	O-11	INP Standalone/TAG/FL(%)	>= 95%								
B 1 17 17 1	O-11	LNP Standalone/EDI/FL(%)	>= 95%			100 00%	1,920				YES
B 1 17 17 2	O-11	LNP Standalone/TAG/FL(%)	>= 95%			100 00%	279				YES
FOC & Reject Response Completeness (Multiple Responses) - Partially Mechanized											
B 1 18 1 1	O-11	Switch Ports/EDI/FL(%)	>= 95%								
B 1 18 1 2	O-11	Switch Ports/TAG/FL(%)	>= 95%								
B 1 18 2 1	O-11	Local Interoffice Transport/EDI/FL(%)	>= 95%								
B 1 18 2 2	O-11	Local Interoffice Transport/TAG/FL(%)	>= 95%								
B 1 18 3 1	O-11	Loop + Port Combinations/EDI/FL(%)	>= 95%			94 76%	534				NO

BellSouth Monthly State Summary

Florida, December 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 1 18 3 2	O-11	Loop + Port Combinations/TAG/FL(%)		>= 95%			94 94%	7,568				NO
B 1 18 4 1	O-11	Combo Other/EDI/FL(%)		>= 95%								
B 1 18 4 2	O-11	Combo Other/TAG/FL(%)		>= 95%								
B 1 18 5 1	O-11	xDSL (ADSL, HDSL and UCL)/EDI/FL(%)		>= 95%			100 00%	6				YES
B 1 18 5 2	O-11	xDSL (ADSL, HDSL and UCL)/TAG/FL(%)		>= 95%			100 00%	23				YES
B 1.18 6 1	O-11	ISDN Loop (UDN, UDC)/EDI/FL(%)		>= 95%								
B 1 18 6 2	O-11	ISDN Loop (UDN, UDC)/TAG/FL(%)		>= 95%			100 00%	2				YES
B 1 18 7 1	O-11	Line Sharing/EDI/FL(%)		>= 95%								
B 1 18 7 2	O-11	Line Sharing/TAG/FL(%)		>= 95%			80 43%	46				NO
B 1 18 8 1	O-11	2W Analog Loop Design/EDI/FL(%)		>= 95%			92.59%	108				NO
B 1 18 8 2	O-11	2W Analog Loop Design/TAG/FL(%)		>= 95%			92 78%	194				NO
B 1 18 9 1	O-11	2W Analog Loop Non-Design/EDI/FL(%)		>= 95%								
B 1 18 9 2	O-11	2W Analog Loop Non-Design/TAG/FL(%)		>= 95%			92 29%	700				NO
B 1 18 10 1	O-11	2W Analog Loop w/INP Design/EDI/FL(%)		>= 95%								
B 1 18 10 2	O-11	2W Analog Loop w/INP Design/TAG/FL(%)		>= 95%								
B 1 18 11 1	O-11	2W Analog Loop w/INP Non-Design/EDI/FL(%)		>= 95%								
B 1 18 11 2	O-11	2W Analog Loop w/INP Non-Design/TAG/FL(%)		>= 95%								
B 1 18 12 1	O-11	2W Analog Loop w/LNP Design/EDI/FL(%)		>= 95%			96 53%	461				YES
B 1 18 12 2	O-11	2W Analog Loop w/LNP Design/TAG/FL(%)		>= 95%			94 18%	275				NO
B 1 18.13 1	O-11	2W Analog Loop w/LNP Non-Design/EDI/FL(%)		>= 95%			96 23%	1,406				YES
B 1 18 13 2	O-11	2W Analog Loop w/LNP Non-Design/TAG/FL(%)		>= 95%			94 78%	1,322				NO
B 1 18 14 1	O-11	Other Design/EDI/FL(%)		>= 95%			91.67%	12				NO
B 1 18 14 2	O-11	Other Design/TAG/FL(%)		>= 95%			88 12%	101				NO
B 1 18 15.1	O-11	Other Non-Design/EDI/FL(%)		>= 95%			92 34%	1,866				NO
B 1 18 15 2	O-11	Other Non-Design/TAG/FL(%)		>= 95%			97 63%	211				YES
B.1 18 16 1	O-11	INP Standalone/EDI/FL(%)		>= 95%								
B 1 18 16 2	O-11	INP Standalone/TAG/FL(%)		>= 95%								
B 1 18 17 1	O-11	LNP Standalone/EDI/FL(%)		>= 95%			98 66%	898				YES
B 1 18 17 2	O-11	LNP Standalone/TAG/FL(%)		>= 95%			97 52%	323				YES
		FOC & Reject Response Completeness (Multiple Responses) - Non-Mechanized										
B 1 19 1	O-11	Switch Ports/FL(%)		>= 95%			0 00%	0				NO
B 1 19 2	O-11	Local Interoffice Transport/FL(%)		>= 95%			84 91%	53				NO
B 1 19 3	O-11	Loop + Port Combinations/FL(%)		>= 95%			94 12%	782				NO
B 1 19 4	O-11	Combo Other/FL(%)		>= 95%								
B 1 19 5	O-11	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 95%			97 90%	333				YES
B 1 19 6	O-11	ISDN Loop (UDN, UDC)/FL(%)		>= 95%			94 54%	476				NO
B 1 19 7	O-11	Line Sharing/FL(%)		>= 95%			95 83%	120				YES
B 1 19 8	O-11	2W Analog Loop Design/FL(%)		>= 95%			90 55%	127				NO
B 1 19 9	O-11	2W Analog Loop Non-Design/FL(%)		>= 95%			94 48%	1,087				NO
B 1 19 10	O-11	2W Analog Loop w/INP Design/FL(%)		>= 95%			100.00%	1				YES
B 1 19 11	O-11	2W Analog Loop w/INP Non-Design/FL(%)		>= 95%			77 78%	9				NO
B 1 19 12	O-11	2W Analog Loop w/LNP Design/FL(%)		>= 95%			91 18%	34				NO
B 1 19 13	O-11	2W Analog Loop w/LNP Non-Design/FL(%)		>= 95%			88 35%	103				NO
B 1 19.14	O-11	Other Design/FL(%)		>= 95%			89 95%	627				NO
B 1 19 15	O-11	Other Non-Design/FL(%)		>= 95%			94 90%	1,354				NO
B 1 19 16	O-11	INP Standalone/FL(%)		>= 95%			96 15%	52				YES
B 1 19 17	O-11	LNP Standalone/FL(%)		>= 95%			94 22%	899				NO
		Unbundled Network Elements - Provisioning										
		Order Completion Interval										
B 2 1 1 1	P-4	Switch Ports/<10 circuits/Dispatch/FL(days)		R&B (POTS)	3.40	85,325			4 910			
B 2 1 1 2	P-4	Switch Ports/<10 circuits/Non-Dispatch/FL(days)		R&B (POTS)	0.95	607,851			1 964			
B 2 1 1 2 1	P-4	Switch Ports/>=10 circuits/Dispatch/FL(days)		R&B (POTS)	10.96	277			16,561			
B 2 1 1 2 2	P-4	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)		R&B (POTS)	3.42	12			4 138			
B 2 1 2 1 1	P-4	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)		DS1/DS3	15 93	1,945	22 00	18	15 511	3 67289	1 6523	NO
B 2 1 2 1 2	P-4	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)		DS1/DS3								
B 2 1 2 2 1	P-4	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)		DS1/DS3								
B 2 1 2 2 2	P-4	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)		DS1/DS3								
B 2 1 3 1 1	P-4	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)		R&B	3.46	85,897	3 33	468	5 215	0 24172	0 5214	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B21312	P-4	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	R&B	0 95	609,356	0 58	9,567	1.965	0 02024	18 5658	YES
B21313	P-4	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(days)	R&B	0 33	365,627	0 34	7,372	0 181	0 00213	-4 2802	NO
B21314	P-4	Loop + Port Combinations/<10 circuits/Dispatch In/FL(days)	R&B	1.89	[illegible]	1 37	2,195	[illegible]	0.06122	8.3877	YES
B21321	P-4	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	R&B	[illegible]	[illegible]	4 67	9	[illegible]	0.17663	3.1152	YES
B21322	P-4	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	R&B	[illegible]	[illegible]	4 00	1	[illegible]	[illegible]	1.0838	YES
B21323	P-4	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(days)	R&B	[illegible]	[illegible]			[illegible]			
B21324	P-4	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(days)	R&B	[illegible]	[illegible]	4 00	1	[illegible]	[illegible]	0.8253	YES
B21411	P-4	Combo Other/<10 circuits/Dispatch/FL(days)	R&B&D - Disp	[illegible]	[illegible]	12 59	21	[illegible]	[illegible]	18.2074	NO
B21414	P-4	Combo Other/<10 circuits/Dispatch In/FL(days)	R&B&D - Disp	[illegible]	[illegible]			[illegible]			
B21421	P-4	Combo Other/>=10 circuits/Dispatch/FL(days)	R&B&D - Disp	[illegible]	[illegible]			[illegible]			
B21424	P-4	Combo Other/>=10 circuits/Dispatch In/FL(days)	R&B&D - Disp	[illegible]	[illegible]			[illegible]			
B21531	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]	5 37	115	[illegible]	[illegible]	-2.3529	NO
B21532	P-4	xDSL (ADSL, HDSL and UCL)/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]			[illegible]			
B21541	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]			[illegible]			
B21542	P-4	xDSL (ADSL, HDSL and UCL)/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]			[illegible]			
B21551	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]			[illegible]			
B21552	P-4	xDSL (ADSL, HDSL and UCL)/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail	[illegible]	[illegible]			[illegible]			
B21631	P-4	UNE ISDN/<6 circuits/Dispatch/FL(days)	ISDN - BRI	13 43	268	11 63	182	12 290	1 18051	1 5248	YES
B21632	P-4	UNE ISDN/<6 circuits/Non-Dispatch/FL(days)	ISDN - BRI	2.82	313			5 080			
B21641	P-4	UNE ISDN/6-13 circuits/Dispatch/FL(days)	ISDN - BRI	[illegible]	[illegible]			[illegible]			
B21642	P-4	UNE ISDN/6-13 circuits/Non-Dispatch/FL(days)	ISDN - BRI	3 00	1			0 000			
B21651	P-4	UNE ISDN/>=14 circuits/Dispatch/FL(days)	ISDN - BRI								
B21652	P-4	UNE ISDN/>=14 circuits/Non-Dispatch/FL(days)	ISDN - BRI								
B21731	P-4	Line Sharing/<6 circuits/Dispatch/FL(days)	ADSL to Retail	4.30	[illegible]	8 60	15	[illegible]	[illegible]	3.4644	NO
B21732	P-4	Line Sharing/<6 circuits/Non-Dispatch/FL(days)	ADSL to Retail	3.47	[illegible]	3 95	56	[illegible]	[illegible]	-2.9560	NO
B21741	P-4	Line Sharing/6-13 circuits/Dispatch/FL(days)	ADSL to Retail	4 15	[illegible]			1 144			
B21742	P-4	Line Sharing/6-13 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B21751	P-4	Line Sharing/>=14 circuits/Dispatch/FL(days)	ADSL to Retail								
B21752	P-4	Line Sharing/>=14 circuits/Non-Dispatch/FL(days)	ADSL to Retail								
B21811	P-4	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	[illegible]	[illegible]	5 38	202	[illegible]	[illegible]	-5.2344	NO
B21812	P-4	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	[illegible]	[illegible]			[illegible]			
B21821	P-4	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	11 55	304	5 00	1	18 262	18 29156	0 3583	YES
B21822	P-4	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	11 55	304			1 948			
B21911	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	[illegible]	[illegible]	4 32	405	[illegible]	0.24455	-3.7491	NO
B21914	P-4	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	[illegible]	[illegible]	3 07	15	[illegible]	[illegible]	-1.8041	YES
B21921	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	[illegible]	[illegible]	6 00	2	[illegible]	[illegible]	0.4324	YES
B21924	P-4	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	[illegible]	[illegible]	4 00	1	[illegible]	[illegible]	-0.6109	YES
B21101 1	P-4	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	3 46	85,897			5 215			
B21101 2	P-4	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3.46	85,897			1.965			
B21102 1	P-4	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	11.55	304			18.262			
B21102 2	P-4	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	11 55	304			1 948			
B21111 1	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3 40	85,317	5 00	1	4 910	4 90981	-0 3259	YES
B21111 4	P-4	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1.88	242,825			2.855			
B21112 1	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	[illegible]	277			16 581			
B21112 4	P-4	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	[illegible]	9			1.999			
B21121 1	P-4	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	R&B - Disp	[illegible]	[illegible]	5 14	162	5.215	-0.41012	-4 0903	NO
B21121 2	P-4	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	R&B - Disp	3 46	85,897			1 965			
B21122 1	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	R&B - Disp	11 55	304	11 50	2	18 262	12 95527	0 0042	YES
B21122 2	P-4	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	R&B - Disp	11 55	304			1 948			
B21131 1	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	3 40	85,317	5 21	230	4 910	0 32418	-5 5792	NO
B21131 4	P-4	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	1 88	242,825	5 49	326	2 855	0 15824	-22 8123	NO
B21132 1	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	R&B (POTS) excl SB Or	10 96	277	7 14	14	16 581	4 53375	0 8423	YES
B21132 4	P-4	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(days)	R&B (POTS) excl SB Or	4 44	9			1 999			
B21141 1	P-4	Other Design/<10 circuits/Dispatch/FL(days)	Design	24.77	2,530	5 13	16	24.496	6 14073	3 1995	YES
B21141 2	P-4	Other Design/<10 circuits/Non-Dispatch/FL(days)	Design	10 08	331			23.476			
B21142 1	P-4	Other Design/>=10 circuits/Dispatch/FL(days)	Design	41 24	25			13 314			
B21142 2	P-4	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Design	5 22	38			9.070			
B21151 1	P-4	Other Non-Design/<10 circuits/Dispatch/FL(days)	R&B	3 46	85,897	1 28	91	5.215	0 54697	3 9742	YES
B21151 2	P-4	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	R&B	0 95	609,356	0 71	7	1 965	0 74259	0 3255	YES
B21152 1	P-4	Other Non-Design/>=10 circuits/Dispatch/FL(days)	R&B	11 55	304	8 00	1	18.262	18 29156	0 1943	YES
B21152 2	P-4	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	R&B	1.88	192			1.948			

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B211611	P-4	INP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3 40	85,325			4 910			
B211612	P-4	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0 95	607,851	0 87	5	1 964	0 87842	0 0984	YES
B211621	P-4	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	10 96	277			16 551			
B211622	P-4	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	3 42	12			4 138			
B211711	P-4	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	R&B (POTS)	3 40	85,325	0 80	19	4.910	1 12651	2 3045	YES
B211712	P-4	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	0 95	607,851	0 67	2,648	1.964	0 03825	7 4457	YES
B211721	P-4	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	R&B (POTS)	10.96	277			16.56			
B211722	P-4	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	R&B (POTS)	3 42	12	0 43	7	4.138	1 96779	1 5195	YES
B211811	P-4	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Digital Loop < DS1	5 09	9,440	9 25	284	7.480	0 45051	-9 2284	NO
B211812	P-4	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3 84	6,419			3.141			
B211821	P-4	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop < DS1	4 15	13			1 144			
B211822	P-4	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop < DS1	3 00	2			0.000			
B211911	P-4	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	33 37	619	6 99	112	25 133	2 58073	10 2233	YES
B211912	P-4	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	9.07	206			30 722			
B211921	P-4	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Digital Loop >= DS1	46 32	19			7 371			
B211922	P-4	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Digital Loop >= DS1	5 22	38			9.070			
		Order Completion Interval within X days									
B221	P-4	xDSL (ADSL, HDSL and UCL) Loop with Conditioning/<6 circuits/Dispatch/FL(days)	14 days			13 00	1				YES
B222	P-4	xDSL (ADSL, HDSL and UCL) Loop w/o Conditioning/<6 circuits/Dispatch/FL(days)	7 days			5 30	114				YES
		Held Orders									
B23111	P-1	Switch Ports/<10 circuits/Facility/FL(days)	R&B (POTS)	11 41	512			9.267			
B23112	P-1	Switch Ports/<10 circuits/Equipment/FL(days)	R&B (POTS)	17 00	1			0.000			
B23113	P-1	Switch Ports/<10 circuits/Other/FL(days)	R&B (POTS)	19 84	51			20.220			
B23121	P-1	Switch Ports/>=10 circuits/Facility/FL(days)	R&B (POTS)	7.33	3			4.933			
B23122	P-1	Switch Ports/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0 00	0						
B23123	P-1	Switch Ports/>=10 circuits/Other/FL(days)	R&B (POTS)	0 00	0						
B23211	P-1	Local Interoffice Transport/<10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice	0.00	0	0 00	0				YES
B23212	P-1	Local Interoffice Transport/<10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice	0 00	0	0 00	0				YES
B23213	P-1	Local Interoffice Transport/<10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice	15 92	12	0 00	0	3.457			YES
B23221	P-1	Local Interoffice Transport/>=10 circuits/Facility/FL(days)	DS1/ DS3 - Interoffice								
B23222	P-1	Local Interoffice Transport/>=10 circuits/Equipment/FL(days)	DS1/ DS3 - Interoffice								
B23223	P-1	Local Interoffice Transport/>=10 circuits/Other/FL(days)	DS1/ DS3 - Interoffice								
B23311	P-1	Loop + Port Combinations/<10 circuits/Facility/FL(days)	R&B	11 41	514	4 00	1	9.257	9 26586	0 8002	YES
B23312	P-1	Loop + Port Combinations/<10 circuits/Equipment/FL(days)	R&B	17 00	1	0 00	0	0.000			YES
B23313	P-1	Loop + Port Combinations/<10 circuits/Other/FL(days)	R&B	19 84	51	1 00	2	20.220	14 57547	1 2928	YES
B23321	P-1	Loop + Port Combinations/>=10 circuits/Facility/FL(days)	R&B	7.33	3	0 00	0	4.933			YES
B23322	P-1	Loop + Port Combinations/>=10 circuits/Equipment/FL(days)	R&B	0.00	0	0 00	0				YES
B23323	P-1	Loop + Port Combinations/>=10 circuits/Other/FL(days)	R&B	0 00	0	0 00	0				YES
B23411	P-1	Combo Other/<10 circuits/Facility/FL(days)	R&B&D - Disp	11 42	517	0 00	0	9.240			YES
B23412	P-1	Combo Other/<10 circuits/Equipment/FL(days)	R&B&D - Disp	17.00	1	0 00	0	0.000			YES
B23413	P-1	Combo Other/<10 circuits/Other/FL(days)	R&B&D - Disp	20.98	52	0 00	0	20.720			YES
B23421	P-1	Combo Other/>=10 circuits/Facility/FL(days)	R&B&D - Disp	7 33	3			4.933			
B23422	P-1	Combo Other/>=10 circuits/Equipment/FL(days)	R&B&D - Disp	0 00	0						
B23423	P-1	Combo Other/>=10 circuits/Other/FL(days)	R&B&D - Disp	0.00	0						
B23511	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Facility/FL(days)	ADSL to Retail	19 38	227	0 00	0	31 050			YES
B23512	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23513	P-1	xDSL (ADSL, HDSL and UCL)/<10 circuits/Other/FL(days)	ADSL to Retail	20.50	4	0 00	0	20.240			YES
B23521	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Facility/FL(days)	ADSL to Retail	0 00	0						
B23522	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0						
B23523	P-1	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Other/FL(days)	ADSL to Retail	0.00	0						
B23611	P-1	UNE ISDN/<10 circuits/Facility/FL(days)	ISDN - BRI	4.00	1	6 67	3	0.000	0 00000		NO
B23612	P-1	UNE ISDN/<10 circuits/Equipment/FL(days)	ISDN - BRI	0 00	0	0 00	0				YES
B23613	P-1	UNE ISDN/<10 circuits/Other/FL(days)	ISDN - BRI	0 00	0	1 00	1				NO
B23621	P-1	UNE ISDN/>=10 circuits/Facility/FL(days)	ISDN - BRI								
B23622	P-1	UNE ISDN/>=10 circuits/Equipment/FL(days)	ISDN - BRI								
B23623	P-1	UNE ISDN/>=10 circuits/Other/FL(days)	ISDN - BRI								
B23711	P-1	Line Sharing/<10 circuits/Facility/FL(days)	ADSL to Retail	19 38	227	0 00	0	31 050			YES
B23712	P-1	Line Sharing/<10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0	0 00	0				YES
B23713	P-1	Line Sharing/<10 circuits/Other/FL(days)	ADSL to Retail	20.50	4	0 00	0	20.240			YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B23721	P-1	Line Shanng/>=10 circuits/Facility/FL(days)	ADSL to Retail	0 00	0						
B23722	P-1	Line Shanng/>=10 circuits/Equipment/FL(days)	ADSL to Retail	0 00	0						
B23723	P-1	Line Shanng/>=10 circuits/Other/FL(days)	ADSL to Retail	0 00	0						
B23811	P-1	2W Analog Loop Design/<10 circuits/Facility/FL(days)	R&B - Disp	11.41	514	18 67	3	9.257	5 36003	-1 3530	YES
B23812	P-1	2W Analog Loop Design/<10 circuits/Equipment/FL(days)	R&B - Disp	17.00	1	0 00	0	0.000			YES
B23813	P-1	2W Analog Loop Design/<10 circuits/Other/FL(days)	R&B - Disp	19.84	51	0 00	0	20 220			YES
B23821	P-1	2W Analog Loop Design/>=10 circuits/Facility/FL(days)	R&B - Disp	7 33	3	0 00	0	4 933			YES
B23822	P-1	2W Analog Loop Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B23823	P-1	2W Analog Loop Design/>=10 circuits/Other/FL(days)	R&B - Disp	0.00	0	0 00	0				YES
B23911	P-1	2W Analog Loop Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	11 41	512	14 00	1	9.267	9 27634	-0 2790	YES
B23912	P-1	2W Analog Loop Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	17.00	1	0 00	0	0.000			YES
B23913	P-1	2W Analog Loop Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19 84	51	0 00	0	20.220			YES
B23921	P-1	2W Analog Loop Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	7 33	3	0 00	0	4 933			YES
B23922	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
B23923	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
B231011	P-1	2W Analog Loop w/INP Design/<10 circuits/Facility/FL(days)	R&B - Disp	11 41	514			9.257			
B231012	P-1	2W Analog Loop w/INP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	17 00	1			0 000			
B231013	P-1	2W Analog Loop w/INP Design/<10 circuits/Other/FL(days)	R&B - Disp	19 84	51			20.220			
B231021	P-1	2W Analog Loop w/INP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	7 33	3			4 933			
B231022	P-1	2W Analog Loop w/INP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0						
B231023	P-1	2W Analog Loop w/INP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0 00	0						
B231111	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	11 41	512	0 00	0	9.267			YES
B231112	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	17 00	1	0 00	0	0.000			YES
B231113	P-1	2W Analog Loop w/INP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19 84	51	0 00	0	20.220			YES
B231121	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	7 33	3			4.933			
B231122	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	0 00	0						
B231123	P-1	2W Analog Loop w/INP Non-Design/>=10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	0 00	0						
B231211	P-1	2W Analog Loop w/LNP Design/<10 circuits/Facility/FL(days)	R&B - Disp	11 41	514	7 50	2	9.257	6 55831	0 5969	YES
B231212	P-1	2W Analog Loop w/LNP Design/<10 circuits/Equipment/FL(days)	R&B - Disp	17.00	1	0 00	0	0.000			YES
B231213	P-1	2W Analog Loop w/LNP Design/<10 circuits/Other/FL(days)	R&B - Disp	19 84	51	1 00	1	20.220	20 41744	0 9229	YES
B231221	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Facility/FL(days)	R&B - Disp	7 33	3	0 00	0	4.933			YES
B231222	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Equipment/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B231223	P-1	2W Analog Loop w/LNP Design/>=10 circuits/Other/FL(days)	R&B - Disp	0 00	0	0 00	0				YES
B231311	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	11 41	512	0 00	0	9.267			YES
B231312	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Equipment/FL(days)	R&B (POTS) excl SB Or	17 00	1	0 00	0	0.000			YES
B231313	P-1	2W Analog Loop w/LNP Non-Design/<10 circuits/Other/FL(days)	R&B (POTS) excl SB Or	19.84	51	0 00	0	20.220			YES
B231321	P-1	2W Analog Loop w/LNP Non-Design/>=10 circuits/Facility/FL(days)	R&B (POTS) excl SB Or	7 33	3	0 00	0	4.933			YES
B231322	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
B231323	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
B231411	P-1	Other Design/<10 circuits/Facility/FL(days)	Design	11 67	3	0 00	0	7.095			YES
B231412	P-1	Other Design/<10 circuits/Equipment/FL(days)	Design	0 00	0	0 00	0				YES
B231413	P-1	Other Design/<10 circuits/Other/FL(days)	Design	30.67	3	0 00	0	27.934			YES
B231421	P-1	Other Design/>=10 circuits/Facility/FL(days)	Design	0 00	0	0 00	0				YES
B231422	P-1	Other Design/>=10 circuits/Equipment/FL(days)	Design	0 00	0	0 00	0				YES
B231423	P-1	Other Design/>=10 circuits/Other/FL(days)	Design	0 00	0	0 00	0				YES
B231511	P-1	Other Non-Design/<10 circuits/Facility/FL(days)	R&B	11 41	514	0 00	0	9.257			YES
B231512	P-1	Other Non-Design/<10 circuits/Equipment/FL(days)	R&B	17 00	1	0 00	0	0 000			YES
B231513	P-1	Other Non-Design/<10 circuits/Other/FL(days)	R&B	19 84	51	0 00	0	20 220			YES
B231521	P-1	Other Non-Design/>=10 circuits/Facility/FL(days)	R&B	7 33	3	0 00	0	4 933			YES
B231522	P-1	Other Non-Design/>=10 circuits/Equipment/FL(days)	R&B	0 00	0	0 00	0				YES
B231523	P-1	Other Non-Design/>=10 circuits/Other/FL(days)	R&B	0 00	0	0 00	0				YES
B231611	P-1	INP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	11 41	512	0 00	0	9.267			YES
B231612	P-1	INP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	17 00	1	0 00	0	0 000			YES
B231613	P-1	INP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19 84	51	0 00	0	20 220			YES
B231621	P-1	INP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	7 33	3			4 933			
B231622	P-1	INP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0 00	0						
B231623	P-1	INP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0 00	0						
B231711	P-1	LNP (Standalone)/<10 circuits/Facility/FL(days)	R&B (POTS)	11 41	512	0 00	0	9.267			YES
B231712	P-1	LNP (Standalone)/<10 circuits/Equipment/FL(days)	R&B (POTS)	17.00	1	0 00	0	0.000			YES
B231713	P-1	LNP (Standalone)/<10 circuits/Other/FL(days)	R&B (POTS)	19 84	51	0 00	0	20.220			YES
B231721	P-1	LNP (Standalone)/>=10 circuits/Facility/FL(days)	R&B (POTS)	7.33	3	0 00	0	4.933			YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B2.3.17.2.2	P-1	LNP (Standalone)/>=10 circuits/Equipment/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B2.3.17.2.3	P-1	LNP (Standalone)/>=10 circuits/Other/FL(days)	R&B (POTS)	0.00	0	0.00	0				YES
B2.3.18.1.1	P-1	Digital Loop < DS1/<10 circuits/Facility/FL(days)	Digital Loop < DS1	19.11	234	6.67	3	30.827	17.79542	0.6993	YES
B2.3.18.1.2	P-1	Digital Loop < DS1/<10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0	0.00	0				YES
B2.3.18.1.3	P-1	Digital Loop < DS1/<10 circuits/Other/FL(days)	Digital Loop < DS1	33.83	6	1.00	1	34.351	20.04944	0.8862	YES
B2.3.18.2.1	P-1	Digital Loop < DS1/>=10 circuits/Facility/FL(days)	Digital Loop < DS1	0.00	0						
B2.3.18.2.2	P-1	Digital Loop < DS1/>=10 circuits/Equipment/FL(days)	Digital Loop < DS1	0.00	0						
B2.3.18.2.3	P-1	Digital Loop < DS1/>=10 circuits/Other/FL(days)	Digital Loop < DS1	0.00	0						
B2.3.19.1.1	P-1	Digital Loop >= DS1/<10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0	11.67	9				NO
B2.3.19.1.2	P-1	Digital Loop >= DS1/<10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0	0.00	0				YES
B2.3.19.1.3	P-1	Digital Loop >= DS1/<10 circuits/Other/FL(days)	Digital Loop >= DS1	25.00	1	0.00	0	0.000			YES
B2.3.19.2.1	P-1	Digital Loop >= DS1/>=10 circuits/Facility/FL(days)	Digital Loop >= DS1	0.00	0						
B2.3.19.2.2	P-1	Digital Loop >= DS1/>=10 circuits/Equipment/FL(days)	Digital Loop >= DS1	0.00	0						
B2.3.19.2.3	P-1	Digital Loop >= DS1/>=10 circuits/Other/FL(days)	Digital Loop >= DS1	0.00	0						
		% Jeopardies - Mechanized									
B2.5.1	P-2	Switch Ports/FL(%)	R&B (POTS)	0.59%	758,218						
B2.5.2	P-2	Local Interoffice Transport/FL(%)	DS1/ DS3 - Interoffice	37.25%	2,255	0.00%	5		0.21645	1.7209	YES
B2.5.3	P-2	Loop + Port Combinations/FL(%)	R&B	0.80%	760,622	0.16%	9,866		0.00078	5.5889	YES
B2.5.4	P-2	Combo Other/FL(%)	R&B&D - Disp	4.63%	103,970	0.00%	3		0.12126	0.3814	YES
B2.5.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	ADSL to Retail	15.09%	21,879	0.00%	91		0.03760	4.0128	YES
B2.5.6	P-2	UNE ISDN/FL(%)	ISDN - BRI	7.30%	644	0.00%	5		0.11677	0.6250	YES
B2.5.7	P-2	Line Sharing/FL(%)	ADSL to Retail	15.09%	21,879	0.00%	96		0.03661	4.1211	YES
B2.5.8	P-2	2W Analog Loop Design/FL(%)	R&B - Disp	0.60%	760,622	8.37%	227		0.00512	-15.1676	NO
B2.5.9	P-2	2W Analog Loop Non-Design/FL(%)	R&B (POTS) excl SB Or	1.15%	392,617	5.93%	118		0.00980	-4.8851	NO
B2.5.10	P-2	2W Analog Loop w/INP Design/FL(%)	R&B - Disp	0.60%	760,622						
B2.5.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.15%	392,617						
B2.5.12	P-2	2W Analog Loop w/LNP Design/FL(%)	R&B - Disp	0.60%	760,622	9.59%	511		0.00342	-26.3219	NO
B2.5.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	R&B (POTS) excl SB Or	1.15%	392,617	3.94%	3,430		0.00183	-15.2888	NO
B2.5.14	P-2	Other Design/FL(%)	Design	6.23%	4,125	8.16%	49		0.03473	-0.5565	YES
B2.5.15	P-2	Other Non-Design/FL(%)	R&B	0.60%	760,622	0.72%	139		0.00655	-0.1836	YES
B2.5.16	P-2	INP (Standalone)/FL(%)	R&B (POTS)	0.59%	758,218	0.00%	5		0.03435	0.1728	YES
B2.5.17	P-2	LNP (Standalone)/FL(%)	R&B (POTS)	0.59%	758,218	0.00%	2,692		0.00148	4.0019	YES
B2.5.18	P-2	Digital Loop < DS1/FL(%)	Digital Loop < DS1	14.64%	23,575	0.00%	95		0.03634	4.0281	YES
B2.5.19	P-2	Digital Loop >= DS1/FL(%)	Digital Loop >= DS1	5.06%	1,502	56.25%	80		0.02515	-20.3548	NO
		% Jeopardies - Non-Mechanized									
B2.6.1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B2.6.2	P-2	Local Interoffice Transport/FL(%)	Diagnostic			0.00%	13				Diagnostic
B2.6.3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			2.80%	214				Diagnostic
B2.6.4	P-2	Combo Other/FL(%)	Diagnostic			60.00%	40				Diagnostic
B2.6.5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			3.16%	95				Diagnostic
B2.6.6	P-2	UNE ISDN/FL(%)	Diagnostic			16.46%	237				Diagnostic
B2.6.7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B2.6.8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			4.35%	23				Diagnostic
B2.6.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			1.92%	104				Diagnostic
B2.6.10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B2.6.11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic			0.00%	1				Diagnostic
B2.6.12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			25.00%	20				Diagnostic
B2.6.13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			3.92%	51				Diagnostic
B2.6.14	P-2	Other Design/FL(%)	Diagnostic			0.00%	2				Diagnostic
B2.6.15	P-2	Other Non-Design/FL(%)	Diagnostic			0.00%	2				Diagnostic
B2.6.16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B2.6.17	P-2	LNP (Standalone)/FL(%)	Diagnostic			0.00%	28				Diagnostic
B2.6.18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			12.39%	331				Diagnostic
B2.6.19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			46.18%	340				Diagnostic
B2.8.1	P-2	Switch Ports/FL(hours)	>= 48 hrs								
B2.8.2	P-2	Local Interoffice Transport/FL(hours)	>= 48 hrs								
B2.8.3	P-2	Loop + Port Combinations/FL(hours)	>= 48 hrs			135.00	16				YES
B2.8.4	P-2	Combo Other/FL(hours)	>= 48 hrs								

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B2 8 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	>= 48 hrs								
B2 8 6	P-2	UNE ISDN/FL(hours)	>= 48 hrs								
B2 8 7	P-2	Line Sharing/FL(hours)	>= 48 hrs								
B2 8 8	P-2	2W Analog Loop Design/FL(hours)	>= 48 hrs			269 05	19				YES
B2 8 9	P-2	2W Analog Loop Non-Design/FL(hours)	>= 48 hrs			281 14	7				YES
B2 8 10	P-2	2W Analog Loop w/INP Design/FL(hours)	>= 48 hrs								
B2 8 11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	>= 48 hrs								
B2 8 12	P-2	2W Analog Loop w/LNP Design/FL(hours)	>= 48 hrs			256 16	49				YES
B2 8 13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	>= 48 hrs			312 89	135				YES
B2 8 14	P-2	Other Design/FL(hours)	>= 48 hrs			258 00	4				YES
B2 8 15	P-2	Other Non-Design/FL(hours)	>= 48 hrs			96 00	1				YES
B2 8 16	P-2	INP (Standalone)/FL(hours)	>= 48 hrs								
B2 8 17	P-2	LNP (Standalone)/FL(hours)	>= 48 hrs								
B2 8 18	P-2	Digital Loop < DS1/FL(hours)	>= 48 hrs								
B2 8 19	P-2	Digital Loop >= DS1/FL(hours)	>= 48 hrs			329 07	45				YES
		Average Jeopardy Notice Interval - Non-Mechanized									
B2 9 1	P-2	Switch Ports/FL(hours)	Diagnostic								Diagnostic
B2 9 2	P-2	Local Interoffice Transport/FL(hours)	Diagnostic								Diagnostic
B2 9 3	P-2	Loop + Port Combinations/FL(hours)	Diagnostic			172 00	6				Diagnostic
B2 9 4	P-2	Combo Other/FL(hours)	Diagnostic			409 00	24				Diagnostic
B2 9 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(hours)	Diagnostic			208 00	3				Diagnostic
B2 9 6	P-2	UNE ISDN/FL(hours)	Diagnostic			280 62	39				Diagnostic
B2 9 7	P-2	Line Sharing/FL(hours)	Diagnostic								Diagnostic
B2 9 8	P-2	2W Analog Loop Design/FL(hours)	Diagnostic			72 00	1				Diagnostic
B2 9 9	P-2	2W Analog Loop Non-Design/FL(hours)	Diagnostic			144 00	2				Diagnostic
B2 9 10	P-2	2W Analog Loop w/INP Design/FL(hours)	Diagnostic								Diagnostic
B2 9.11	P-2	2W Analog Loop w/INP Non-Design/FL(hours)	Diagnostic								Diagnostic
B2 9 12	P-2	2W Analog Loop w/LNP Design/FL(hours)	Diagnostic			441 60	5				Diagnostic
B2 9 13	P-2	2W Analog Loop w/LNP Non-Design/FL(hours)	Diagnostic			228 00	2				Diagnostic
B2 9 14	P-2	Other Design/FL(hours)	Diagnostic								Diagnostic
B2 9 15	P-2	Other Non-Design/FL(hours)	Diagnostic								Diagnostic
B2 9 16	P-2	INP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B2 9 17	P-2	LNP (Standalone)/FL(hours)	Diagnostic								Diagnostic
B2 9 18	P-2	Digital Loop < DS1/FL(hours)	Diagnostic			271 02	41				Diagnostic
B2 9 19	P-2	Digital Loop >= DS1/FL(hours)	Diagnostic			273 17	157				Diagnostic
		% Jeopardy Notice >= 48 hours - Mechanized									
B2 10 1	P-2	Switch Ports/FL(%)	95% >= 48 hrs								
B2 10.2	P-2	Local Interoffice Transport/FL(%)	95% >= 48 hrs								
B2 10 3	P-2	Loop + Port Combinations/FL(%)	95% >= 48 hrs			100 00%	16				YES
B2 10.4	P-2	Combo Other/FL(%)	95% >= 48 hrs								
B2 10 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	95% >= 48 hrs								
B2 10.6	P-2	UNE ISDN/FL(%)	95% >= 48 hrs								
B2 10.7	P-2	Line Sharing/FL(%)	95% >= 48 hrs								
B2 10.8	P-2	2W Analog Loop Design/FL(%)	95% >= 48 hrs			100 00%	19				YES
B2 10 9	P-2	2W Analog Loop Non-Design/FL(%)	95% >= 48 hrs			100 00%	7				YES
B2 10 10	P-2	2W Analog Loop w/INP Design/FL(%)	95% >= 48 hrs								
B2 10 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	95% >= 48 hrs								
B2 10 12	P-2	2W Analog Loop w/LNP Design/FL(%)	95% >= 48 hrs			100 00%	49				YES
B2 10 13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	95% >= 48 hrs			100 00%	135				YES
B2 10 14	P-2	Other Design/FL(%)	95% >= 48 hrs			100 00%	4				YES
B2 10 15	P-2	Other Non-Design/FL(%)	95% >= 48 hrs			100 00%	1				YES
B2 10 16	P-2	INP (Standalone)/FL(%)	95% >= 48 hrs								
B2 10 17	P-2	LNP (Standalone)/FL(%)	95% >= 48 hrs								
B2 10 18	P-2	Digital Loop < DS1/FL(%)	95% >= 48 hrs								
B2 10 19	P-2	Digital Loop >= DS1/FL(%)	95% >= 48 hrs			100 00%	45				YES
		% Jeopardy Notice >= 48 hours - Non-Mechanized									
B2 11 1	P-2	Switch Ports/FL(%)	Diagnostic								Diagnostic
B2 11 2	P-2	Local Interoffice Transport/FL(%)	Diagnostic								Diagnostic
B2 11 3	P-2	Loop + Port Combinations/FL(%)	Diagnostic			100 00%	6				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 11 4	P-2	Combo Other/FL(%)	Diagnostic			100 00%	24				Diagnostic
B 2 11 5	P-2	xDSL (ADSL, HDSL and UCL)/FL(%)	Diagnostic			100 00%	3				Diagnostic
B 2 11 6	P-2	UNE ISDN/FL(%)	Diagnostic			100 00%	39				Diagnostic
B 2 11 7	P-2	Line Sharing/FL(%)	Diagnostic								Diagnostic
B 2 11 8	P-2	2W Analog Loop Design/FL(%)	Diagnostic			100 00%	1				Diagnostic
B 2 11.9	P-2	2W Analog Loop Non-Design/FL(%)	Diagnostic			100 00%	2				Diagnostic
B 2 11 10	P-2	2W Analog Loop w/INP Design/FL(%)	Diagnostic								Diagnostic
B 2 11 11	P-2	2W Analog Loop w/INP Non-Design/FL(%)	Diagnostic								Diagnostic
B 2 11 12	P-2	2W Analog Loop w/LNP Design/FL(%)	Diagnostic			100 00%	5				Diagnostic
B 2 11 13	P-2	2W Analog Loop w/LNP Non-Design/FL(%)	Diagnostic			100 00%	2				Diagnostic
B 2 11 14	P-2	Other Design/FL(%)	Diagnostic								Diagnostic
B 2 11 15	P-2	Other Non-Design/FL(%)	Diagnostic								Diagnostic
B 2 11 16	P-2	INP (Standalone)/FL(%)	Diagnostic								Diagnostic
B 2 11 17	P-2	LNP (Standalone)/FL(%)	Diagnostic								Diagnostic
B 2 11 18	P-2	Digital Loop < DS1/FL(%)	Diagnostic			100 00%	41				Diagnostic
B 2 11 19	P-2	Digital Loop >= DS1/FL(%)	Diagnostic			100 00%	157				Diagnostic
		Coordinated Customers Conversions									
B 2 12 1	P-7	Loops with INP/FL(%)	>= 95% w in 15 min								
B 2 12 2	P-7	Loops with LNP/FL(%)	>= 95% w in 15 min			99 74%	7,665				YES
		% Hot Cuts > 15 minutes Early									
B 2 13 1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0 20%	1,004				YES
B 2 13 2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0 00%	50				YES
B 2 13 3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0 00%	139				YES
B 2 13 4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0 00%	369				YES
		Hot Cut Timeliness									
B 2 14 1	P-7A	Time-Specific SL1/FL(%)	>= 95% w in 15 min			99 80%	1,004				YES
B 2 14 2	P-7A	Time-Specific SL2/FL(%)	>= 95% w in 15 min			100 00%	50				YES
B 2.14 3	P-7A	Non-Time Specific SL1/FL(%)	>= 95% w in 15 min			100 00%	139				YES
B 2.14 4	P-7A	Non-Time Specific SL2/FL(%)	>= 95% w in 15 min			100 00%	369				YES
		% Hot Cuts > 15 minutes Late									
B 2 15 1	P-7A	Time-Specific SL1/FL(%)	<= 5%			0 00%	1,004				YES
B 2 15 2	P-7A	Time-Specific SL2/FL(%)	<= 5%			0 00%	50				YES
B 2 15 3	P-7A	Non-Time Specific SL1/FL(%)	<= 5%			0 00%	139				YES
B 2 15 4	P-7A	Non-Time Specific SL2/FL(%)	<= 5%			0 00%	369				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			296 89	7				Diagnostic
		% Provisioning Troubles within 7 Days - Hot Cuts									
B 2 17 1 1	P-7C	UNE Loop Design/Dispatch/FL(%)	<= 5%			2 33%	1,885				YES
B 2 17 1 2	P-7C	UNE Loop Design/Non-Dispatch/FL(%)	<= 5%			0 00%	5				YES
B 2 17 2 1	P-7C	UNE Loop Non-Design/Dispatch/FL(%)	<= 5%			0 50%	2,001				YES
B 2 17 2 2	P-7C	UNE Loop Non-Design/Non-Dispatch/FL(%)	<= 5%			0 41%	3,863				YES
		% Missed Installation Appointments									
B 2 18 1 1 1	P-3	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	[redacted]	95,883						
B 2 18 1.1 2	P-3	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	[redacted]	859,326						
B 2 18 1 2 1	P-3	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	[redacted]	328						
B 2 18 1 2 2	P-3	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	[redacted]	16						
B 2 18 2 1 1	P-3	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	[redacted]	1,845	0 00%	20	[redacted]	[redacted]	0.5845	YES
B 2 18 2 1 2	P-3	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B 2 18 2 2 1	P-3	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3								
B 2 18 2 2 2	P-3	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3								
B 2 18 3 1 1	P-3	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	[redacted]	98,606	4 25%	824		[redacted]	-0 3974	YES
B 2 18 3 1 2	P-3	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	[redacted]	660,857	0 10%	15,733		0.00017	3 5429	NO
B 2 18 3 1 3	P-3	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	[redacted]	365,966	0 00%	7,452		0.00000		YES
B 2 18 3 1 4	P-3	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	[redacted]	294,880	0 19%	8,281		0 00035	-2.8185	NO
B 2 18 3 2 1	P-3	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	[redacted]	358	0 00%	19		0 06110	1.1687	YES
B 2 18 3 2 2	P-3	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	[redacted]	199	0 00%	6		[redacted]		YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 18 3 2 3	P-3	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	0 00%	44			[redacted]			
B 2 18 3 2 4	P-3	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	0.00%	155	0 00%	6	[redacted]	0 00000		YES
B 2 18 4 1 1	P-3	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	[illegible]	99,232	4 76%	42	[redacted]	0 03020	-0 2568	YES
B 2 18 4 1 4	P-3	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	3.99%	99,232			[redacted]			
B 2 18 4 2 1	P-3	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	6.79%	383			[redacted]			
B 2 18 4 2 4	P-3	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	[illegible]	383			[redacted]			
B 2 18 5 1 1	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	8.11%	14,673	3 52%	199	[redacted]	0.01948	2.3673	YES
B 2 18 5 1 2	P-3	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	0.09%	7,375			[redacted]			
B 2 18.5 2 1	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	7 69%	13			[redacted]			
B 2 18 5 2 2	P-3	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail					[redacted]			
B 2 18 6 1 1	P-3	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	[illegible]	280	7 66%	222	[redacted]	[illegible]	-0.6576	YES
B 2 18 6 1 2	P-3	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	[illegible]	317			[redacted]			
B 2 18 6 2 1	P-3	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI	[illegible]				[redacted]			
B 2 18 6 2 2	P-3	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	[illegible]	[illegible]			[redacted]			
B 2 18 7 1 1	P-3	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]	4 55%	22	[redacted]	[illegible]	0.8120	YES
B 2 18 7 1 2	P-3	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]	1 43%	70	[redacted]	0.00370	-3.6064	NO
B 2 18 7 2 1	P-3	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2.18 7.2.2	P-3	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail					[redacted]			
B 2 18 8 1 1	P-3	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	3 09%	324	[redacted]	[illegible]	-0.8181	YES
B 2 18 8 1 2	P-3	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 8.2 1	P-3	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	0 00%	1	[redacted]	[illegible]	0.2795	YES
B 2 18 8 2.2	P-3	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 9 1 1	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	3.53%	679	[redacted]	[illegible]	0.5775	YES
B 2.18 9 1 4	P-3	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0 00%	18	[redacted]	[illegible]	0.1305	YES
B 2 18 9 2 1	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	328	0 00%	4	[redacted]	[illegible]	[illegible]	YES
B 2 18 9 2 4	P-3	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	13	0 00%	1	[redacted]	[illegible]		YES
B 2 18 10 1 1	P-3	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 10 1 2	P-3	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 10.2 1	P-3	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 10 2 2	P-3	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 11 1 1	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0 00%	1	[redacted]	[illegible]	[illegible]	YES
B 2 18 11 1 4	P-3	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]			[redacted]			
B 2 18 11 2 1	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]			[redacted]			
B 2 18 11 2 4	P-3	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]			[redacted]			
B 2 18 12 1 1	P-12	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	0 45%	444	[redacted]	[illegible]	[illegible]	YES
B 2 18 12 1 2	P-12	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 12 2 1	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	0 00%	10	[redacted]	[illegible]	[illegible]	YES
B 2.18 12.2 2	P-12	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 18 13 1 1	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0 35%	861	[redacted]	[illegible]	[illegible]	YES
B.2 18 13 1 4	P-12	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0 22%	1,363	[redacted]	[illegible]	[illegible]	YES
B.2 18 13 2 1	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0.00%	39	[redacted]	[illegible]	[illegible]	YES
B 2 18 13.2 4	P-12	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	0 00%	26	[redacted]	[illegible]		YES
B 2 18 14 1 1	P-3	Other Design/<10 circuits/Dispatch/FL(%)	Design	[illegible]	[illegible]	0 00%	39	[redacted]	[illegible]	[illegible]	YES
B.2 18 14 1 2	P-3	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	[illegible]	[illegible]			[redacted]			
B.2 18 14 2 1	P-3	Other Design/>=10 circuits/Dispatch/FL(%)	Design	[illegible]	[illegible]	0 00%	1	[redacted]	[illegible]		YES
B 2 18 14 2 2	P-3	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	[illegible]	[illegible]			[redacted]			
B 2 18 15 1 1	P-3	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	[illegible]	[illegible]	0 00%	116	[redacted]	[illegible]	[illegible]	YES
B 2.18 15 1 2	P-3	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	[illegible]	[illegible]	0 00%	8	[redacted]	[illegible]	[illegible]	YES
B 2 18 15 2 1	P-3	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	[illegible]	368	0 00%	12	[redacted]	[illegible]	[illegible]	YES
B 2 18 15 2 2	P-3	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	[illegible]	[illegible]			[redacted]			
B.2 18 16 1 1	P-3	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.97%	95,983			[redacted]			
B.2 18 16 1 2	P-3	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.04%	659,326	0 00%	5	[redacted]	0.00918	[illegible]	YES
B 2 18 16 2 1	P-3	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.79%	328			[redacted]			
B 2 18 16.2 2	P-3	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	16			[redacted]			
B 2 18 17.1 1	P-12	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	3.97%	95,983	0 00%	21	[redacted]	0.04261	0.9316	YES
B 2 18 17 1 2	P-12	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.04%	659,326	0 07%	2,676	[redacted]	0.00940	-0.8244	YES
B 2 18 17 2 1	P-12	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	6.79%	328			[redacted]			
B 2 18 17 2 2	P-12	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	16	0 00%	14	[redacted]	0 00000		YES
B 2 18 18 1 1	P-3	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	8.07%	15,423	5 80%	414	[redacted]	0.01357	[illegible]	YES
B 2 18 18 1 2	P-3	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.17%	8,225			[redacted]			
B 2 18 18 2 1	P-3	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	7.69%	13			[redacted]			

BellSouth Monthly State Summary
Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 18.18 2 2	P-3	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0 00%	2			[redacted]			
B 2 18.19 1 1	P-3	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0 91%	662	12 22%	409	[redacted]	0 60596	-18 9897	NO
B 2 18 19 1.2	P-3	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	1.35%	222			[redacted]			
B 2 18 19 2.1	P-3	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	[illegible]			[redacted]			
B 2 18 19 2.2	P-3	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	[illegible]			[redacted]			
	% Provisioning Troubles within 30 Days										
B 2.19 1 1 1	P-9	Switch Ports/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.40%	[illegible]			[redacted]			
B 2 19 1.1 2	P-9	Switch Ports/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	[illegible]	[illegible]			[redacted]			
B 2 19 1 2.1	P-9	Switch Ports/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.79%	[illegible]			[redacted]			
B 2.19 1 2 2	P-9	Switch Ports/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	[illegible]			[redacted]			
B 2 19.2 1.1	P-9	Local Interoffice Transport/<10 circuits/Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]	0 00%	11	[redacted]	[illegible]	[illegible]	YES
B 2 19 2 1.2	P-9	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]			[redacted]			
B 2 19 2 2 1	P-9	Local Interoffice Transport/>=10 circuits/Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]			[redacted]			
B 2 19 2.2 2	P-9	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]			[redacted]			
B 2 19 3 1 1	P-9	Loop + Port Combinations/<10 circuits/Dispatch/FL(%)	R&B	[illegible]	[illegible]	5 99%	851	[redacted]	0 00779	[illegible]	YES
B 2 19 3 1 2	P-9	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(%)	R&B	[illegible]	[illegible]	3 01%	10,916	[redacted]	0.00186	[illegible]	YES
B 2 19 3 1 3	P-9	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(%)	R&B	[illegible]	[illegible]	3 07%	5,663	[redacted]	[illegible]	3.3956	YES
B.2 19 3 1 4	P-9	Loop + Port Combinations/<10 circuits/Dispatch In/FL(%)	R&B	[illegible]	[illegible]	2 95%	5,253	[redacted]	[illegible]	[illegible]	YES
B 2 19 3 2 1	P-9	Loop + Port Combinations/>=10 circuits/Dispatch/FL(%)	R&B	[illegible]	[illegible]	15 38%	13	[redacted]	[illegible]	-0.9116	YES
B 2 19 3 2.2	P-9	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(%)	R&B	[illegible]	[illegible]	0 00%	5	[redacted]	[illegible]	0.3915	YES
B 2 19 3 2 3	P-9	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(%)	R&B	[illegible]	[illegible]			[redacted]			
B 2 19 3 2 4	P-9	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(%)	R&B	[illegible]	[illegible]	0 00%	5	[redacted]	0.00000	[illegible]	YES
B 2 19 4 1 1	P-9	Combo Other/<10 circuits/Dispatch/FL(%)	R&B&D - Disp	[illegible]	[illegible]	4 08%	49	[redacted]	0.03206	[illegible]	YES
B 2.19.4 1 4	P-9	Combo Other/<10 circuits/Dispatch In/FL(%)	R&B&D - Disp	5.32%	98,491			[redacted]			
B 2.19.4 2 1	P-9	Combo Other/>=10 circuits/Dispatch/FL(%)	R&B&D - Disp	[illegible]	537			[redacted]			
B 2.19.4 2 4	P-9	Combo Other/>=10 circuits/Dispatch In/FL(%)	R&B&D - Disp	[illegible]	[illegible]			[redacted]			
B 2 19 5 1 1	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]	4 17%	192	[redacted]	[illegible]	[illegible]	YES
B 2 19 5.1 2	P-9	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2.19 5.2 1	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2 19 5 2.2	P-9	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2 19 6 1 1	P-9	UNE ISDN/<10 circuits/Dispatch/FL(%)	ISDN - BRI	[illegible]	[illegible]	6 71%	283	[redacted]	[illegible]	-1 9096	NO
B 2 19 6 1 2	P-9	UNE ISDN/<10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	[illegible]	[illegible]			[redacted]			
B 2 19 6 2 1	P-9	UNE ISDN/>=10 circuits/Dispatch/FL(%)	ISDN - BRI	[illegible]	[illegible]			[redacted]			
B 2 19 6 2 2	P-9	UNE ISDN/>=10 circuits/Non-Dispatch/FL(%)	ISDN - BRI	[illegible]	[illegible]			[redacted]			
B 2 19 7 1 1	P-9	Line Sharing/<10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2 19 7 1 2	P-9	Line Sharing/<10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]	66 67%	6	[redacted]	[illegible]	[illegible]	NO
B 2.19 7 2 1	P-9	Line Sharing/>=10 circuits/Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2 19 7 2 2	P-9	Line Sharing/>=10 circuits/Non-Dispatch/FL(%)	ADSL to Retail	[illegible]	[illegible]			[redacted]			
B 2 19 8 1 1	P-9	2W Analog Loop Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	7 95%	327	[redacted]	[illegible]	-2 0623	NO
B 2 19 8 1 2	P-9	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B.2 19 8 2 1	P-9	2W Analog Loop Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	529	0 00%	3	[redacted]	[illegible]	0.5202	YES
B 2 19 8 2 2	P-9	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B.2 19 9 1 1	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	7 53%	717	[redacted]	[illegible]	-2.5186	NO
B 2 19 9 1 4	P-9	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	10 00%	10	[redacted]	0.05984	-1.0497	YES
B 2 19 9 2 1	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	[illegible]	[illegible]	5 88%	17	[redacted]	0.06967	[illegible]	YES
B 2 19 9 2 4	P-9	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(%)	R&B (POTS) excl SB Or	[illegible]	12			[redacted]			
B 2 19 10 1 1	P-9	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	0 00%	2	[redacted]	[illegible]	0.3370	YES
B 2 19 10.1 2	P-9	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 19.10.2 1	P-9	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	529	0 00%	1	[redacted]	[illegible]	[illegible]	YES
B 2 19 10 2 2	P-9	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	8.32%	529			[redacted]			
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	[illegible]	[illegible]	0 00%	1	[redacted]	[illegible]	[illegible]	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	[illegible]	[illegible]			[redacted]			
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	[illegible]	[illegible]			[redacted]			
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	[illegible]	12			[redacted]			
B 2 19 12 1 1	P-9	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]	8 85%	565	[redacted]	[illegible]	[illegible]	NO
B 2 19 12 1 2	P-9	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	[illegible]			[redacted]			
B 2 19.12 2 1	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(%)	R&B - Disp	[illegible]	529	0 00%	6	[redacted]	[illegible]	[illegible]	YES
B 2 19 12.2 2	P-9	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(%)	R&B - Disp	[illegible]	529			[redacted]			
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	[illegible]	[illegible]	2 81%	748	[redacted]	[illegible]	[illegible]	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 72%	310,048			[redacted]			

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 19 13 2 1	P-9	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(%)	R&B (POTS) excl SB Or	8.79%	489	0 00%	20		0 06461	1 3611	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	0.09%	12						
B 2 19 14 1.1	P-9	Other Design/<10 circuits/Dispatch/FL(%)	Design	3.22%	2,673	3 66%	191		0.01322	-0.3386	YES
B 2 19 14.1 2	P-9	Other Design/<10 circuits/Non-Dispatch/FL(%)	Design	1.74%	618						
B 2 19 14 2 1	P-9	Other Design/>=10 circuits/Dispatch/FL(%)	Design	0.05%	6						
B 2 19 14 2 2	P-9	Other Design/>=10 circuits/Non-Dispatch/FL(%)	Design	0.00%	50						
B 2 19 15 1 1	P-9	Other Non-Design/<10 circuits/Dispatch/FL(%)	R&B	6.57%	818	4 00%	25		0.0451	0.3048	YES
B 2 19 15.1 2	P-9	Other Non-Design/<10 circuits/Non-Dispatch/FL(%)	R&B	2.66%	1,866	0 00%	7		0.07272	0.5294	YES
B 2 19 15.2 1	P-9	Other Non-Design/>=10 circuits/Dispatch/FL(%)	R&B	0.07%	329	0 00%	2		0.19563	0.4252	YES
B 2 19 15 2 2	P-9	Other Non-Design/>=10 circuits/Non-Dispatch/FL(%)	R&B	0.01%	96						
B 2 19 16 1 1	P-9	INP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	1.47%	1,197						
B 2 19 16 1 2	P-9	INP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.99%	2,843						
B 2 19 16 2 1	P-9	INP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	0.71%	489						
B 2 19 16.2 2	P-9	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.03%	18						
B 2 19 17 1 1	P-9	LNP (Standalone)/<10 circuits/Dispatch/FL(%)	R&B (POTS)	5.49%	96,197						
B 2 19 17 1 2	P-9	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	3.99%	210,843						
B 2 19 17 2 1	P-9	LNP (Standalone)/>=10 circuits/Dispatch/FL(%)	R&B (POTS)	8.79%	489						
B 2 19.17.2 2	P-9	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(%)	R&B (POTS)	0.00%	18						
B 2 19.18 1 1	P-9	Digital Loop < DS1/<10 circuits/Dispatch/FL(%)	Digital Loop < DS1	9.08%	14,941	5.87%	460		0 01359	2 3495	YES
B 2 19 18 1 2	P-9	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	8.27%	7,755						
B 2 19 18 2 1	P-9	Digital Loop < DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop < DS1	19.42%	97						
B 2 19.18 2 2	P-9	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop < DS1	0.00%	1						
B 2 19 19 1 1	P-9	Digital Loop >= DS1/<10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	1.73%	519	7 96%	289		0.00958	6.4966	NO
B 2 19 19.1.2	P-9	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.59%	339						
B 2 19 19 2 1	P-9	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(%)	Digital Loop >= DS1	0.00%	1						
B 2 19 19.2.2	P-9	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(%)	Digital Loop >= DS1	0.00%	56						

Average Completion Notice Interval - Mechanized

B 2 21 1 1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.56	91,858			17,826			
B 2 21 1 1.2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.52	855,772			8,778			
B 2 21.1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	8.69	274			22,279			
B 2 21 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	10.36	4			60,662			
B 2 21 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	DS1/ DS3 - Interoffice	75.72	1,310	0 02	4	27,237	140 03219	0.5406	YES
B 2 21 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	DS1/ DS3 - Interoffice	7.14	1			0			
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	0.00	1			0			
B.2 21.3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	R&B	3.56	92,000	1 00	703	17,882	0 67709	3.7932	YES
B 2 21 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.52	856,249	0 97	14,075	8,792	0.00190	17.4116	YES
B 2 21 3 1.3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	R&B	1.99	855,671	0 92	6,268	10,104	0.12871	8.0581	YES
B 2 21 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	R&B	0.96	291,584	1 01	7,807	8,759	0.01751	0.3611	YES
B 2 21 3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	R&B	6.68	301	0 36	12	27 033	3.95766	0.7799	YES
B.2 21.3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	R&B	3 82	198	0 15	1	26 822	26 89034	0 1367	YES
B.2 21 3 2.3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	R&B	11 41	44			52 468			
B 2 21 3.2.4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	R&B	1 63	152	0 15	1	11 113	11 14993	0 1327	YES
B 2 21 4.1 1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	R&B&D - Disp	7.19	3,966			63 753			
B 2 21 4.1 4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	R&B&D - Disp								
B 2 21 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	R&B&D - Disp	21.42	329			111 448			
B 2 21 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	R&B&D - Disp	1							
B.2 21 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	ADSL to Retail	9.31	14,213			26 722			
B 2 21 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.13	7,840			6 622			
B 2 21 5 2 1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	7.37	13			19 930			
B 2 21 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B 2 21 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	ISDN - BRI	55.97	240	0 02	6	76 284	31 11644	1 7981	YES
B 2 21 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	ISDN - BRI	7.46	206			33 453			
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	9.31	14,213	4 70	11	26 722	8 05997	0.5719	YES
B 2 21 7 1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail	1.13	7,840	0 62	45	6,622	0 99022	0.5084	YES
B 2 21 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	ADSL to Retail	7.37	13			19 930			
B 2 21 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	ADSL to Retail								
B 2 21 8 1 1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3 56	92,000	22 23	301	17 882	1 03238	-18 0818	NO

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 21 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3 56	92,000			8 792			
B 2 21 8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6 56	301	0.02	1	27.033	27.07744	0.2416	YES
B.2.21 8 2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.56	301			26.822			
B 2 21.9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.56	91,352	0 57	595	17.826	0.73317	4.0636	YES
B 2.21 9 1 4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.97	290,701	0 85	5	6.759	3.02280	0.0407	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	6.93	1 274	0 02	2	22.279	15.81120	0.3739	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	0.45	11			11.113			
B 2 21 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.56	92,000			17.882			
B 2.21 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.56	92,000			8,792			
B 2 21 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.56	301			27.033			
B 2 21 10 2.2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.56	301			26.822			
B 2 21 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.56	91,352			17.826			
B 2 21 11 1 4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.97	290,701			6.759			
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	6.93	1 274			22.279			
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	0.45	11			11.113			
B 2 21 12 1.1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	R&B - Disp	3.56	92,000	20 90	428	17.882	0.86486	20.0043	NO
B 2 21 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	3.56	92,000			8.792			
B 2 21 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	R&B - Disp	6.56	301	21 07	9	27.033	9.11454	1.5883	YES
B 2 21 12 2 2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B - Disp	6.56	301			26.822			
B 2 21 13 1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	R&B (POTS) excl SB Or	3.56	91,352	0.89	838	17.826	0.61860	1.5092	YES
B 2 21 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	R&B (POTS) excl SB Or	0.97	290,701			6.759			
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	6.93	1274	0.64	33	22.279	4.10231	1.2890	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	0.45	11			11.113			
B 2 21 14 1 1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Design	179.26	1,272	21 03	1	388.135	388.12649	0.3921	YES
B 2 21 14 1.2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Design	61.26	52			211 915			
B 2 21 14 2.1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Design	229.25	1			368.011			
B 2 21 14 2.2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Design	0.00	0			0.000			
B 2 21 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	R&B	3.56	92,000			17.882			
B 2 21 15.1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	R&B	1.93	657,249			8.792			
B 2 21 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	R&B	6.56	301			27.033			
B 2 21 15.2 2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	R&B	5.82	56			26.822			
B 2 21 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.55	91,352			17.826			
B 2 21 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.52	656,779			8.738			
B 2 21 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	6.93	274			22.279			
B 2 21 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	5.39	11			30.652			
B 2 21 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	R&B (POTS)	3.56	91,352	3 57	15	17.826	4.60302	0.0044	YES
B 2 21 17 1.2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	1.53	656,779	0 70	2,208	8.738	0.05626	0.0041	YES
B 2 21 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	R&B (POTS)	6.93	274			22.279			
B 2 21.17 2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	R&B (POTS)	5.39	11	0 54	4	30.652	15.07831	0.0	YES
B 2 21 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	32.16	1,820	0 02	6	72.169	29.48234	0.4335	YES
B 2 21 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	1.39	9,147			9 121			
B 2 21 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop < DS1	7.27	43			19.930			
B 2 21.18 2 2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop < DS1	0.00	2			0 163			
B 2 21.19 1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	406.10	385	24 29	82	511.410	62.20003	6.1384	YES
B 2 21 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	49.62	155			269.850			
B 2 21 19 2 1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Digital Loop >= DS1	240.24	68			400.466			
B 2 21 19.2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Digital Loop >= DS1	0.00	35			0.420			

Average Completion Notice Interval - Non-Mechanized

B 2 22 1.1 1	P-5	Switch Ports/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 1 1 2	P-5	Switch Ports/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 1 2 1	P-5	Switch Ports/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 1 2 2	P-5	Switch Ports/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 2 1 1	P-5	Local Interoffice Transport/<10 circuits/Dispatch/FL(hours)	Diagnostic			11 98	11				Diagnostic
B 2 22 2 1 2	P-5	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 2 2 1	P-5	Local Interoffice Transport/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 2 2 2	P-5	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 3 1 1	P-5	Loop + Port Combinations/<10 circuits/Dispatch/FL(hours)	Diagnostic			9 91	92				Diagnostic
B 2 22 3 1 2	P-5	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			15 31	120				Diagnostic
B 2 22 3 1 3	P-5	Loop + Port Combinations/<10 circuits/Switch Based Orders/FL(hours)	Diagnostic			15 12	62				Diagnostic
B 2 22 3 1 4	P-5	Loop + Port Combinations/<10 circuits/Dispatch In/FL(hours)	Diagnostic			15 52	58				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22.3 2 1	P-5	Loop + Port Combinations/>=10 circuits/Dispatch/FL(hours)	Diagnostic			7 10	7				Diagnostic
B 2 22 3 2 2	P-5	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 3 2 3	P-5	Loop + Port Combinations/>=10 circuits/Switch Based Orders/FL(hours)	Diagnostic								Diagnostic
B 2 22 3.2 4	P-5	Loop + Port Combinations/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2.22 4 1.1	P-5	Combo Other/<10 circuits/Dispatch/FL(hours)	Diagnostic			62 55	39				Diagnostic
B 2 22.4 1.4	P-5	Combo Other/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 4 2 1	P-5	Combo Other/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 4 2 4	P-5	Combo Other/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 1 1	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(hours)	Diagnostic			44 81	87				Diagnostic
B 2 22 5 1 2	P-5	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 2.1	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 5 2 2	P-5	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 6 1 1	P-5	UNE ISDN/<10 circuits/Dispatch/FL(hours)	Diagnostic			44 12	212				Diagnostic
B 2 22 6 1 2	P-5	UNE ISDN/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 6.2 1	P-5	UNE ISDN/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 6 2 2	P-5	UNE ISDN/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 7 1.1	P-5	Line Sharing/<10 circuits/Dispatch/FL(hours)	Diagnostic			11 63	10				Diagnostic
B 2 22 7.1 2	P-5	Line Sharing/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			10 98	21				Diagnostic
B 2 22 7 2 1	P-5	Line Sharing/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 7 2 2	P-5	Line Sharing/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 8 1.1	P-5	2W Analog Loop Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			51 26	22				Diagnostic
B 2.22 8 1 2	P-5	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22.8 2 1	P-5	2W Analog Loop Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22.8 2.2	P-5	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 9 1 1	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			11 12	84				Diagnostic
B 2.22.9 1.4	P-5	2W Analog Loop Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic			30 54	13				Diagnostic
B 2 22.9 2 1	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			8 23	2				Diagnostic
B 2 22 9 2.4	P-5	2W Analog Loop Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic			22 75	1				Diagnostic
B 2 22 10 1 1	P-5	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 10 1 2	P-5	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 10 2 1	P-5	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 10 2 2	P-5	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 11 1 1	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20 72	1				Diagnostic
B 2 22 11 1.4	P-5	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 11 2 1	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 11 2 4	P-5	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 12 1 1	P-5	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			20 83	10				Diagnostic
B 2 22 12 1 2	P-5	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 12 2 1	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			15 35	1				Diagnostic
B 2.22 12 2.2	P-5	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2.22 13.1 1	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			23 82	23				Diagnostic
B 2 22 13 1 4	P-5	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2 22 13.2.1	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic			33 09	6				Diagnostic
B 2.22.13 2 4	P-5	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch In/FL(hours)	Diagnostic								Diagnostic
B 2.22.14 1.1	P-5	Other Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			0 25	2				Diagnostic
B 2.22 14 1 2	P-5	Other Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14 2 1	P-5	Other Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 14.2 2	P-5	Other Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 15 1 1	P-5	Other Non-Design/<10 circuits/Dispatch/FL(hours)	Diagnostic			9 70	10				Diagnostic
B 2 22 15 1 2	P-5	Other Non-Design/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 15 2 1	P-5	Other Non-Design/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 15.2.2	P-5	Other Non-Design/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 1 1	P-5	INP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 1 2	P-5	INP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 2 1	P-5	INP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 16 2 2	P-5	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17 1 1	P-5	LNP (Standalone)/<10 circuits/Dispatch/FL(hours)	Diagnostic			5 30	6				Diagnostic
B 2 22 17 1 2	P-5	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic			3 77	464				Diagnostic
B 2 22 17 2 1	P-5	LNP (Standalone)/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 17.2 2	P-5	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic			1 90	10				Diagnostic
B 2 22 18 1 1	P-5	Digital Loop < DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			44 40	298				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 22 18 1 2	P-5	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B.2 22 18 2 1	P-5	Digital Loop < DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 18 2.2	P-5	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 19.1 1	P-5	Digital Loop >= DS1/<10 circuits/Dispatch/FL(hours)	Diagnostic			29 71	311				Diagnostic
B 2 22 19 1 2	P-5	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 19 2.1	P-5	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(hours)	Diagnostic								Diagnostic
B 2 22 19 2.2	P-5	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(hours)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Mechanized									
B 2 24 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 1.2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 3 1.1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 18	275				Diagnostic
B 2 24 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 81	5,154				Diagnostic
B 2 24 3.2.1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 33	3				Diagnostic
B 2 24 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.4.1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 5.1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 5.1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24 5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.24 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 1.2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 2.1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 7 1 1	P-10	Line Shanng/<10 circuits/Dispatch/FL(days)	Diagnostic			3 67	5				Diagnostic
B 2.24 7.1 2	P-10	Line Shanng/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 70	20				Diagnostic
B 2 24 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 7 2 2	P-10	Line Shanng/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24.8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5.85	143				Diagnostic
B 2.24 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 9.1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 64	56				Diagnostic
B 2.24 9 1.2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 9.2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 9.2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 10 1.2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 11.2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 82	11				Diagnostic
B 2 24 12.1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 50	2				Diagnostic
B 2 24 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 24 14.1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic			11 00	1				Diagnostic
B 2 24 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.24 14.2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 16.2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 76	1,597				Diagnostic
B 2 24 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.18 1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 18 2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24.18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 24 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 09	11				Diagnostic
B 2 24 19.1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24.19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 24.19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 1.2.1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19 50	2				Diagnostic
B 2 25.2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 3.1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 33	112				Diagnostic
B 2 25 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 91	2,747				Diagnostic
B 2 25 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B.2 25 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	1				Diagnostic
B 2 25 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 4 2.1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5.1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5 2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 25 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12 17	6				Diagnostic
B 2 25 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 6 2.2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			5 50	2				Diagnostic
B 2 25 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 06	16				Diagnostic
B 2 25 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			8 06	49				Diagnostic
B 2 25 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 00	1				Diagnostic
B 2 25 8 2.2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 16	295				Diagnostic
B 2 25 9.1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			9 00	5				Diagnostic
B 2 25 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 25 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 94	133				Diagnostic
B 2 25 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			13 00	2				Diagnostic
B 2 25 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 49	208				Diagnostic
B 2 25 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 36	296				Diagnostic
B 2.25 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 50	12				Diagnostic
B 2 25 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 60	10				Diagnostic
B 2 25.14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 16.2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			3 10	13				Diagnostic
B 2.25 17.1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1.26	403				Diagnostic
B 2 25 17.2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 00	3				Diagnostic
B 2 25 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12.17	6				Diagnostic
B 2 25 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8 91	11				Diagnostic
B 2 25 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 25.19.2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.25 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time - Non-Mechanized									
B 2 26 1.1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 1.2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 1.2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			24 60	5				Diagnostic
B 2 26 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 2.2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 37	19				Diagnostic
B 2 26 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 58	43				Diagnostic
B 2 26 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 50	2				Diagnostic
B 2 26 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			6 73	11				Diagnostic
B 2 26 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 26 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6 93	29				Diagnostic
B.2 26 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 26 5.2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12 44	78				Diagnostic
B 2 26 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			5 75	4				Diagnostic
B 2 26 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 90	10				Diagnostic
B 2 26 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 80	5				Diagnostic
B 2 26 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 26	23				Diagnostic
B 2 26 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 25	8				Diagnostic
B 2 26 9.2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 9.2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	1				Diagnostic
B 2 26 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10.2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
B 2 26.11.1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 11.2.2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 20	5				Diagnostic
B 2 26 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12 2.1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 00	9				Diagnostic
B 2 26 13 1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 00	1				Diagnostic
B 2 26 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 00	2				Diagnostic
B 2 26 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			15 00	1				Diagnostic
B 2.26 14.1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 14 2.2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10 50	2				Diagnostic
B 2.26 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26.15 2.1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 15 2.2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 16 2.2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26.17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
B 2 26 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 54	63				Diagnostic
B 2 26 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 17.2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.26 18.1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 95	107				Diagnostic
B 2 26 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 18 2.1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 18.2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 19.1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6 98	46				Diagnostic
B 2 26 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 26 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Mechanized									
B 2 28 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 28 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28.2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 19	268				Diagnostic
B 2 28 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0 83	4,035				Diagnostic
B 2 28 3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			4 33	3				Diagnostic
B 2 28 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 4 1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 4.2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.5 2 1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 5 2 2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 6.1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2.28 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			3 00	1				Diagnostic
B 2 28 7.1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 00	8				Diagnostic
B 2 28 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 7.2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 84	140				Diagnostic
B 2 28 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 8.2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			4 64	56				Diagnostic
B.2 28 9.1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28 9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 28.11.2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12.1.1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 82	11				Diagnostic
B 2 28 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12.2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 1 2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5 50	2				Diagnostic
B 2.28.13.2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28.14.2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 28 16 2.1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			0.76	1,597				Diagnostic
B 2 28.17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.28 17 2.2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 18 2.2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			7 09	11				Diagnostic
B 2 28 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 2.1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 28 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
		Total Service Order Cycle Time (offered) - Partially Mechanized									
B 2 29 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 1 1 2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			19 50	2				Diagnostic
B 2 29 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 54	95				Diagnostic
B 2 29 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 07	2,357				Diagnostic
B 2 29.3 2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			5 00	1				Diagnostic
B 2 29 3 2 2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 00	1				Diagnostic
B 2.29 4.1.1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4.1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 1.1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 5 1 2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29 5 2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29.5 2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12 17	6				Diagnostic
B 2 29 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.6.2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 1.1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			5.36	11				Diagnostic
B 2 29 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 29.8 1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 78	45				Diagnostic
B 2 29 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29.8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 00	1				Diagnostic
B 2 29.8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 9 1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			5 15	294				Diagnostic
B 2 29 9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			10 25	4				Diagnostic
B 2 29 9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6 00	2				Diagnostic
B 2 29.9 2.2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 2.1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 11.1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 94	131				Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 29 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			13 00	2				Diagnostic
B 2 29 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.29 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 50	206				Diagnostic
B 2.29 13 1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 36	296				Diagnostic
B 2 29 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			6.50	12				Diagnostic
B 2 29 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			7 60	10				Diagnostic
B.2 29 14 1 1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14 1 2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14 2.1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 16.2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic			3 10	13				Diagnostic
B.2 29 17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 14	374				Diagnostic
B 2 29 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			1 50	2				Diagnostic
B 2 29.18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			12 17	6				Diagnostic
B.2 29 18 1.2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19.1 1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			8 91	11				Diagnostic
B 2 29.19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 29 19 2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
Total Service Order Cycle Time (offered) - Non-Mechanized											
B 2 30 1 1 1	P-10	Switch Ports/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 1.2	P-10	Switch Ports/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 2 1	P-10	Switch Ports/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 1 2 2	P-10	Switch Ports/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30 2 1 1	P-10	Local Interoffice Transport/<10 circuits/Dispatch/FL(days)	Diagnostic			28 75	4				Diagnostic
B 2 30 2 1 2	P-10	Local Interoffice Transport/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 1	P-10	Local Interoffice Transport/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 2 2 2	P-10	Local Interoffice Transport/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 3 1 1	P-10	Loop + Port Combinations/<10 circuits/Dispatch/FL(days)	Diagnostic			4 39	18				Diagnostic
B.2 30 3 1 2	P-10	Loop + Port Combinations/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			3 43	35				Diagnostic
B 2 30 3.2 1	P-10	Loop + Port Combinations/>=10 circuits/Dispatch/FL(days)	Diagnostic			2 50	2				Diagnostic
B 2 30 3 2.2	P-10	Loop + Port Combinations/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 1 1	P-10	Combo Other/<10 circuits/Dispatch/FL(days)	Diagnostic			6 73	11				Diagnostic
B 2 30.4.1 2	P-10	Combo Other/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 2 1	P-10	Combo Other/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 4 2 2	P-10	Combo Other/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 1 1	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Dispatch/FL(days)	Diagnostic			6 96	27				Diagnostic
B 2 30 5 1.2	P-10	xDSL (ADSL, HDSL and UCL)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5 2.1	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 5.2.2	P-10	xDSL (ADSL, HDSL and UCL)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 6 1 1	P-10	UNE ISDN/<10 circuits/Dispatch/FL(days)	Diagnostic			12 38	66				Diagnostic
B 2 30 6 1 2	P-10	UNE ISDN/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 6 2 1	P-10	UNE ISDN/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.6 2 2	P-10	UNE ISDN/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 1 1	P-10	Line Sharing/<10 circuits/Dispatch/FL(days)	Diagnostic			5 75	4				Diagnostic
B 2 30 7 1 2	P-10	Line Sharing/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6 90	10				Diagnostic
B 2 30 7 2 1	P-10	Line Sharing/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 7 2 2	P-10	Line Sharing/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 30.8.1 1	P-10	2W Analog Loop Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 50	4				Diagnostic
B 2 30 8 1 2	P-10	2W Analog Loop Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.8 2 1	P-10	2W Analog Loop Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 8 2 2	P-10	2W Analog Loop Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30.9.1 1	P-10	2W Analog Loop Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			6 27	22				Diagnostic
B 2 30.9 1 2	P-10	2W Analog Loop Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.25	8				Diagnostic
B 2 30.9 2 1	P-10	2W Analog Loop Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.9 2 2	P-10	2W Analog Loop Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			6.00	1				Diagnostic
B.2 30 10 1 1	P-10	2W Analog Loop w/INP Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30.10 1 2	P-10	2W Analog Loop w/INP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30.10 2 1	P-10	2W Analog Loop w/INP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 10 2 2	P-10	2W Analog Loop w/INP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 1 1	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			7 00	1				Diagnostic
B 2 30 11 1 2	P-10	2W Analog Loop w/INP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 2 1	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 11 2 2	P-10	2W Analog Loop w/INP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 1 1	P-14	2W Analog Loop w/LNP Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 20	5				Diagnostic
B 2 30 12 1 2	P-14	2W Analog Loop w/LNP Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 12 2 1	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 12 2 2	P-14	2W Analog Loop w/LNP Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 13 1 1	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			9 00	9				Diagnostic
B 2 30 13 1.2	P-14	2W Analog Loop w/LNP Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			4 00	1				Diagnostic
B 2 30 13 2 1	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic			8 00	2				Diagnostic
B 2 30 13 2 2	P-14	2W Analog Loop w/LNP Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic			15 00	1				Diagnostic
B 2 30 14 1.1	P-10	Other Design/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30 14 1.2	P-10	Other Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 2 1	P-10	Other Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 14 2 2	P-10	Other Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B.2 30.15 1 1	P-10	Other Non-Design/<10 circuits/Dispatch/FL(days)	Diagnostic			10 50	2				Diagnostic
B 2 30 15 1 2	P-10	Other Non-Design/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15.2 1	P-10	Other Non-Design/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 15 2 2	P-10	Other Non-Design/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1 1	P-10	INP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 1 2	P-10	INP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 2 1	P-10	INP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 16 2 2	P-10	INP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 1 1	P-14	LNP (Standalone)/<10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.17 1 2	P-14	LNP (Standalone)/<10 circuits/Non-Dispatch/FL(days)	Diagnostic			2 55	62				Diagnostic
B 2 30 17 2 1	P-14	LNP (Standalone)/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 17 2 2	P-14	LNP (Standalone)/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 1 1	P-10	Digital Loop < DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			10 81	93				Diagnostic
B 2 30.18 1 2	P-10	Digital Loop < DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30 18 2 1	P-10	Digital Loop < DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 18 2 2	P-10	Digital Loop < DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30.19 1.1	P-10	Digital Loop >= DS1/<10 circuits/Dispatch/FL(days)	Diagnostic			6 82	45				Diagnostic
B 2 30 19 1 2	P-10	Digital Loop >= DS1/<10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
B 2.30 19 2 1	P-10	Digital Loop >= DS1/>=10 circuits/Dispatch/FL(days)	Diagnostic								Diagnostic
B 2 30 19.2 2	P-10	Digital Loop >= DS1/>=10 circuits/Non-Dispatch/FL(days)	Diagnostic								Diagnostic
	Disconnect Timeliness										
B 2 31	P-13	LNP/FL(%)	>= 95% w in 15 min								
	% Completions w/o Notice or < 24 hours										
B 2 32 1 1	P-6	Switch Ports/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 1 2	P-6	Switch Ports/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 2 1	P-6	Local Interoffice Transport/Dispatch/FL(%)	Diagnostic			66 67%	18				Diagnostic
B 2 32 2 2	P-6	Local Interoffice Transport/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 3 1	P-6	Loop + Port Combinations/Dispatch/FL(%)	Diagnostic			14 69%	490				Diagnostic
B 2 32 3 2	P-6	Loop + Port Combinations/Non-Dispatch/FL(%)	Diagnostic			65 51%	9,637				Diagnostic
B 2 32 4 1	P-6	Combo Other/Dispatch/FL(%)	Diagnostic			71 43%	21				Diagnostic
B 2 32 4 2	P-6	Combo Other/Non-Dispatch/FL(%)	Diagnostic								Diagnostic

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B 2 32 5.1	P-6	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	Diagnostic			67 83%	115				Diagnostic
B 2 32 5 2	P-6	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 6 1	P-6	UNE ISDN/Dispatch/FL(%)	Diagnostic			60 44%	182				Diagnostic
B 2 32 6 2	P-6	UNE ISDN/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 7.1	P-6	Line Sharing/Dispatch/FL(%)	Diagnostic			100 00%	15				Diagnostic
B 2 32 7.2	P-6	Line Sharing/Non-Dispatch/FL(%)	Diagnostic			100 00%	56				Diagnostic
B.2 32 8 1	P-6	2W Analog Loop Design/Dispatch/FL(%)	Diagnostic			5 26%	209				Diagnostic
B 2 32 8 2	P-6	2W Analog Loop Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 9 1	P-6	2W Analog Loop Non-Design/Dispatch/FL(%)	Diagnostic			5 58%	412				Diagnostic
B 2 32 9 2	P-6	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	Diagnostic			25 00%	16				Diagnostic
B 2 32 10 1	P-6	2W Analog Loop w/INP Design/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 10 2	P-6	2W Analog Loop w/INP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 11 1	P-6	2W Analog Loop w/INP Non-Design/Dispatch/FL(%)	Diagnostic			0 00%	1				Diagnostic
B 2 32 11 2	P-6	2W Analog Loop w/INP Non-Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 12 1	P-6	2W Analog Loop w/LNP Design/Dispatch/FL(%)	Diagnostic			98 17%	164				Diagnostic
B 2 32.12 2	P-6	2W Analog Loop w/LNP Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 13 1	P-6	2W Analog Loop w/LNP Non-Design/Dispatch/FL(%)	Diagnostic			94 67%	244				Diagnostic
B 2 32 13 2	P-6	2W Analog Loop w/LNP Non-Design/Non-Dispatch/FL(%)	Diagnostic			98 22%	337				Diagnostic
B 2 32 14 1	P-6	Other Design/Dispatch/FL(%)	Diagnostic			93.75%	16				Diagnostic
B 2 32 14 2	P-6	Other Design/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 15 1	P-6	Other Non-Design/Dispatch/FL(%)	Diagnostic			98 91%	92				Diagnostic
B 2 32 15 2	P-6	Other Non-Design/Non-Dispatch/FL(%)	Diagnostic			100 00%	7				Diagnostic
B.2.32 16 1	P-6	INP (Standalone)/Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32 16.2	P-6	INP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			100 00%	5				Diagnostic
B 2 32 17 1	P-6	LNP (Standalone)/Dispatch/FL(%)	Diagnostic			100 00%	19				Diagnostic
B 2 32 17 2	P-6	LNP (Standalone)/Non-Dispatch/FL(%)	Diagnostic			99 89%	2,655				Diagnostic
B 2 32 18 1	P-6	Digital Loop < DS1/Dispatch/FL(%)	Diagnostic			62 93%	294				Diagnostic
B 2 32 18 2	P-6	Digital Loop < DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
B 2 32.19 1	P-6	Digital Loop >= DS1/Dispatch/FL(%)	Diagnostic			50.00%	112				Diagnostic
B.2 32 19 2	P-6	Digital Loop >= DS1/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
		% Cooperative Test Attempts for xDSL									
B 2 33 1	P-8	xDSL (ADSL, HDSL and UCL)/FL(%)	>= 95% of requests			99 46%	184				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%			97 78%	45				YES
B 2.34 1 1 2	P-11	Design (Specials)/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	48				YES
B 2.34 1 2 1	P-11	Design (Specials)/>=10 circuits/Dispatch/FL(%)	>= 95%			100 00%	19				YES
B 2 34 1 2 2	P-11	Design (Specials)/>=10 circuits/Non-Dispatch/FL(%)	>= 95%								
B 2 34 2 1 1	P-11	Loops Non-Design/<10 circuits/Dispatch/FL(%)	>= 95%			98 67%	75				YES
B 2 34 2 1 2	P-11	Loops Non-Design/<10 circuits/Non-Dispatch/FL(%)	>= 95%			97 00%	100				YES
B 2 34 2.2 1	P-11	Loops Non-Design/>=10 circuits/Dispatch/FL(%)	>= 95%			95 71%	70				YES
B.2.34.2.2.2	P-11	Loops Non-Design/>=10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	80				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 03%	91,161						
B 3 1 1 2	M&R-1	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	1.50%	55,906						
B 3 1 2.1	M&R-1	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0 13%	775	0 00%	0				YES
B 3 1 2 2	M&R-1	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0 17%	580	0 00%	9		0 01394	0 1237	YES
B 3 1 3 1	M&R-1	Loop + Port Combinations/Dispatch/FL(%)	R&B	10 14%	92,383	7 64%	1,414		0.00809	3 0914	YES
B 3 1 3 2	M&R-1	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	1 61%	56,833	1 26%	634		0 00503	0 6958	YES
B 3 1 4 1	M&R-1	Combo Other/Dispatch/FL(%)	R&B&D - Disp	10 07%	93,612	0 00%	12		0.08689	1 1594	YES
B 3 1 4 2	M&R-1	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	10 07%	93,612	0 00%	15		0 07722	1 2962	YES
B 3 1 5 1	M&R-1	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	50 24%	2,329	5 41%	37		0 08285	5 4111	YES
B 3 1 5 2	M&R-1	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	6 14%	3,420	0 00%	15		0 06212	0 9884	YES
B 3 1 6 1	M&R-1	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	8 91%	202	5 49%	91		0 03597	0 9498	YES
B 3 1 6 2	M&R-1	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	3 64%	220	4 65%	43		0 08121	-0 3251	YES
B 3 1 7 1	M&R-1	Line Sharing/Dispatch/FL(%)	ADSL to Retail	50.24%	2,329	11 11%	9		0 16699	2 3430	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.1.7.2	M&R-1	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	6.14%	3,420	11.54%	26		0.04726	-1.1422	YES
B.3.1.8.1	M&R-1	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	10.14%	92,383	2.85%	842		0.01045	6.9746	YES
B.3.1.8.2	M&R-1	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	10.14%	92,383	0.00%	242		0.01943	5.2183	YES
B.3.1.9.1	M&R-1	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	10.00%	90,867	12.43%	756		0.01096	-2.2189	NO
B.3.1.9.2	M&R-1	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	1.43%	47,054	13.51%	37		0.01953	-6.1877	NO
B.3.1.10.1	M&R-1	Other Design/Dispatch/FL(%)	Design	5.17%	2,418	0.00%	12		0.06407	0.8068	YES
B.3.1.10.2	M&R-1	Other Design/Non-Dispatch/FL(%)	Design	1.02%	2,944	0.00%	2		0.07104	0.1434	YES
B.3.1.11.1	M&R-1	Other Non-Design/Dispatch/FL(%)	R&B	10.14%	92,383	15.00%	40		0.04773	-1.0185	YES
B.3.1.11.2	M&R-1	Other Non-Design/Non-Dispatch/FL(%)	R&B	1.61%	56,833	7.84%	51		0.01764	-3.5323	NO
B.3.1.12.1	M&R-1	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	10.03%	91,161						
B.3.1.12.2	M&R-1	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	1.50%	55,906						

Customer Trouble Report Rate

B.3.2.1.1	M&R-2	Switch Ports/Dispatch/FL(%)	R&B (POTS)	[illegible]	[illegible]						
B.3.2.1.2	M&R-2	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	[illegible]	[illegible]						
B.3.2.2.1	M&R-2	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]	0.00%	1,252		[illegible]	[illegible]	YES
B.3.2.2.2	M&R-2	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	[illegible]	[illegible]	0.72%	1,252		0.00304	1.2477	YES
B.3.2.3.1	M&R-2	Loop + Port Combinations/Dispatch/FL(%)	R&B	[illegible]	[illegible]	1.03%	137,309		0.00094	-16.0658	YES
B.3.2.3.2	M&R-2	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	0.95%	5,998,481	0.46%	137,309		0.00027	18.2829	YES
B.3.2.4.1	M&R-2	Combo Other/Dispatch/FL(%)	R&B&D - Disp	1.41%	6,622,190	0.98%	1,221		0.00340	1.2660	YES
B.3.2.4.2	M&R-2	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	1.41%	6,622,190	1.23%	1,221		0.00340	0.5440	YES
B.3.2.5.1	M&R-2	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	0.72%	322,952	0.69%	5,372		0.00117	0.2774	YES
B.3.2.5.2	M&R-2	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	1.06%	322,952	0.28%	5,372		0.00142	5.5081	YES
B.3.2.6.1	M&R-2	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	0.81%	24,967	1.47%	6,179		0.00128	-5.1927	NO
B.3.2.6.2	M&R-2	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	0.88%	24,967	0.70%	6,179		0.00133	1.3890	YES
B.3.2.7.1	M&R-2	Line Sharing/Dispatch/FL(%)	ADSL to Retail	0.72%	322,952	0.73%	1,232		0.00242	-0.0386	YES
B.3.2.7.2	M&R-2	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	1.06%	322,952	2.11%	1,232		0.00294	-3.5794	NO
B.3.2.8.1	M&R-2	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	1.54%	5,998,481	1.08%	78,075		0.00045	10.3274	YES
B.3.2.8.2	M&R-2	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	1.54%	5,998,481	0.31%	78,075		0.00045	27.5188	YES
B.3.2.9.1	M&R-2	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	1.61%	5,640,291	1.29%	58,660		0.00053	6.1174	YES
B.3.2.9.2	M&R-2	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	0.83%	5,640,291	0.06%	58,660		0.00038	20.3436	YES
B.3.2.10.1	M&R-2	Other Design/Dispatch/FL(%)	Design	0.27%	884,018	0.91%	1,321		0.00144	-4.4088	NO
B.3.2.10.2	M&R-2	Other Design/Non-Dispatch/FL(%)	Design	0.33%	884,018	0.15%	1,321		0.00159	1.1430	YES
B.3.2.11.1	M&R-2	Other Non-Design/Dispatch/FL(%)	R&B	1.54%	5,998,481	6.26%	639		0.00491	-9.6131	NO
B.3.2.11.2	M&R-2	Other Non-Design/Non-Dispatch/FL(%)	R&B	0.95%	5,998,481	7.98%	639		0.00385	-18.2657	NO
B.3.2.12.1	M&R-2	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	1.62%	5,640,291						
B.3.2.12.2	M&R-2	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	0.98%	5,640,291						

Maintenance Average Duration

B.3.3.1.1	M&R-3	Switch Ports/Dispatch/FL(hours)	R&B (POTS)	19.93	91,161			25.974			
B.3.3.1.2	M&R-3	Switch Ports/Non-Dispatch/FL(hours)	R&B (POTS)	6.32	55,906			13.914			
B.3.3.2.1	M&R-3	Local Interoffice Transport/Dispatch/FL(hours)	DS1/DS3	3.45	775	0.00	0	2.756			YES
B.3.3.2.2	M&R-3	Local Interoffice Transport/Non-Dispatch/FL(hours)	DS1/DS3	1.69	580	2.85	9	35.529	8.57231	-0.1351	YES
B.3.3.3.1	M&R-3	Loop + Port Combinations/Dispatch/FL(hours)	R&B	19.91	92,383	15.52	1,414	25.936	0.69500	6.3118	YES
B.3.3.3.2	M&R-3	Loop + Port Combinations/Non-Dispatch/FL(hours)	R&B	6.32	56,833	3.91	634	14.018	0.55981	4.2956	YES
B.3.3.4.1	M&R-3	Combo Other/Dispatch/FL(hours)	R&B&D - Disp	19.75	93,612	4.31	12	26.660	7.69660	2.0049	YES
B.3.3.4.2	M&R-3	Combo Other/Non-Dispatch/FL(hours)	R&B&D - Disp	19.75	93,612	2.57	15	26.660	6.88416	2.4944	YES
B.3.3.5.1	M&R-3	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(hours)	ADSL to Retail	52.85	2,329	8.63	37	142.845	23.66936	1.8681	YES
B.3.3.5.2	M&R-3	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(hours)	ADSL to Retail	6.23	3,420	3.99	15	55.394	14.33405	0.1563	YES
B.3.3.6.1	M&R-3	UNE ISDN/Dispatch/FL(hours)	ISDN - BRI	8.52	202	8.92	91	11.913	1.50408	-0.2654	YES
B.3.3.6.2	M&R-3	UNE ISDN/Non-Dispatch/FL(hours)	ISDN - BRI	3.34	220	7.93	43	6.749	1.12528	-4.0800	NO
B.3.3.7.1	M&R-3	Line Sharing/Dispatch/FL(hours)	ADSL to Retail	52.85	2,329	24.87	9	142.845	47.70688	0.5864	YES
B.3.3.7.2	M&R-3	Line Sharing/Non-Dispatch/FL(hours)	ADSL to Retail	6.23	3,420	6.32	26	55.394	10.90491	-0.0084	YES
B.3.3.8.1	M&R-3	2W Analog Loop Design/Dispatch/FL(hours)	R&B - Disp	19.91	92,383	5.83	842	25.936	0.89789	15.6777	YES
B.3.3.8.2	M&R-3	2W Analog Loop Design/Non-Dispatch/FL(hours)	R&B - Disp	19.91	92,383	3.63	242	25.936	1.66943	9.7505	YES
B.3.3.9.1	M&R-3	2W Analog Loop Non-Design/Dispatch/FL(hours)	R&B (POTS) excl SB FT	19.92	90,867	15.17	756	25.988	0.94911	4.9994	YES
B.3.3.9.2	M&R-3	2W Analog Loop Non-Design/Non-Dispatch/FL(hours)	R&B (POTS) excl SB FT	6.57	47,054	13.09	37	14.591	2.39970	-2.7164	NO
B.3.3.10.1	M&R-3	Other Design/Dispatch/FL(hours)	Design	8.42	2,418	4.56	12	54.207	15.68705	0.2457	YES
B.3.3.10.2	M&R-3	Other Design/Non-Dispatch/FL(hours)	Design	3.34	2,944	0.58	2	29.889	21.14218	0.1305	YES
B.3.3.11.1	M&R-3	Other Non-Design/Dispatch/FL(hours)	R&B	19.91	92,383	18.27	40	25.936	4.10178	0.3996	YES
B.3.3.11.2	M&R-3	Other Non-Design/Non-Dispatch/FL(hours)	R&B	6.32	56,833	8.46	51	14.018	1.96374	1.0895	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
B.3.3.12.1	M&R-3	LNP (Standalone)/Dispatch/FL(hours)	R&B (POTS)	19.93	91,161			25.974			
B.3.3.12.2	M&R-3	LNP (Standalone)/Non-Dispatch/FL(hours)	R&B (POTS)	6.32	55,906			13.914			
		% Repeat Troubles within 30 Days									
B.3.4.1.1	M&R-4	Switch Ports/Dispatch/FL(%)	R&B (POTS)	16.73%	91,161						
B.3.4.1.2	M&R-4	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	14.43%	55,906						
B.3.4.2.1	M&R-4	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	30.32%	775	0.00%	0				YES
B.3.4.2.2	M&R-4	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	22.41%	580	22.22%	9		0.14984	0.3465	YES
B.3.4.3.1	M&R-4	Loop + Port Combinations/Dispatch/FL(%)	R&B	16.67%	92,383	13.58%	1,414		0.00999	3.0942	YES
B.3.4.3.2	M&R-4	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	14.44%	56,833	15.46%	634		0.01404	-0.7231	YES
B.3.4.4.1	M&R-4	Combo Other/Dispatch/FL(%)	R&B&D - Disp	16.96%	93,612	25.00%	12		0.10834	-0.7422	YES
B.3.4.4.2	M&R-4	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	16.96%	93,612	6.67%	15		0.09690	-1.0622	YES
B.3.4.5.1	M&R-4	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	45.45%	2,929	10.81%	37		0.08246	4.1617	YES
B.3.4.5.2	M&R-4	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	42.86%	3,420	13.33%	15		0.15572	2.2459	YES
B.3.4.6.1	M&R-4	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	33.57%	202	20.88%	91		0.05944	2.0674	YES
B.3.4.6.2	M&R-4	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	27.95%	220	25.58%	43		0.07484	0.2875	YES
B.3.4.7.1	M&R-4	Line Sharing/Dispatch/FL(%)	ADSL to Retail	45.13%	2,329	44.44%	9		0.15679	0.0410	YES
B.3.4.7.2	M&R-4	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	42.06%	3,420	19.23%	26		0.09717	2.3451	YES
B.3.4.8.1	M&R-4	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	16.96%	92,383	13.66%	842		0.01290	2.3334	YES
B.3.4.8.2	M&R-4	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	16.67%	92,383	17.77%	242		0.02399	-0.4585	YES
B.3.4.9.1	M&R-4	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	16.70%	90,867	10.58%	756		0.01362	4.4916	YES
B.3.4.9.2	M&R-4	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	14.09%	47,054	10.81%	37		0.05722	0.5731	YES
B.3.4.10.1	M&R-4	Other Design/Dispatch/FL(%)	Design	35.03%	2,418	41.67%	12		0.13806	-0.4808	YES
B.3.4.10.2	M&R-4	Other Design/Non-Dispatch/FL(%)	Design	34.41%	2,944	0.00%	2		0.33604	1.0240	YES
B.3.4.11.1	M&R-4	Other Non-Design/Dispatch/FL(%)	R&B	16.67%	92,383	5.00%	40		0.05894	1.9797	YES
B.3.4.11.2	M&R-4	Other Non-Design/Non-Dispatch/FL(%)	R&B	14.44%	56,833	13.73%	51		0.04924	0.1456	YES
B.3.4.12.1	M&R-4	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	16.73%	91,161						
B.3.4.12.2	M&R-4	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	14.43%	55,906						
		Out of Service > 24 hours									
B.3.5.1.1	M&R-5	Switch Ports/Dispatch/FL(%)	R&B (POTS)	18.76%	58,604						
B.3.5.1.2	M&R-5	Switch Ports/Non-Dispatch/FL(%)	R&B (POTS)	6.46%	17,262						
B.3.5.2.1	M&R-5	Local Interoffice Transport/Dispatch/FL(%)	DS1/DS3	0.13%	775	0.00%	0				YES
B.3.5.2.2	M&R-5	Local Interoffice Transport/Non-Dispatch/FL(%)	DS1/DS3	0.17%	580	0.00%	9		0.01394	0.1237	YES
B.3.5.3.1	M&R-5	Loop + Port Combinations/Dispatch/FL(%)	R&B	18.78%	59,435	14.05%	961		0.01270	3.7250	YES
B.3.5.3.2	M&R-5	Loop + Port Combinations/Non-Dispatch/FL(%)	R&B	6.45%	17,728	2.69%	334		0.01357	2.7697	YES
B.3.5.4.1	M&R-5	Combo Other/Dispatch/FL(%)	R&B&D - Disp	18.50%	60,931	0.00%	12		0.11211	1.6503	YES
B.3.5.4.2	M&R-5	Combo Other/Non-Dispatch/FL(%)	R&B&D - Disp	18.50%	60,931	0.00%	15		0.10027	1.8451	YES
B.3.5.5.1	M&R-5	xDSL (ADSL, HDSL and UCL)/Dispatch/FL(%)	ADSL to Retail	50.24%	2,329	5.41%	37		0.08285	5.4111	YES
B.3.5.5.2	M&R-5	xDSL (ADSL, HDSL and UCL)/Non-Dispatch/FL(%)	ADSL to Retail	6.14%	3,420	0.00%	15		0.06212	0.9884	YES
B.3.5.6.1	M&R-5	UNE ISDN/Dispatch/FL(%)	ISDN - BRI	8.91%	202	5.49%	91		0.03597	0.9498	YES
B.3.5.6.2	M&R-5	UNE ISDN/Non-Dispatch/FL(%)	ISDN - BRI	3.64%	220	4.65%	43		0.03121	-0.3251	YES
B.3.5.7.1	M&R-5	Line Sharing/Dispatch/FL(%)	ADSL to Retail	50.24%	2,329	100.00%	1		0.50010	-0.9951	YES
B.3.5.7.2	M&R-5	Line Sharing/Non-Dispatch/FL(%)	ADSL to Retail	6.14%	3,420	0.00%	0				YES
B.3.5.8.1	M&R-5	2W Analog Loop Design/Dispatch/FL(%)	R&B - Disp	18.78%	59,435	2.85%	842		0.01355	11.7517	YES
B.3.5.8.2	M&R-5	2W Analog Loop Design/Non-Dispatch/FL(%)	R&B - Disp	18.78%	59,435	0.00%	242		0.02516	7.4648	YES
B.3.5.9.1	M&R-5	2W Analog Loop Non-Design/Dispatch/FL(%)	R&B (POTS) excl SB FT	18.76%	58,577	15.09%	53		0.05364	0.6827	YES
B.3.5.9.2	M&R-5	2W Analog Loop Non-Design/Non-Dispatch/FL(%)	R&B (POTS) excl SB FT	6.45%	17,188	25.00%	4		0.12280	-1.5108	YES
B.3.5.10.1	M&R-5	Other Design/Dispatch/FL(%)	Design	5.17%	2,418	0.00%	12		0.06407	0.8068	YES
B.3.5.10.2	M&R-5	Other Design/Non-Dispatch/FL(%)	Design	1.02%	2,944	0.00%	2		0.07104	0.1434	YES
B.3.5.11.1	M&R-5	Other Non-Design/Dispatch/FL(%)	R&B	18.78%	59,435	11.54%	26		0.07661	0.9451	YES
B.3.5.11.2	M&R-5	Other Non-Design/Non-Dispatch/FL(%)	R&B	6.45%	17,728	9.52%	21		0.05365	-0.5724	YES
B.3.5.12.1	M&R-5	LNP (Standalone)/Dispatch/FL(%)	R&B (POTS)	18.76%	58,604						
B.3.5.12.2	M&R-5	LNP (Standalone)/Non-Dispatch/FL(%)	R&B (POTS)	6.46%	17,262						
		Unbundled Network Elements - Billing									
		Invoice Accuracy									
B.4.1	B-1	FL(%)	BST - State	98.74%	$514,595,636	98.72%	$6,698,212		0.00004	6.1610	NO
		Mean Time to Deliver Invoices - CRIS									
B.4.2	B-2	Region(business days)	BST - Region	3.67	1	3.65	1.452				YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Local Interconnection Trunks - Ordering										
	% Rejected Service Requests										
C 1.1	O-7	Local Interconnection Trunks/FL(%)	Diagnostic			50 00%	98				Diagnostic
	Reject Interval										
C 1 2	O-8	Local Interconnection Trunks/FL(%)	>= 85% w in 4 days			91 84%	49				YES
	FOC Timeliness										
C 1 3	O-9	Local Interconnection Trunks/FL(%)	>= 95% w in 10 days			93 97%	116				NO
	FOC & Reject Response Completeness										
C 1 4	O-11	Local Interconnection Trunks/FL(%)	>= 95%			97 53%	81				YES
	FOC & Reject Response Completeness (Multiple Responses)										
C 1 5	O-11	Local Interconnection Trunks/FL(%)	>= 95%								
	Local Interconnection Trunks - Provisioning										
	Order Completion Interval										
C 2 1	P-4	Local Interconnection Trunks/FL(days)	Parity w Retail	10 36	39	25 13	30	17 648	4 26004	1 5421	YES
	Held Orders										
C 2 2	P-1	Local Interconnection Trunks/FL(days)	Parity w Retail	0 00	0	0 00	0				YES
	% Jeopardies										
C 2 3	P-2	Local Interconnection Trunks/FL(%)	Parity w Retail	0 00%	44	0 00%	32		0 00000		YES
	Average Jeopardy Notice Interval										
C 2 4	P-2	Local Interconnection Trunks/FL(hours)	95% >= 48 hrs								
	% Missed Installation Appointments										
C 2 5	P-3	Local Interconnection Trunks/FL(%)	Parity w Retail	5 13%	39	0 00%	32		0 05261	0 9747	YES
	% Provisioning Troubles within 30 Days										
C 2 6	P-9	Local Interconnection Trunks/FL(%)	Parity w Retail	0 00%	2,376	0 00%	825		0 00000		YES
	Average Completion Notice Interval										
C.2 7	P-5	Local Interconnection Trunks/FL(hours)	Parity w Retail	73 40	30	19 27	30	123 617	31 76288	1 7040	YES
	Total Service Order Cycle Time										
C 2.8	P-10	Local Interconnection Trunks/FL(days)	Diagnostic				*Under development*				
	Total Service Order Cycle Time (offered)										
C 2.9	P-10	Local Interconnection Trunks/FL(days)	Diagnostic				*Under development*				
	% Completions w/o Notice or < 24 hours										
C 2 10 1	P-6	Local Interconnection Trunks/Dispatch/FL(%)	Diagnostic			100 00%	30				Diagnostic
C 2 10 2	P-6	Local Interconnection Trunks/Non-Dispatch/FL(%)	Diagnostic								Diagnostic
	Service Order Accuracy										
C 2 11 1 1	P-11	Local Interconnection Trunks/<10 circuits/Dispatch/FL(%)	>= 95%			100 00%	43				YES
C 2 11 1 2	P-11	Local Interconnection Trunks/<10 circuits/Non-Dispatch/FL(%)	>= 95%			100 00%	23				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%	8				YES
	Local Interconnection Trunks - Maintenance and Repair										
	Missed Repair Appointments										
C 3 1 1	M&R-1	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	0	0 00%	4				YES
C 3 1 2	M&R-1	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	170	0 00%	16		0 00000		YES
	Customer Trouble Report Rate										
C 3 2 1	M&R-2	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0 00%	412,039	0 00%	143,615		0 00000		NO
C 3 2 2	M&R-2	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0 04%	412,039	0 01%	143,615		0 00006	4 8387	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Maintenance Average Duration										
C 3 3 1	M&R-3	Local Interconnection Trunks/Dispatch/FL(hours)	Parity w Retail	0 00	0	2 31	4				NO
C 3 3 2	M&R-3	Local Interconnection Trunks/Non-Dispatch/FL(hours)	Parity w Retail	0 26	170	4 36	16	0.837	0 21877	-18 7251	NO
	% Repeat Troubles within 30 Days										
C 3 4 1	M&R-4	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	50 00%	4				NO
C 3 4 2	M&R-4	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	4 12%	170	37 50%	16		0 05196	-6 4247	NO
	Out of Service > 24 hours										
C 3 5 1	M&R-5	Local Interconnection Trunks/Dispatch/FL(%)	Parity w Retail	0.00%	0	0 00%	4				YES
C 3 5 2	M&R-5	Local Interconnection Trunks/Non-Dispatch/FL(%)	Parity w Retail	0.00%	170	0 00%	16		0 00000		YES
	Local Interconnection Trunks - Billing										
	Invoice Accuracy										
C 4 1	B-1	FL(%)	BST - State	98 74%	$514,595,636	99 71%	$7,532,283		0 00004	-235 2521	YES
	Mean Time to Deliver Invoices - CABS										
C 4 2	B-2	Region(calendar days)	BST - Region	4 85	1	4 97	4,372				NO
	LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING										
	Trunk Group Performance - Aggregate										
C 5 1	TGP-1	FL	>0 5% dif 2 consec Hrs			0					YES

BellSouth Monthly State Summary

Florida, December 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Operations Support Systems - Pre-Ordering											
	% Interface Availability - CLEC											
D.1.1.1	OSS-2	EDI/Region(%)		>= 99.5%			100.00%					YES
D.1.1.2	OSS-2	HAL/Region(%)		>= 99.5%			100.00%					YES
D.1.1.3	OSS-2	LENS/Region(%)		>= 99.5%			99.92%					YES
D.1.1.4	OSS-2	LEO MAINFRAME/Region(%)		>= 99.5%			100.00%					YES
D.1.1.5	OSS-2	LEO UNIX/Region(%)		>= 99.5%								
D.1.1.6	OSS-2	LESOG/Region(%)		>= 99.5%			99.97%					YES
D.1.1.7	OSS-2	TAG/Region(%)		>= 99.5%			99.99%					YES
D.1.1.8	OSS-2	PSIMS/Region(%)		>= 99.5%			100.00%					YES
	% Interface Availability - BST & CLEC											
D.1.2.1	OSS-2	ATLAS/COFFI/Region(%)		>= 99.5%			99.98%					YES
D.1.2.2	OSS-2	BOCRIS/Region(%)		>= 99.5%			99.98%					YES
D.1.2.3	OSS-2	DSAP/Region(%)		>= 99.5%			99.97%					YES
D.1.2.4	OSS-2	RSAG/Region(%)		>= 99.5%			99.98%					YES
D.1.2.5	OSS-2	SOCS/Region(%)		>= 99.5%			99.98%					YES
D.1.2.6	OSS-2	SONGS/Region(%)		>= 99.5%			99.98%					YES
D.1.2.7	OSS-2	DOE/Region(%)		>= 99.5%			100.00%					YES
D.1.2.8	OSS-2	LNP Gateway/Region(%)		>= 99.5%			100.00%					YES
D.1.2.9	OSS-2	COG/Region(%)		>= 99.5%			100.00%					YES
D.1.2.10	OSS-2	DOM/Region(%)		>= 99.5%			100.00%					YES
D.1.2.11	OSS-2	SOG/Region(%)		>= 99.5%			100.00%					YES
	Average Response Interval - CLEC (LENS) *(BST Measure Includes Additional 2 Seconds)*											
D.1.3.1.1	OSS-1	RSAG, by TN/Region(seconds)		RNS - RSAG, by TN + 2 sec	2.94	2,644,454	1.38	359,121				YES
D.1.3.1.2	OSS-1	RSAG, by TN/Region(seconds)		ROS - RSAG, by TN + 2 sec	3.27	6,001	1.38	359,121				YES
D.1.3.2.1	OSS-1	RSAG, by ADDR/Region(seconds)		RNS - RSAG, by ADDR + 2 sec	3.02	7,783,407	1.33	195,851				YES
D.1.3.2.2	OSS-1	RSAG, by ADDR/Region(seconds)		ROS - RSAG, by ADDR + 2 sec	5.07	628,745	1.33	195,851				YES
D.1.3.3.1	OSS-1	ATLAS/Region(seconds)		RNS - ATLAS + 2 sec	3.16	715,419	1.10	71,567				YES
D.1.3.3.2	OSS-1	ATLAS/Region(seconds)		ROS - ATLAS + 2 sec	2.74	210,824	1.10	71,567				YES
D.1.3.4.1	OSS-1	DSAP/Region(seconds)		RNS - DSAP + 2 sec	2.81	1,378,485	0.65	1,373				YES
D.1.3.4.2	OSS-1	DSAP/Region(seconds)		ROS - DSAP + 2 sec	2.75	253,066	0.65	1,373				YES
D.1.3.5.1	OSS-1	HAL/CRIS/Region(seconds)		RNS - CRSACCTS + 2 sec	10.43	4,633,436	1.21	1,042,669				YES
D.1.3.5.2	OSS-1	HAL/CRIS/Region(seconds)		ROS - CRSOCSR + 2 sec	3.30	460,345	1.21	1,042,669				YES
D.1.3.6.1	OSS-1	COFFI/Region(seconds)		RNS - OASISBIG + 2 sec	4.71	9,681,687	0.81	41,758				YES
D.1.3.6.2	OSS-1	COFFI/Region(seconds)		ROS - OASISBIG + 2 sec	5.74	556,223	0.81	41,758				YES
D.1.3.7.1	OSS-1	PSIMS/ORB/Region(seconds)		RNS - OASISBIG + 2 sec	4.71	9,681,687	0.05	85,869				YES
D.1.3.7.2	OSS-1	PSIMS/ORB/Region(seconds)		ROS - OASISBIG + 2 sec	5.74	556,223	0.05	85,869				YES
	Average Response Interval - CLEC (TAG) *(BST Measure Includes Additional 2 Seconds)*											
D.1.4.1.1	OSS-1	RSAG, by TN/Region(seconds)		RNS - RSAG, by TN + 2 sec	2.94	2,644,454	1.54	156,282				YES
D.1.4.1.2	OSS-1	RSAG, by TN/Region(seconds)		ROS - RSAG, by TN + 2 sec	3.27	6,001	1.54	156,282				YES
D.1.4.2.1	OSS-1	RSAG, by ADDR/Region(seconds)		RNS - RSAG, by ADDR + 2 sec	3.02	7,783,407	1.81	39,258				YES
D.1.4.2.2	OSS-1	RSAG, by ADDR/Region(seconds)		ROS - RSAG, by ADDR + 2 sec	5.07	628,745	1.81	39,258				YES
D.1.4.3.1	OSS-1	ATLAS - MLH/Region(seconds)		Diagnostic								Diagnostic
D.1.4.3.2	OSS-1	ATLAS - MLH/Region(seconds)		Diagnostic								Diagnostic
D.1.4.4.1	OSS-1	ATLAS - DID/Region(seconds)		Diagnostic			1.38	1				Diagnostic
D.1.4.4.2	OSS-1	ATLAS - DID/Region(seconds)		Diagnostic			1.38	1				Diagnostic
D.1.4.5.1	OSS-1	ATLAS - TN/Region(seconds)		RNS - ATLAS - TN + 2 sec	3.16	715,419	1.87	6,648				YES
D.1.4.5.2	OSS-1	ATLAS - TN/Region(seconds)		ROS - ATLAS - TN + 2 sec	2.74	210,824	1.87	6,648				YES
D.1.4.6.1	OSS-1	DSAP/Region(seconds)		RNS - DSAP + 2 sec	2.81	1,378,485	1.94	229,594				YES
D.1.4.6.2	OSS-1	DSAP/Region(seconds)		ROS - DSAP + 2 sec	2.75	253,066	1.94	229,594				YES
D.1.4.7.1	OSS-1	HAL/CRIS/Region(seconds)		RNS - CRSACCTS + 2 sec	10.43	4,633,436	2.24	152,513				YES
D.1.4.7.2	OSS-1	HAL/CRIS/Region(seconds)		ROS - CRSOCSR + 2 sec	3.30	460,345	2.24	152,513				YES
D.1.4.8.1	OSS-1	CRSEINT/Region(seconds)		RNS - CRSACCTS + 2 sec			*This data not applicable after 8-1-2001, see D.1.4.7.1*					
D.1.4.8.2	OSS-1	CRSEINT/Region(seconds)		ROS - CRSOCSR + 2 sec			*This data not applicable after 8-1-2001, see D.1.4.7.2*					
D.1.4.9.1	OSS-1	CRSECSRL/Region(seconds)		RNS - CRSACCTS + 2 sec			*This data not applicable after 7-1-2001; see D.1.4.7.1*					
D.1.4.9.2	OSS-1	CRSECSRL/Region(seconds)		ROS - CRSOCSR + 2 sec			*This data not applicable after 7-1-2001; see D.1.4.7.2*					

BellSouth Monthly State Summary

Florida, December 2001

			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 59%					YES
	% Interface Availability - BST & CLEC										
D.2 3 1	OSS-3	CRIS/Region(%)	>= 99 5%			99 98%					YES
D 2 3 2	OSS-3	LMOS HOST/Region(%)	>= 99 5%			99 99%					YES
D 2 3 3	OSS-3	LNP/Region(%)	>= 99 5%			100 00%					YES
D 2 3 4	OSS-3	MARCH/Region(%)	>= 99 5%			100 00%					YES
D 2.3 5	OSS-3	OSPCM/Region(%)	>= 99.5%			100 00%					YES
D 2 3 6	OSS-3	Predictor/Region(%)	>= 99 5%			100 00%					YES
D 2 3 7	OSS-3	SOCS/Region(%)	>= 99 5%			99 98%					YES
	Average Response Interval										
D 2 4 1 1	OSS-4	CRIS/Region(%) <= 4 Seconds	Parity w Retail	97 92%	1,490,651	97 19%	91,823		0 00049	14 9922	NO
D 2 4 1 2	OSS-4	CRIS/Region(%) <= 10 Seconds	Parity w Retail	99 51%	1,490,651	99 56%	91,823		0 00024	-2 2431	YES
D 2.4 1 3	OSS-4	CRIS/Region(%) > 10 Seconds	Parity w Retail	0 49%	1,490,651	0.44%	91,823		0 00024	2 2431	YES
D 2 4 2 1	OSS-4	DLETH/Region(%) <= 4 Seconds	Parity w Retail	63.25%	43,357	64 81%	810		0 01710	-0 9143	YES
D 2 4 2 2	OSS-4	DLETH/Region(%) <= 10 Seconds	Parity w Retail	92.11%	43,357	94.69%	810		0 00956	-2 7004	YES
D 2.4.2 3	OSS-4	DLETH/Region(%) > 10 Seconds	Parity w Retail	7.89%	43,357	5 31%	810		0 00956	2 7004	YES
D 2.4 3 1	OSS-4	DLR/Region(%) <= 4 Seconds	Parity w Retail	60.08%	30,831	60 30%	39,373		0 00372	-0 5917	YES
D 2.4 3 2	OSS-4	DLR/Region(%) <= 10 Seconds	Parity w Retail	93.63%	30,831	96 55%	39,373		0 00186	-15 7147	YES
D 2 4 3 3	OSS-4	DLR/Region(%) > 10 Seconds	Parity w Retail	6 37%	30,831	3 45%	39,373		0 00186	15 7147	YES
D 2 4 4 1	OSS-4	LMOS/Region(%) <= 4 Seconds	Parity w Retail	99 88%	1,490,803	98 97%	93,214		0 00012	75 9837	NO
D 2.4.4 2	OSS-4	LMOS/Region(%) <= 10 Seconds	Parity w Retail	99 93%	1,490,803	99.69%	93,214		0 00009	27 3738	NO
D 2 4 4 3	OSS-4	LMOS/Region(%) > 10 Seconds	Parity w Retail	0 07%	1,490,803	0 31%	93,214		0 00009	-27 3738	NO
D 2 4 5 1	OSS-4	LMOSupd/Region(%) <= 4 Seconds	Parity w Retail	99.27%	1,090,289	96 78%	54,265		0 00037	66 7948	NO
D 2 4 5 2	OSS-4	LMOSupd/Region(%) <= 10 Seconds	Parity w Retail	99 93%	1,090,289	98 08%	54,265		0 00012	159 0734	NO
D 2 4 5 3	OSS-4	LMOSupd/Region(%) > 10 Seconds	Parity w Retail	0 07%	1,090,289	1 92%	54,265		0 00012	-159 0734	NO
D 2 4 6.1	OSS-4	LNP/Region(%) <= 4 Seconds	Parity w Retail	99.84%	110,236	99 54%	5,214		0.00056	5 3444	NO
D 2 4 6 2	OSS-4	LNP/Region(%) <= 10 Seconds	Parity w Retail	99.90%	110,236	99 85%	5,214		0 00045	1 2247	YES
D 2.4 6 3	OSS-4	LNP/Region(%) > 10 Seconds	Parity w Retail	0 10%	110,236	0 15%	5,214		0 00045	-1 2247	YES
D 2.4.7 1	OSS-4	MARCH/Region(%) <= 4 Seconds	Parity w Retail	71 00%	6,141	67 08%	486		0 02136	1 8333	NO
D 2.4.7 2	OSS-4	MARCH/Region(%) <= 10 Seconds	Parity w Retail	71.24%	6,141	67 08%	486		0 02133	1 9524	NO
D 2 4 7 3	OSS-4	MARCH/Region(%) > 10 Seconds	Parity w Retail	28.76%	6,141	32 92%	486		0 02133	-1 9524	NO
D 2 4 8 1	OSS-4	OSPCM/Region(%) <= 4 Seconds	Parity w Retail	76.69%	3,852	63 38%	71		0 05064	2 6278	NO
D 2 4 8 2	OSS-4	OSPCM/Region(%) <= 10 Seconds	Parity w Retail	98.29%	3,852	92 96%	71		0 01554	3 4286	NO
D 2.4 8 3	OSS-4	OSPCM/Region(%) > 10 Seconds	Parity w Retail	1 71%	3,852	7 04%	71		0 01554	-3 4286	NO
D 2.4.9 1	OSS-4	Predictor/Region(%) <= 4 Seconds	Parity w Retail	66.24%	63,296	66 89%	5,742		0.00652	-1 0051	YES
D 2 4 9 2	OSS-4	Predictor/Region(%) <= 10 Seconds	Parity w Retail	66.24%	63,296	66 89%	5,742		0 00652	-1 0051	YES
D 2 4 9 3	OSS-4	Predictor/Region(%) > 10 Seconds	Parity w Retail	33.76%	63,296	33 11%	5,742		0 00652	1 0051	YES
D 2 4 10 1	OSS-4	SOCS/Region(%) <= 4 Seconds	Parity w Retail	99.75%	209,273	98 70%	14,882		0 00042	24 8055	NO
D 2.4 10 2	OSS-4	SOCS/Region(%) <= 10 Seconds	Parity w Retail	99 91%	209,273	98 87%	14,882		0 00026	40 1333	NO
D.2.4 10 3	OSS-4	SOCS/Region(%) > 10 Seconds	Parity w Retail	0.09%	209,273	1 13%	14,882		0 00026	-40 1333	NO
D 2.4 11 1	OSS-4	NIW/Region(%) <= 4 Seconds	Parity w Retail	82.30%	58,454	85 39%	3,107		0 00703	-4 3912	YES
D 2 4 11 2	OSS-4	NIW/Region(%) <= 10 Seconds	Parity w Retail	94.04%	58,454	98 42%	3,107		0 00436	-10 0483	YES
D.2.4 11 3	OSS-4	NIW/Region(%) > 10 Seconds	Parity w Retail	5.96%	58,454	1.58%	3,107		0 00436	10 0483	YES

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Collocation - Collocation										
	Average Response Time										
E111	C-1	Virtual/FL (calendar days)	<= 15 days			5	3				YES
E112	C-1	Physical Caged/FL (calendar days)	<= 15 days			7	21				YES
E113	C-1	Physical Cageless/FL (calendar days)	<= 15 days			5	23				YES
	Average Arrangement Time										
E121	C-2	Virtual/FL (calendar days)	<= 60 days								
E122	C-2	Virtual-Augments/FL (calendar days)	<= 45 days			4	2				YES
E123	C-2	Virtual-Augments - Additional Space Required/FL (calendar days)	<= 60 days								
E124	C-2	Physical Caged-Ordinary/FL (calendar days)	<= 90 days			76	1				YES
E125	C-2	Physical Caged-Augments/FL (calendar days)	<= 45 days			33	45				YES
E126	C-2	Physical Caged-Augments Additional Space Required/FL (calendar days)	<= 90 days								
E127	C-2	Physical Cageless-Ordinary/FL (calendar days)	<= 90 days			27	7				YES
E128	C-2	Physical Cageless-Augments/FL (calendar days)	<= 45 days			12	14				YES
E129	C-2	Physical Cageless-Augments Additional Space Required/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E131	C-3	Virtual/FL (%)	< 10% missed			0 00%	2				YES
E132	C-3	Physical/FL (%)	< 10% missed			0 00%	68				YES

BellSouth Monthly State Summary

Florida, December 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	General - Flow Through											
	% Flow Through Service Requests											
F111	O-3	Summary/Region(%)		Diagnostic			87.00%	260,095				Diagnostic
F112	O-3	Aggregate/Region(%)		Diagnostic			87.00%	260,095				Diagnostic
F113	O-3	Residence/Region(%)		>= 95%			89.50%	171,841				NO
F114	O-3	Business/Region(%)		>= 90%			74.07%	5,299				NO
F115	O-3	UNE/Region(%)		>= 85%			82.67%	82,955				NO
	% Flow Through Service Requests - Achieved											
F121	O-3	Summary/Region(%)		Diagnostic			76.29%	296,610				Diagnostic
F122	O-3	Aggregate/Region(%)		Diagnostic			76.29%	296,610				Diagnostic
F123	O-3	Residence/Region(%)		Diagnostic			81.62%	188,435				Diagnostic
F124	O-3	Business/Region(%)		Diagnostic			52.52%	7,474				Diagnostic
F125	O-3	UNE/Region(%)		Diagnostic			68.10%	100,701				Diagnostic
	% Flow Through Service Requests - LNP											
F131	O-3	Summary/Region(%)		>= 85%			87.62%	8,302				YES
F132	O-3	Aggregate/Region(%)		**>= 85%**			87.62%	8,302				YES
F133	O-3	Residence/Region(%)		Diagnostic								Diagnostic
F134	O-3	Business/Region(%)		Diagnostic								Diagnostic
	General - Pre-Ordering											
	Loop Makeup Inquiry (Manual)											
F21	PO-1	Loops/FL(%)		>= 95% w in 3 bus days			96.55%	29				YES
	Loop Makeup Inquiry (Electronic)											
F22	PO-2	Loops/FL(%)		>= 95% w in 1 min			83.83%	569				NO
	General - Ordering											
	Service Inquiry with Firm Order											
F311	O-10	xDSL (ADSL, HDSL and UCL)/FL(%)		>= 95% w in 5 bus days			100.00%	66				YES
F312	O-10	Local Interoffice Transport/FL(%)		>= 95% w in 5 bus days			100.00%	6				YES
	General - Ordering											
	Average Speed of Answer											
F41	O-12	Region(seconds)		Parity w Retail	218.82	5,719,466	33.87	31,450				YES
	General - Maintenance Center											
	Average Answer Time											
F51	M&R-6	Region(seconds)		Parity w Retail	55.31	1,890,122	25.67	74,389				YES
	General - Operator Services (Toll)											
	Average Speed to Answer											
F61	OS-1	FL(seconds)		PBD			4.36					PBD
	% Answered in 30 seconds											
F62	OS-2	FL(%)		PBD			97.50%					PBD
	General - Directory Assistance											
	Average Speed to Answer											
F71	DA-1	FL(seconds)		PBD			5.62					PBD
	% Answered in 20 seconds											

BellSouth Monthly State Summary

Florida, December 2001

				Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
F 7 2	DA-2	FL(%)		PBD			94 40%					PBD
	General - E911											
	Mean Interval											
F 8 1	E-3	FL(hours)		PBD			1 12	1,181				PBD
	% Accuracy											
F 8 2	E-2	FL(%)		PBD			95 86%	560,444				PBD
	% Timeliness											
F 8 3	E-1	FL(%)		PBD			100 00%	1,181				PBD
	General - Billing											
	Usage Data Delivery Accuracy											
F 9 1	B-3	Region(%)		Parity w Retail	99 95%	4,209	100.00%	17,836		0 00037	-1 2724	YES
	Usage Data Delivery Timeliness											
F 9 2	B-5	Region(%)		Parity w Retail	99.24%	28,698	98 90%	280,408,677		0 00051	6 5896	NO
	Usage Data Delivery Completeness											
F 9 3	B-4	Region(%)		Parity w Retail	99 80%	28,698	99 70%	280,408,677		0 00026	4 1535	NO
	Mean Time to Deliver Usage											
F 9 4	B-6	Region(days)		Parity w Retail	3.42	28,698	2 78	280,408,677				YES
	Recurring Charge Completeness											
F 9 5.1	B-7	Resale/FL(%)		Parity w Retail	84.38%	$21,039,562	96 93%	$1,255,255		0 00084	-148 7634	YES
F 9 5 2	B-7	UNE/FL(%)		>= 90%			97 99%	$475,263				YES
F 9 5 3	B-7	Interconnection/FL(%)		>= 90%			98 03%	$26,068				YES
	Non-Recurring Charge Completeness											
F 9 6 1	B-8	Resale/FL(%)		Parity w Retail	90 75%	$37,181,260	98 60%	$1,185,566		0 00089	-88 2987	YES
F 9 6 2	B-8	UNE/FL(%)		>= 90%			97 41%	$1,764,593				YES
F 9 6 3	B-8	Interconnection/FL(%)		>= 90%			80 00%	$1,040,038				NO
	General - Change Management											
	% Software Release Notices Sent On Time											
F.10 1	CM-1	FL(%)		>= 98% w in 30 days								
	Average Software Release Notice Delay Days											
F 10 2	CM-2	FL(average)		>= 25 days prior to release								
	% Change Management Documentation Sent On Time											
F 10.3	CM-3	FL(%)		>= 98% w in 30 days			50 00%	4				NO
	Average Documentation Release Delay Days											
F 10.5	CM-4	FL(average)		>= 25 days prior to release			16	2				NO
	% CLEC Interface Outages Sent within 15 Minutes											
F.10 6	CM-5	FL(%)		>= 97% w in 15 min			100 00%	15				YES
	General - New Business Requests											
	% New Business Requests Processed within 30 Business Days											
F 11 1	BFR-1	Region(%)		>= 90% w in 30 bus days								
	% Quotes Provided within X Business Days											
F 11 2 1	BFR-2A	Region(%)		>= 90% w in 10 bus days								
F 11 2 2	BFR-2B	Region(%)		>= 90% w in 30 bus days								
F 11 2 3	BFR-2C	Region(%)		>= 90% w in 60 bus days								
	General - Ordering											

BellSouth Monthly State Summary

Florida, December 2001

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity
	Acknowledgement Message Timeliness										
F 12 1 1	O-1	EDI/Region(%)	>= 95% w in 30 min			100 00%	75,294				YES
F 12 1 2	O-1	TAG/Region(%)	>= 95% w in 30 min			100 00%	302,925				YES
	Acknowledgement Message Completeness										
F.12.2 1	O-2	EDI/Region(%)	100%			100 00%	75,294				YES
F 12 2.2	O-2	TAG/Region(%)	100%			100 00%	302,925				NO
	General - Database Updates										
	Average Database Update Interval										
F 13 1.1	D-1	LIDB/FL(hours)	PBD	1 93	21	1 93	21				PBD
F 13 1 2	D-1	Directory Listings/FL(hours)	PBD	0 07	26	0 07	26				PBD
F 13 1 3	D-1	Directory Assistance/FL(hours)	PBD	3.29	24	3 28	24				PBD
	% Update Accuracy										
F 13 2 1	D-2	LIDB/FL(%)	>= 95%			100 00%	465				YES
F 13 2 2	D-2	Directory Listings/FL(%)	>= 95%			100 00%	161				YES
F 13 2 3	D-2	Directory Assistance/FL(%)	>= 95%			100 00%	157				YES
	% NXXs / LRNs Loaded by LERG Effective Date										
F 13 3	D-3	Region(%)	100%			100 00%	46				YES
	General - Network Outage Notification										
	Mean Time to Notify CLEC of Major Network Outages										
F 14 1	M&R-7	Region(minutes)	Parity w Retail	0	0	0	0				YES

BellSouth Monthly State Summary

Florida, December 2001

(Georgia Format)

			Benchmark / Analog	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Nov-01 Equity
	Collocation - Collocation										
	Average Response Time										
E111	C-1	Virtual/FL (calendar days)	<= 20 days			5	3				YES
E112	C-1	Physical Caged/FL (calendar days)	<= 30 days			7	21				YES
E113	C-1	Physical Cageless/FL (calendar days)	<= 30 days			5	23				YES
	Average Arrangement Time										
E121	C-2	Virtual-Ordinary/FL (calendar days)	<= 50 days			4	2				YES
E122	C-2	Virtual-Extraordinary/FL (calendar days)	<= 75 days								
E123	C-2	Physical Caged/FL (calendar days)	<= 90 days			34	46				YES
E124	C-2	Physical Cageless/FL (calendar days)	<= 60 days			17	21				YES
E125	C-2	Physical Cageless-Extraordinary/FL (calendar days)	<= 90 days								
	% Due Dates Missed										
E131	C-3	Virtual/FL (%)	< 5% missed			0 00%	2				YES
E132	C-3	Physical/FL (%)	< 5% missed			0 00%	68				YES

		PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE			
REGION ALL SERVICES		76.29%	87.00%
		FLOW-THROUGH %	
BST AGGREGATE			
REGION			
- RETAIL RESIDENCE		94.60%	
- RETAIL BUSINESS*		TBD	

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

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	47,925	0	0	47,925	5,132	9,323	418	33,052	9,270	6,745	2,525	23,782	66.69%	71 95%	77 90%
2	0	35,576	0	35,576	2,659	4,138	124	28,655	3,727	2,724	1,003	24,928	82.24%	86 99%	90 15%
3	24,222	0	0	24,222	1,949	1,441	40	20,792	1,289	1,141	148	19,503	86 32%	93 80%	94 47%
4	0	0	13,137	13,137	1,202	2,591	143	9,201	2,413	1,585	828	6,788	70.89%	73 77%	81 07%
5	10,733	0	0	10,733	549	405	6	9,773	279	232	47	9,494	92 40%	97 15%	97 61%
6	0	0	8,674	8,674	101	384	9	8,180	311	227	84	7,869	96.00%	96 20%	97 20%
7	0	8,613	0	8,613	135	2,727	0	5,751	2,661	197	2,464	3,090	90.30%	53 73%	94 01%
8	7,957	0	0	7,957	245	396	17	7,299	308	238	70	6,991	93 54%	95 78%	96 71%
9	6,852	0	0	6,852	360	517	10	5,965	592	476	116	5,373	86.54%	90 08%	91 86%
10	6,573	0	0	6,573	709	593	53	5,218	885	711	174	4,333	75.32%	83 04%	85 90%
11	5,548	0	0	5,548	416	491	11	4,630	402	304	98	4,228	85.45%	91 32%	93 29%
12	0	5,334	0	5,334	92	929	2	4,311	1,435	1,299	136	2,876	62.40%	66 71%	68 89%
13	4,293	0	0	4,293	267	415	30	3,581	1,723	1,579	144	1,858	50 16%	51 88%	54 06%
14	4,043	0	0	4,043	292	301	18	3,432	425	279	146	3,007	84 04%	87 62%	91 51%
15	0	3,752	0	3,752	47	768	1	2,936	878	785	93	2,058	67.21%	70 10%	72 39%
16	3,581	0	0	3,581	125	186	11	3,259	141	110	31	3,118	92.99%	95 67%	96 59%
17	3,512	0	0	3,512	434	463	53	2,562	509	385	124	2,053	71.48%	80 13%	84 21%
18	3,493	0	0	3,493	3,094	131	1	267	131	113	18	136	4 07%	50 94%	54 62%
19	3,281	0	0	3,281	3,074	96	3	108	9	5	4	99	8.12%	91 67%	95 19%
20	3,217	0	0	3,217	125	126	10	2,956	114	91	23	2,842	92.54%	96 14%	96 90%
21	0	0	3,159	3,159	12	397	33	2,717	1,042	685	457	1,675	61.32%	57 97%	69 69%
22	3,112	0	0	3,112	209	372	5	2,526	100	81	19	2,426	69.32%	96 04%	96 77%
23	2,885	0	0	2,885	697	318	14	1,856	619	518	101	1,237	50 45%	66 65%	70 48%
24	0	2,513	0	2,513	173	372	0	1,968	598	189	409	1,370	79.10%	69 61%	87 88%
25	0	2,492	0	2,492	7	639	0	1,846	670	348	322	1,176	76.81%	63 71%	77 17%
26	0	2,396	0	2,396	33	291	0	2,072	644	591	53	1,428	68.59%	68 92%	70 73%
27	2,363	0	0	2,363	187	135	15	2,026	249	197	52	1,777	82.23%	87 71%	90 02%
28	2,319	0	0	2,319	259	196	14	1,850	121	96	25	1,729	82 97%	93 46%	94 74%
29	2,302	0	0	2,302	251	144	7	1,900	179	145	34	1,721	81.29%	90 58%	92 20%
30	0	0	2,236	2,236	396	337	35	1,468	510	383	127	958	65.15%	65 26%	71 44%
31	0	0	2,229	2,229	81	28	11	2,109	442	395	47	1,667	77.79%	79 04%	80 84%
32	2,165	0	0	2,165	186	238	28	1,713	295	186	109	1,418	79.22%	82 78%	88 40
33	2,130	0	0	2,130	227	191	6	1,706	144	120	24	1,562	81 82%	91 56%	92 87%
34	2,115	0	0	2,115	242	100	6	1,767	110	95	15	1,657	83 10%	93 77%	94 58%
35	0	2,084	0	2,084	317	261	16	1,490	442	322	120	1,048	62 12%	70 34%	76 50%
36	2,044	0	0	2,044	172	57	9	1,806	95	82	13	1,711	87 07%	94 74%	95 43%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
37	2,014	0	0	2,014	84	171	11	1,748	1,182	1,112	70	866	32.12%	32.38%	33.73%
38	1,930	0	0	1,930	249	105	9	1,567	202	172	30	1,365	76.48%	87.11%	88.81%
39	1,885	0	0	1,885	208	104	8	1,565	93	71	22	1,472	84.07%	94.06%	95.40%
40	0	0	1,791	1,791	243	205	9	1,334	390	278	112	944	64.44%	70.76%	77.25%
41	1,744	0	0	1,744	40	48	2	1,654	154	98	56	1,500	91.58%	90.69%	93.87%
42	1,664	0	0	1,664	98	60	4	1,502	56	42	14	1,446	91.17%	96.27%	97.18%
43	1,622	0	0	1,622	85	116	10	1,411	254	206	48	1,157	79.90%	82.00%	84.89%
44	1,620	0	0	1,620	119	164	24	1,313	258	182	76	1,055	77.80%	80.35%	85.29%
45	1,560	0	0	1,560	64	147	3	1,346	159	132	27	1,187	85.83%	88.19%	89.99%
46	1,560	0	0	1,560	112	31	0	1,417	37	30	7	1,380	90.67%	97.39%	97.87%
47	0	0	1,548	1,548	111	17	59	1,361	286	246	40	1,075	75.07%	78.99%	81.38%
48	1,515	0	0	1,515	187	37	6	1,285	158	135	23	1,127	77.78%	87.70%	89.30%
49	1,458	0	0	1,458	105	46	6	1,301	58	42	16	1,243	89.42%	95.54%	96.73%
50	1,395	0	0	1,395	242	146	5	1,002	121	87	34	881	72.91%	87.92%	91.01%
51	1,348	0	0	1,348	221	110	7	1,010	93	78	15	917	75.74%	90.79%	92.16%
52	1,304	0	0	1,304	239	89	5	971	39	31	8	932	77.54%	95.98%	96.78%
53	1,280	0	0	1,280	113	152	9	1,006	113	57	56	893	84.04%	88.77%	94.00%
54	1,274	0	0	1,274	114	87	0	1,073	44	33	11	1,029	87.50%	95.90%	96.89%
55	1,265	0	0	1,265	236	292	23	714	304	213	91	410	47.73%	57.42%	65.81%
56	1,264	0	0	1,264	75	69	2	1,118	80	71	9	1,038	87.67%	92.84%	93.60%
57	0	0	1,176	1,176	149	91	8	928	181	143	38	747	71.90%	80.50%	83.93%
58	0	1,171	0	1,171	148	153	1	869	116	95	15	753	75.75%	87.34%	88.88%
59	1,154	0	0	1,154	247	110	15	782	227	183	44	555	68.35%	70.97%	75.20%
60	1,144	0	0	1,144	118	88	15	923	243	188	55	680	68.97%	73.67%	78.34%
61	1,134	0	0	1,134	111	163	8	852	176	131	45	676	73.64%	79.34%	83.77%
62	0	1,093	0	1,093	42	227	5	819	153	57	96	666	87.06%	81.32%	92.12%
63	1,092	0	0	1,092	90	66	0	936	41	36	5	895	87.66%	95.62%	96.13%
64	1,088	0	0	1,088	84	73	4	927	68	52	16	859	86.33%	92.66%	94.29%
65	1,081	0	0	1,081	121	117	3	840	87	75	12	753	79.35%	89.64%	90.94%
66	1,072	0	0	1,072	76	40	1	955	35	30	5	920	89.67%	96.34%	96.84%
67	0	0	1,036	1,036	151	143	14	728	205	163	42	523	62.49%	71.84%	76.24%
68	0	0	916	916	185	117	13	601	209	168	41	392	52.62%	65.22%	70.00%
69	851	0	0	851	102	36	6	707	88	77	11	619	77.57%	87.55%	88.94%
70	0	0	849	849	126	94	8	621	223	174	49	398	57.02%	64.09%	69.58%
71	0	831	0	831	204	115	5	507	197	166	31	310	45.59%	61.14%	65.13%
72	816	0	0	816	71	55	0	690	51	45	6	639	84.64%	92.61%	93.42%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
73	803	0	0	803	91	107	5	600	64	45	19	539	79.76%	89 33%	92 25%
74	802	0	0	802	135	53	1	613	35	30	8	576	87.70%	93 80%	95 04%
75	794	0	0	794	53	75	5	661	179	105	74	482	75.31%	72 92%	82 11%
76	0	0	779	779	5	28	0	746	6	5	1	740	98 67%	99 20%	99 33%
77	774	0	0	774	92	98	3	581	31	25	6	550	82.46%	94 66%	95 65%
78	773	0	0	773	165	69	17	522	117	86	31	405	61.74%	77 59%	82 48%
79	748	0	0	748	34	33	6	675	192	139	53	483	73.69%	71 56%	77 65%
80	727	0	0	727	63	91	5	568	131	64	67	437	77 48%	76 94%	87 23%
81	712	0	0	712	67	36	1	608	46	39	7	562	84 13%	92 43%	93 51%
82	683	0	0	683	76	16	1	590	37	30	7	553	83.92%	93 73%	94 85%
83	659	0	0	659	44	54	0	561	29	23	6	532	88 81%	94 83%	95 86%
84	657	0	0	657	10	30	4	613	45	35	10	568	92 66%	92 66%	94 20%
85	649	0	0	649	111	35	6	497	67	47	20	430	73.13%	86 52%	90 15%
86	645	0	0	645	92	115	3	435	126	93	33	309	62.55%	71 03%	76 87%
87	638	0	0	638	83	24	1	530	27	20	7	503	83.00%	94 91%	96 18%
88	625	0	0	625	110	42	3	470	32	27	5	438	76 17%	93 19%	94 19%
89	619	0	0	619	70	47	4	498	95	77	18	403	73 27%	80 92%	83 96%
90	614	0	0	614	89	61	2	462	32	25	7	430	79 04%	93 07%	94 51%
91	581	0	0	581	45	23	4	509	34	31	3	475	86 21%	93 32%	93 87%
92	576	0	0	576	95	41	3	437	54	27	27	383	75 84%	87 64%	93 41%
93	0	0	567	567	12	71	0	484	7	7	0	477	96 17%	98 55%	98 55%
94	565	0	0	565	28	45	10	482	101	68	33	381	79.87%	79 05%	84 86%
95	562	0	0	562	53	28	0	481	22	19	3	459	86.44%	95 43%	96 03%
96	0	0	554	554	72	62	1	419	124	101	23	295	63 03%	70 41%	74 49%
97	552	0	0	552	47	47	9	449	92	59	33	357	77 11%	79 51%	85 82%
98	0	531	0	531	36	54	14	427	76	66	10	351	77 48%	82 20%	84 17%
99	519	0	0	519	54	22	1	442	19	9	10	423	87 04%	95 70%	97 92%
100	0	0	517	517	83	17	8	409	82	40	42	327	72.67%	79 95%	89 10%
101	0	516	0	516	100	88	7	321	58	41	17	263	65 10%	81 93%	86 51%
102	504	0	0	504	61	13	0	430	23	17	6	407	83.92%	94 65%	95 99%
103	500	0	0	500	18	37	2	443	19	15	4	424	92.78%	95 71%	96 58%
104	498	0	0	498	63	59	6	370	155	137	18	215	51 81%	58 11%	61 08%
105	0	493	0	493	385	86	1	21	10	7	3	11	2.73%	52 38%	61 11%
106	489	0	0	489	25	31	1	432	35	32	3	397	87.44%	91 90%	92 54%
107	484	0	0	484	87	37	1	359	107	50	57	252	64 78%	70 19%	83 44%
108	472	0	0	472	40	32	2	398	21	17	4	377	86.87%	94 72%	95 69%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
109	470	0	0	470	78	53	7	332	124	95	29	208	54.59%	62.65%	68.65%
110	460	0	0	460	6	7	0	447	62	49	13	385	87.50%	86.13%	88.71%
111	459	0	0	459	25	11	1	422	27	21	6	395	89.57%	93.60%	94.95%
112	459	0	0	459	52	21	4	382	34	20	14	348	82.86%	91.10%	94.57%
113	434	0	0	434	60	48	3	323	67	51	16	256	69.75%	79.26%	83.39%
114	428	0	0	428	50	36	0	342	23	17	6	319	82.64%	93.27%	94.94%
115	424	0	0	424	54	18	2	350	36	30	6	314	78.89%	89.71%	91.28%
116	0	417	0	417	23	45	4	345	115	101	14	230	64.97%	66.67%	69.49%
117	415	0	0	415	30	22	3	360	69	52	17	291	78.02%	80.83%	84.84%
118	410	0	0	410	45	5	2	358	16	13	3	342	85.50%	95.53%	96.34%
119	405	0	0	405	11	16	32	346	258	215	43	88	28.03%	25.43%	29.04%
120	402	0	0	402	44	41	8	309	66	53	13	243	71.47%	78.64%	82.09%
121	402	0	0	402	78	21	4	299	35	29	6	264	71.16%	88.29%	90.10%
122	395	0	0	395	52	15	0	328	34	30	4	294	78.19%	89.63%	90.74%
123	394	0	0	394	67	63	1	263	54	34	20	209	67.42%	79.47%	86.01%
124	391	0	0	391	41	10	2	338	21	16	5	317	84.76%	93.79%	95.20%
125	390	0	0	390	56	21	2	311	45	25	20	266	76.66%	85.53%	91.41%
126	388	0	0	388	22	24	1	341	28	23	3	313	87.50%	92.38%	93.20%
127	388	0	0	388	66	10	1	311	43	20	3	288	77.01%	92.60%	93.51%
128	383	0	0	383	59	45	7	272	100	76	24	172	56.93%	63.24%	69.35%
129	377	0	0	377	65	24	1	287	40	35	5	247	71.18%	86.06%	87.59%
130	367	0	0	367	14	21	1	331	7	6	1	324	98.18%	97.89%	98.18%
131	352	0	0	352	174	22	2	154	16	12	4	138	42.59%	89.61%	92.00%
132	0	0	348	348	3	22	0	323	11	8	3	312	96.59%	96.59%	97.50%
133	343	0	0	343	66	19	1	257	41	32	9	216	68.70%	84.05%	87.10%
134	0	0	338	338	1	45	0	292	6	5	1	286	97.95%	97.95%	98.28%
135	330	0	0	330	6	20	1	303	25	15	10	278	92.08%	91.75%	94.88%
136	330	0	0	330	37	25	2	266	15	13	2	251	83.39%	94.36%	95.08%
137	327	0	0	327	10	15	0	302	13	11	2	289	93.23%	95.70%	96.33%
138	314	0	0	314	50	19	0	245	50	19	31	195	73.86%	79.59%	91.12%
139	312	0	0	312	21	5	1	285	16	15	1	269	88.20%	94.39%	94.72%
140	312	0	0	312	22	12	0	278	14	13	1	264	88.29%	94.96%	95.31%
141	312	0	0	312	23	7	0	282	49	45	4	233	77.41%	82.62%	83.81%
142	300	0	0	300	14	6	0	280	9	8	1	271	92.49%	96.79%	97.13%
143	297	0	0	297	42	6	3	246	24	22	2	222	77.62%	90.24%	90.98%
144	288	0	0	288	36	15	2	235	14	10	4	221	82.77%	94.04%	95.67%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total Billing Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
145	0	0	282	282	0	14	0	268	2	1	1	266	99.63%	99 25%	99 63%
146	280	0	0	280	28	76	1	175	31	23	8	144	73.85%	82 29%	86 23%
147	0	0	276	276	51	17	1	207	51	38	13	156	63.67%	75 36%	80 41%
148	274	0	0	274	34	26	7	207	122	91	31	85	40.48%	41 06%	48 30%
149	0	0	272	272	90	33	14	135	54	30	24	81	40.30%	60.00%	72 97%
150	0	0	267	267	93	36	11	127	33	24	9	94	44 55%	74 02%	79 66%
151	263	0	0	263	36	15	6	206	51	44	7	155	65.96%	75 24%	77 89%
152	260	0	0	260	20	28	2	210	53	41	12	157	72.02%	74 76%	79 29%
153	260	0	0	260	22	12	0	226	16	15	1	210	85.02%	92 92%	93 33%
154	251	0	0	251	43	29	3	176	32	19	13	144	69.90%	81 82%	88 34%
155	247	0	0	247	5	17	2	223	27	13	14	196	91.59%	87 89%	93 78%
156	0	0	241	241	28	19	0	194	31	25	6	163	75.46%	84 02%	86 70%
157	239	0	0	239	21	67	0	151	23	12	11	128	79.50%	84 77%	91 43%
158	0	239	0	239	1	25	3	210	61	41	20	149	78.01%	70 95%	78 42%
159	238	0	0	238	3	5	2	228	30	28	2	198	86.46%	86 84%	87 61%
160	0	0	233	233	35	18	1	179	70	59	11	109	53.69%	60 89%	64 88%
161	232	0	0	232	40	51	1	140	18	14	4	122	69.32%	87 14%	89 71%
162	220	0	0	220	23	22	3	172	37	28	9	135	72 58%	78 49%	82 82%
163	218	0	0	218	37	16	0	165	17	14	3	148	74.37%	89 70%	91 36%
164	217	0	0	217	23	16	5	173	32	23	9	141	75 40%	81 50%	85 98%
165	214	0	0	214	26	17	3	168	49	36	13	119	65.75%	70 83%	76 77%
166	211	0	0	211	41	29	3	138	36	23	13	102	61 45%	73 91%	81 60%
167	0	0	209	209	27	23	0	159	41	28	13	118	68 21%	74 21%	80 82%
168	206	0	0	206	33	9	0	164	5	5	0	159	89.71%	96 95%	96 95%
169	200	0	0	200	21	3	2	174	15	13	2	159	82 38%	91 38%	92 44%
170	197	0	0	197	18	10	1	168	17	15	2	151	82.07%	89 88%	90 96%
171	191	0	0	191	19	15	1	156	7	4	3	149	86 63%	95 51%	97 39%
172	0	0	190	190	68	10	0	112	17	13	4	95	53 98%	84 82%	87 96%
173	190	0	0	190	12	18	3	157	14	7	7	143	88 27%	91 08%	95 33%
174	182	0	0	182	6	5	3	168	22	20	2	146	84.88%	86 90%	87 95%
175	175	0	0	175	42	24	5	104	23	12	11	81	60.00%	77 88%	87 10%
176	0	157	0	157	21	37	0	99	26	17	9	73	65 77%	73 74%	81 11%
177	0	0	157	157	4	4	30	119	103	75	28	16	16 84%	13 45%	17 58%
178	154	0	0	154	25	5	1	123	14	6	8	109	77.86%	88 62%	94 78%
179	153	0	0	153	20	21	3	109	27	16	11	82	69.49%	75 23%	83 67%
180	0	151	0	151	19	20	0	112	33	27	6	79	63 20%	70 54%	74 53%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
181	0	0	148	148	7	39	4	98	49	25	24	49	60 49%	50 00%	66 22%
182	0	0	148	148	12	11	5	120	52	31	21	68	61 26%	56 67%	68 69%
183	148	0	0	148	33	6	0	109	13	11	2	96	68 57%	88 07%	89 72%
184	144	0	0	144	16	16	3	109	55	42	13	54	48 21%	49 54%	56 25%
185	140	0	0	140	23	47	0	70	15	11	4	55	61 80%	78 57%	83 33%
186	0	137	0	137	110	12	0	15	12	9	3	3	2 46%	20 00%	25 00%
187	135	0	0	135	15	25	0	95	8	6	2	87	80 56%	91 58%	93 55%
188	133	0	0	133	4	16	1	112	23	20	3	89	78 76%	79 46%	81 65%
189	132	0	0	132	6	14	1	111	14	11	3	97	85 09%	87 39%	89 81%
190	0	0	128	128	3	5	0	120	5	4	1	115	94 26%	95 83%	96 64%
191	127	0	0	127	39	14	1	73	18	14	4	55	50 93%	75 34%	79 71%
192	127	0	0	127	19	17	0	91	47	40	7	44	42 72%	48 35%	52 38%
193	0	126	0	126	11	13	0	102	19	12	7	83	78 30%	81 37%	87 37%
194	124	0	0	124	31	15	2	76	27	13	14	49	52 69%	64 47%	79 03%
195	123	0	0	123	17	5	0	101	8	7	1	93	79 49%	92 08%	93 00%
196	123	0	0	123	5	3	1	114	10	6	4	104	90 43%	91 23%	94 55%
197	121	0	0	121	8	1	0	112	3	3	0	109	90 83%	97 32%	97 32%
198	121	0	0	121	23	18	1	79	22	20	2	57	57 00%	72 15%	74 03%
199	121	0	0	121	16	9	4	92	19	16	3	73	69 52%	79 35%	82 02%
200	0	121	0	121	24	23	0	74	17	8	9	57	64 04%	77 03%	87 69%
201	0	0	119	119	15	14	0	90	7	4	3	83	81 37%	92 22%	95 40%
202	116	0	0	116	12	10	0	94	3	2	1	91	86 67%	96 81%	97 85%
203	116	0	0	116	90	2	0	24	0	0	0	24	21 05%	100 00%	100 00%
204	113	0	0	113	22	24	1	66	22	14	8	44	55 00%	66 67%	75 86%
205	111	0	0	111	24	2	9	76	23	20	3	53	54 64%	69 74%	72 60%
206	111	0	0	111	30	9	2	70	28	16	12	42	47 73%	60 00%	72 41%
207	0	0	109	109	1	18	0	90	0	0	0	90	98 90%	100 00%	100 00%
208	108	0	0	108	22	5	3	78	23	19	4	55	57 29%	70 51%	74 32%
209	107	0	0	107	15	3	5	84	8	6	2	76	78 35%	90 48%	92 68%
210	107	0	0	107	21	17	3	66	22	17	5	44	53 66%	66 67%	72 13%
211	105	0	0	105	18	6	0	81	2	2	0	79	79 80%	97 53%	97 53%
212	103	0	0	103	7	14	1	81	8	4	4	73	86 90%	90 12%	94 81%
213	103	0	0	103	7	6	0	90	5	3	2	85	89 47%	94 44%	96 59%
214	102	0	0	102	9	3	2	88	29	27	2	59	62 11%	67 05%	68 60%
215	0	0	100	100	16	9	5	70	40	30	10	30	39 47%	42 86%	50 00%
216	0	99	0	99	53	31	0	15	10	7	3	5	7 69%	33 33%	41 67%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
217	98	0	0	98	19	15	1	63	8	6	2	55	68 75%	87 30%	90 16%
218	97	0	0	97	7	0	0	90	8	8	0	82	84 54%	91 11%	91 11%
219	96	0	0	96	9	8	0	79	8	7	1	71	81 61%	89 87%	91 03%
220	95	0	0	95	14	14	2	65	8	5	3	57	75 00%	87 69%	91 94%
221	94	0	0	94	11	15	2	66	11	7	4	55	75 34%	83 33%	88 71%
222	0	94	0	94	16	16	0	62	21	20	1	41	53 25%	66 13%	67 21%
223	0	0	92	92	4	8	0	80	8	4	4	72	90 00%	90 00%	94 74%
224	92	0	0	92	92	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
225	90	0	0	90	6	15	1	68	14	9	5	54	78 26%	79 41%	85 71%
226	89	0	0	89	7	4	1	77	43	38	5	34	43 04%	44 16%	47 22%
227	88	0	0	88	10	7	5	66	17	12	5	49	69 01%	74 24%	80 33%
228	84	0	0	84	2	7	0	75	7	6	1	68	89 47%	90 67%	91 89%
229	83	0	0	83	3	5	0	75	3	3	0	72	92 31%	96 00%	96 00%
230	0	83	0	83	17	7	0	59	24	6	18	35	60 34%	59 32%	85 37%
231	0	0	83	83	2	17	1	63	20	11	9	43	76 79%	68 25%	79 63%
232	79	0	0	79	26	6	0	47	15	13	2	32	45 07%	68 09%	71 11%
233	0	79	0	79	18	29	0	32	19	11	8	13	30 95%	40 63%	54 17%
234	79	0	0	79	7	1	0	71	3	3	0	68	87 18%	95 77%	95 77%
235	0	79	0	79	12	17	0	50	19	14	5	31	54 39%	62 00%	68 89%
236	79	0	0	79	28	6	0	45	9	3	6	36	53 73%	80 00%	92 31%
237	78	0	0	78	10	5	1	62	20	10	10	42	67 74%	67 74%	80 77%
238	78	0	0	78	7	14	0	57	7	7	0	50	78 13%	87 72%	87 72%
239	78	0	0	78	6	4	3	65	8	5	3	57	83 82%	87 69%	91 94%
240	0	0	77	77	5	10	0	62	36	23	13	26	48 15%	41 94%	53 06%
241	0	74	0	74	19	7	2	46	21	15	6	25	42 37%	54 35%	62 50%
242	0	0	74	74	7	22	0	45	12	8	4	33	68 75%	73 33%	80 49%
243	74	0	0	74	13	3	1	57	4	3	1	53	76 81%	92 98%	94 64%
244	73	0	0	73	0	8	0	65	3	2	1	62	96 88%	95 38%	96 88%
245	0	0	73	73	15	8	2	48	7	4	3	41	68 33%	85 42%	91 11%
246	0	0	72	72	3	24	8	37	29	10	19	8	38 10%	21 62%	44 44%
247	0	71	0	71	6	15	0	50	13	10	3	37	69 81%	74 00%	78 72%
248	70	0	0	70	4	11	0	55	2	1	1	53	91 38%	96 36%	98 15%
249	67	0	0	67	4	1	0	62	1	0	1	61	93.85%	98 39%	100 00%
250	66	0	0	66	11	8	0	47	4	4	0	43	74 14%	91 49%	91 49%
251	64	0	0	64	6	13	1	44	4	1	3	40	85 11%	90 91%	97 56%
252	62	0	0	62	14	8	0	40	8	4	4	32	64 00%	80 00%	88 89%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
253	62	0	0	62	2	9	0	51	2	1	1	49	94 23%	96 08%	98 00%
254	62	0	0	62	11	9	0	[illegible]	9	4	5	33	68 75%	78 57%	89 19%
255	56	0	0	56	2	5	1	48	5	4	1	43	87 76%	89 58%	91 49%
256	56	0	0	56	6	1	1	48	4	1	3	44	86 27%	91 67%	97 78%
257	0	0	54	54	22	5	0	27	7	2	5	20	45 45%	74 07%	90 91%
258	53	0	0	53	5	11	0	37	2	2	0	35	83 33%	94 59%	94 59%
259	53	0	0	53	6	10	1	36	5	4	1	31	75 61%	86 11%	88 57%
260	53	0	0	53	2	17	0	34	5	2	3	29	87 88%	85 29%	93 55%
261	0	52	0	52	3	14	0	35	19	14	5	16	48 48%	45 71%	53 33%
262	52	0	0	52	6	5	1	40	9	9	0	31	67 39%	77 50%	77 50%
263	0	51	0	51	41	6	0	4	3	2	1	1	2 27%	25 00%	33 33%
264	51	0	0	51	2	14	1	34	10	6	4	24	75 00%	70 59%	80 00%
265	0	51	0	51	12	3	0	36	10	5	5	26	60 47%	72 22%	83 87%
266	51	0	0	51	12	3	0	36	8	5	3	28	62 22%	77 78%	84 85%
267	0	0	50	50	5	15	0	30	11	11	0	19	54 29%	63 33%	63 33%
268	49	0	0	49	7	6	0	36	6	4	2	30	73 17%	83 33%	88 24%
269	48	0	0	48	12	9	0	27	18	6	12	9	33 33%	33 33%	60 00%
270	48	0	0	48	13	5	1	29	5	2	3	24	61 54%	82 76%	92 31%
271	48	0	0	48	1	9	0	38	6	5	1	32	84 21%	84 21%	86 49%
272	0	48	0	48	26	8	0	14	8	4	4	6	16 67%	42 86%	60 00%
273	0	47	0	47	2	8	0	37	12	8	4	25	71 43%	67 57%	75 76%
274	0	46	0	46	8	4	1	33	24	5	19	9	40 91%	27 27%	64 29%
275	46	0	0	46	3	11	1	31	12	10	2	19	59 38%	61 29%	65 52%
276	45	0	0	45	6	4	3	32	6	4	2	26	72 22%	81 25%	86 67%
277	44	0	0	44	0	10	0	34	5	5	0	29	85 29%	85 29%	85 29%
278	43	0	0	43	6	3	1	33	10	8	2	23	62 16%	69 70%	74 19%
279	42	0	0	42	5	12	2	23	5	4	1	18	66 67%	78 26%	81 82%
280	42	0	0	42	1	4	0	37	10	8	2	27	75 00%	72 97%	77 14%
281	41	0	0	41	4	6	0	31	5	4	1	26	76 47%	83 87%	86 67%
282	41	0	0	41	15	1	0	25	3	0	3	22	59 46%	88 00%	100 00%
283	40	0	0	40	2	7	1	30	6	3	3	24	82 76%	80 00%	88 89%
284	40	0	0	40	7	1	1	31	2	2	0	29	76 32%	93 55%	93 55%
285	40	0	0	40	14	0	0	26	4	3	1	22	56 41%	84 62%	88 00%
286	0	0	38	38	10	10	0	18	10	5	5	8	34 78%	44 44%	61 54%
287	0	38	0	38	3	10	1	24	11	2	9	13	72 22%	54 17%	86 67%
288	37	0	0	37	6	4	1	26	13	8	5	13	48 15%	50 00%	61 90%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
289	0	0	36	36	0	3	0	33	0	0	0	33	100 00%	100 00%	100 00%
290	32	0	0	32	0	10	0	22	12	11	1	10	47 62%	45 45%	47 62%
291	32	0	0	32	21	0	0	11	1	1	0	10	31 25%	90 91%	90 91%
292	32	0	0	32	14	1	0	17	6	4	2	11	37 93%	64 71%	73 33%
293	0	0	31	31	0	9	0	22	3	3	0	19	86 36%	86 36%	86 36%
294	0	0	31	31	8	9	0	14	7	1	6	7	43 75%	50 00%	87 50%
295	31	0	0	31	3	8	0	20	10	6	4	10	52 63%	50 00%	62 50%
296	30	0	0	30	5	6	0	19	2	2	0	17	70 83%	89 47%	89 47%
297	30	0	0	30	16	2	0	12	6	4	2	6	23 08%	50 00%	60 00%
298	0	30	0	30	4	5	0	21	7	4	3	14	63 64%	66 67%	77 78%
299	30	0	0	30	2	7	1	20	7	2	5	13	76 47%	65 00%	86 67%
300	30	0	0	30	0	5	0	25	10	10	0	15	60 00%	60 00%	60 00%
301	0	29	0	29	4	0	2	23	12	9	3	11	45 83%	47 83%	55 00%
302	28	0	0	28	6	7	1	14	9	7	2	5	27 78%	35 71%	41 67%
303	28	0	0	28	1	16	1	10	8	2	6	2	40 00%	20 00%	50 00%
304	0	0	28	28	2	4	0	22	3	2	1	19	82 61%	86 36%	90 48%
305	27	0	0	27	0	4	1	22	17	15	2	5	25 00%	22 73%	25 00%
306	27	0	0	27	5	9	0	13	2	1	1	11	64 71%	84 62%	91 67%
307	0	0	27	27	6	19	0	2	1	0	1	1	14 29%	50 00%	100 00%
308	27	0	0	27	2	2	1	22	2	1	1	20	86 96%	90 91%	95 24%
309	26	0	0	26	6	3	0	17	5	3	2	12	57 14%	70 59%	80 00%
310	26	0	0	26	6	2	1	17	14	10	4	3	15 79%	17 65%	23 08%
311	0	26	0	26	1	2	0	23	13	6	7	10	58 82%	43 48%	62 50%
312	25	0	0	25	4	1	0	20	7	6	1	13	56 52%	65 00%	68 42%
313	25	0	0	25	0	2	0	23	2	2	0	21	91 30%	91 30%	91 30%
314	25	0	0	25	3	5	0	17	2	2	0	15	75 00%	88 24%	88 24%
315	25	0	0	25	17	0	0	8	5	5	0	3	12 00%	37 50%	37 50%
316	0	25	0	25	2	1	0	22	7	6	1	15	65 22%	68 18%	71 43%
317	0	24	0	24	0	5	0	19	16	7	9	3	30 00%	15 79%	30 00%
318	24	0	0	24	5	6	1	12	4	3	1	8	50 00%	66 67%	72 73%
319	0	24	0	24	3	5	0	16	6	3	3	10	62 50%	62 50%	76 92%
320	23	0	0	23	3	2	0	18	0	0	0	18	85 71%	100 00%	100 00%
321	23	0	0	23	4	1	0	18	7	3	4	11	61 11%	61 11%	78 57%
322	23	0	0	23	3	5	0	15	5	3	2	10	62 50%	66 67%	76 92%
323	22	0	0	22	2	2	0	18	3	3	0	15	75 00%	83 33%	83 33%
324	22	0	0	22	4	1	0	17	8	5	3	9	50 00%	52 94%	64 29%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
325	22	0	0	22	2	1	1	18	2	2	0	16	80 00%	88 89%	88 89%
326	21	0	0	21	5	2	0	14	8	4	4	6	40 00%	42 86%	60 00%
327	21	0	0	21	4	0	0	17	4	2	2	13	68 42%	76 47%	86 67%
328	21	0	0	21	10	0	0	11	1	1	0	10	47 62%	90 91%	90 91%
329	0	21	0	21	10	0	3	8	7	7	0	1	5 56%	12.50%	12 50%
330	21	0	0	21	12	0	0	9	6	5	1	3	15.00%	33 33%	37 50%
331	20	0	0	20	1	2	0	17	1	1	0	16	88 89%	94 12%	94 12%
332	19	0	0	19	0	4	0	15	4	1	3	11	91 67%	73 33%	91 67%
333	19	0	0	19	0	1	2	16	1	0	1	15	100 00%	93 75%	100 00%
334	19	0	0	19	0	5	0	14	8	7	1	6	46 15%	42 86%	46 15%
335	19	0	0	19	0	1	2	16	1	1	0	15	93 75%	93 75%	93 75%
336	19	0	0	19	4	0	0	15	1	1	0	14	73 68%	93 33%	93 33%
337	18	0	0	18	6	1	0	11	10	3	7	1	10 00%	9 09%	25 00%
338	18	0	0	18	3	0	0	15	3	2	1	12	70 59%	80 00%	85 71%
339	18	0	0	18	2	2	1	13	4	3	1	9	64 29%	69 23%	75 00%
340	17	0	0	17	4	2	0	11	5	4	1	6	42.86%	54 55%	60 00%
341	17	0	0	17	2	1	0	14	7	7	0	7	43 75%	50 00%	50 00%
342	17	0	0	17	1	3	0	13	2	2	0	11	78 57%	84 62%	84 62%
343	17	0	0	17	0	4	0	13	7	6	1	6	50 00%	46 15%	50 00%
344	17	0	0	17	0	2	0	15	1	1	0	14	93 33%	93 33%	93 33%
345	0	17	0	17	1	2	0	14	1	1	0	13	86 67%	92 86%	92 86%
346	16	0	0	16	1	4	0	11	4	4	0	7	58 33%	63 64%	63 64%
347	16	0	0	16	1	2	2	11	4	3	1	7	63 64%	63 64%	70 00%
348	16	0	0	16	2	5	0	9	2	1	1	7	70 00%	77 78%	87 50%
349	0	0	16	16	4	0	0	12	8	3	5	4	36 36%	33 33%	57 14%
350	16	0	0	16	0	0	2	14	0	0	0	14	100 00%	100 00%	100 00%
351	15	0	0	15	3	0	0	12	7	6	1	5	35 71%	41 67%	45 45%
352	15	0	0	15	0	7	0	8	2	0	2	6	100 00%	75 00%	100 00%
353	15	0	0	15	3	4	0	8	7	5	2	1	11 11%	12 50%	16 67%
354	15	0	0	15	0	2	0	13	3	2	1	10	83 33%	76 92%	83 33%
355	15	0	0	15	0	2	0	13	0	0	0	13	100 00%	100 00%	100 00%
356	14	0	0	14	1	8	0	5	0	0	0	5	83 33%	100 00%	100 00%
357	14	0	0	14	0	0	0	14	1	1	0	13	92 86%	92 86%	92 86%
358	14	0	0	14	8	5	0	1	1	1	0	0	0 00%	0 00%	0 00%
359	14	0	0	14	2	2	0	10	0	0	0	10	83 33%	100 00%	100 00%
360	14	0	0	14	1	2	0	11	1	1	0	10	83 33%	90 91%	90 91%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppa (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
361	13	0	0	13	0	3	0	10	0	0	0	10	100 00%	100 00%	100 00%
362	13	0	0	13	0	1	0	12	3	3	0	9	75 00%	75 00%	75 00%
363	13	0	0	13	1	8	0	4	4	2	2	0	0 00%	0 00%	0 00%
364	12	0	0	12	0	1	0	11	2	1	1	9	90 00%	81 82%	90 00%
365	12	0	0	12	1	0	0	11	1	1	0	10	83 33%	90 91%	90 91%
366	12	0	0	12	0	3	0	9	0	0	0	9	100 00%	100 00%	100 00%
367	12	0	0	12	0	2	0	10	2	1	1	8	88 89%	80 00%	88 89%
368	12	0	0	12	1	1	0	10	0	0	0	10	90 91%	100 00%	100 00%
369	11	0	0	11	0	3	0	8	2	0	2	6	100 00%	75 00%	100 00%
370	11	0	0	11	7	0	0	4	1	1	0	3	27 27%	75 00%	75 00%
371	0	0	10	10	0	3	0	7	1	1	0	6	85 71%	85 71%	85 71%
372	10	0	0	10	1	3	0	6	2	0	2	4	80.00%	66 67%	100 00%
373	10	0	0	10	0	1	1	8	2	2	0	6	75 00%	75 00%	75 00%
374	10	0	0	10	0	0	0	10	5	0	5	5	100 00%	50 00%	100 00%
375	10	0	0	10	1	6	0	3	1	0	1	2	66 67%	66 67%	100 00%
376	0	0	10	10	0	1	0	9	1	1	0	8	88 89%	88 89%	88 89%
377	10	0	0	10	0	3	0	7	7	4	3	0	0 00%	0 00%	0 00%
378	9	0	0	9	0	1	0	8	1	1	0	7	87 50%	87 50%	87 50%
379	9	0	0	9	4	1	0	4	0	0	0	4	50 00%	100 00%	100 00%
380	9	0	0	9	0	1	0	8	2	0	2	6	100 00%	75 00%	100 00%
381	9	0	0	9	1	4	0	4	1	1	0	3	60 00%	75 00%	75 00%
382	0	0	9	9	9	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
383	9	0	0	9	3	0	0	6	3	3	0	3	33 33%	50 00%	50 00%
384	9	0	0	9	0	0	0	9	0	0	0	9	100 00%	100 00%	100 00%
385	8	0	0	8	0	0	0	8	2	2	0	6	75.00%	75 00%	75 00%
386	8	0	0	8	0	1	0	7	1	1	0	6	85 71%	85 71%	85 71%
387	8	0	0	8	0	0	2	6	6	5	1	0	0 00%	0 00%	0 00%
388	8	0	0	8	0	0	0	8	2	2	0	6	75 00%	75 00%	75 00%
389	8	0	0	8	0	0	0	8	0	0	0	8	100 00%	100 00%	100 00%
390	0	8	0	8	5	1	0	2	2	2	0	0	0 00%	0 00%	0 00%
391	0	0	7	7	0	1	0	6	0	0	0	6	100 00%	100 00%	100 00%
392	7	0	0	7	4	1	0	2	1	1	0	1	16 67%	50 00%	50 00%
393	0	0	7	7	7	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
394	7	0	0	7	0	0	0	7	2	1	1	5	83 33%	71 43%	83 33%
395	7	0	0	7	0	2	0	5	4	4	0	1	20 00%	20 00%	20 00%
396	7	0	0	7	3	0	0	4	0	0	0	4	57 14%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
397	7	0	0	7	0	0	0	7	0	0	0	7	100 00%	100 00%	100 00%
398	7	0	0	7	2	0	0	5	1	0	1	4	66.67%	80 00%	100 00%
399	0	7	0	7	0	7	0	0	0	0	0	0	0 00%	0 00%	0 00%
400	0	0	7	7	5	0	0	2	0	0	0	2	28 57%	100 00%	100 00%
401	0	0	6	6	3	2	0	1	0	0	0	1	25 00%	100 00%	100 00%
402	0	0	6	6	0	2	0	4	0	0	0	4	100 00%	100 00%	100 00%
403	0	0	6	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
404	6	0	0	6	0	1	0	5	0	0	0	5	100 00%	100 00%	100 00%
405	6	0	0	6	1	0	1	4	4	2	2	0	0 00%	0 00%	0 00%
406	5	0	0	5	3	0	0	2	0	0	0	2	40 00%	100 00%	100 00%
407	0	5	0	5	0	2	0	3	3	1	2	0	0.00%	0 00%	0 00%
408	0	0	5	5	3	0	0	2	0	0	0	2	40 00%	100 00%	100 00%
409	5	0	0	5	2	1	0	2	0	0	0	2	50 00%	100 00%	100 00%
410	5	0	0	5	0	5	0	0	0	0	0	0	0.00%	0 00%	0 00%
411	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
412	4	0	0	4	0	0	0	4	3	2	1	1	33 33%	25 00%	33 33%
413	4	0	0	4	1	1	0	2	0	0	0	2	66 67%	100 00%	100 00%
414	4	0	0	4	1	2	0	1	0	0	0	1	50 00%	100 00%	100 00%
415	4	0	0	4	2	0	0	2	1	1	0	1	25 00%	50 00%	50 00%
416	0	4	0	4	0	0	0	4	2	2	0	2	50 00%	50 00%	50 00%
417	4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
418	4	0	0	4	0	0	0	4	1	1	0	3	75.00%	75.00%	75 00%
419	4	0	0	4	0	0	0	4	4	4	0	0	0 00%	0 00%	0 00%
420	0	3	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
421	0	0	3	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
422	0	0	3	3	0	0	0	3	3	0	3	0	0 00%	0 00%	0 00%
423	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
424	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
425	0	0	3	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
426	0	0	3	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
427	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
428	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
429	0	3	0	3	2	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
430	0	0	2	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
431	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
432	0	0	2	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
433	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
434	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
435	2	0	0	2	0	1	0	1	0	0	0	1	100.00%	100.00%	100.00%
436	0	2	0	2	0	0	0	2	2	0	2	0	0.00%	0.00%	0.00%
437	2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
438	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
439	0	0	2	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
440	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
441	2	0	0	2	0	0	0	2	2	1	1	0	0.00%	0.00%	0.00%
442	2	0	0	2	1	0	0	1	0	0	0	1	50.00%	100.00%	100.00%
443	2	0	0	2	0	1	0	1	1	1	0	0	0.00%	0.00%	0.00%
444	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
445	2	0	0	2	0	0	0	2	1	1	0	1	50.00%	50.00%	50.00%
446	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
447	0	2	0	2	1	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
448	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
449	2	0	0	2	0	0	0	2	0	0	0	2	100.00%	100.00%	100.00%
450	0	2	0	2	0	2	0	0	0	0	0	0	0.00%	0.00%	0.00%
451	0	0	2	2	0	0	0	2	2	2	0	0	0.00%	0.00%	0.00%
452	0	0	2	2	0	0	0	2	1	0	1	1	100.00%	50.00%	100.00%
453	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
454	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
455	0	1	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
456	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
457	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
458	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
459	1	0	0	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
460	1	0	0	1	1	0	0	0	0	0	0	0	0.00%	0.00%	0.00%
461	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
462	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
463	1	0	0	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
464	0	0	1	1	0	0	0	1	0	0	0	1	100.00%	100.00%	100.00%
465	0	0	1	1	0	1	0	0	0	0	0	0	0.00%	0.00%	0.00%
LENS Subtotal	237,730	0	0	237,730	28,151	22,900	1,323	185,356	27,733	21,434	6,299	157,623	76.07%	85.04%	88.03%
EDI Subtotal	0	69,888	0	69,888	4,857	11,231	192	53,608	12,235	7,274	4,961	41,373	77.33%	77.18%	85.05%
TAG Subtotal	0	0	43,613	43,613	3,507	5,097	433	34,576	7,277	5,092	2,185	27,299	76.05%	78.95%	84.28%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects		Validated	Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
TOTAL INTERFACES	237,730	69,888	43,613	351,231	36,515	39,228	1,948	273,540	47,245	33,800	13,445	226,295	76.29%	82.73%	87.00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	45,573	0	0	45,573	4,787	8,880	363	31,543	8,740	6,368	2,372	22,803	67 15%	72 29%	78 17%
2	24,222	0	0	24,222	1,949	1,441	40	20,792	1,289	1,141	148	19,503	86.32%	93 80%	94 47%
3	10,733	0	0	10,733	549	405	6	9,773	279	232	47	9,494	92 40%	97 15%	97 61%
4	0	0	8,674	8,674	101	384	9	8,180	311	227	84	7,869	96 00%	96 20%	97 20%
5	0	8,613	0	8,613	135	2,727	0	5,751	2,661	197	2,464	3,090	90 30%	53 73%	94 01%
6	7,937	0	0	7,937	243	386	16	7,292	304	236	68	6,988	93 59%	95 83%	96 73%
7	6,852	0	0	6,852	360	517	10	5,965	592	476	116	5,373	86.54%	90 08%	91 86%
8	5,548	0	0	5,548	416	491	11	4,630	402	304	98	4,228	85 45%	91 32%	93 29%
9	0	5,334	0	5,334	92	929	2	4,311	1,435	1,299	136	2,876	67 40%	66 71%	68 89%
10	4,043	0	0	4,043	292	301	18	3,432	425	279	146	3,007	84 04%	87 62%	91 51%
11	0	3,752	0	3,752	47	768	1	2,936	878	785	93	2,058	71 21%	70 10%	72 39%
12	0	0	3,123	3,123	12	390	33	2,688	1,128	677	451	1,560	69 36%	58 04%	69 74%
13	3,112	0	0	3,112	209	372	5	2,526	100	81	19	2,426	89 32%	96 04%	96 77%
14	0	2,492	0	2,492	7	639	0	1,846	670	348	322	1,176	76 81%	63 71%	77 17%
15	0	2,396	0	2,396	33	291	0	2,072	644	591	53	1,428	69 59%	68 92%	70 73%
16	2,363	0	0	2,363	187	135	15	2,026	249	197	52	1,777	82 23%	87 71%	90 02%
17	2,319	0	0	2,319	259	196	14	1,850	121	96	25	1,729	82 97%	93 46%	94 74%
18	2,270	0	0	2,270	243	139	7	1,881	177	144	33	1,704	81 49%	90 59%	92 21%
19	0	0	2,229	2,229	81	28	11	2,109	442	395	47	1,667	77 79%	79 04%	80 84%
20	2,130	0	0	2,130	227	191	6	1,706	144	120	24	1,562	81 82%	91 56%	92 87%
21	2,115	0	0	2,115	242	100	6	1,767	110	95	15	1,657	83 10%	93 77%	94 58%
22	2,043	0	0	2,043	172	57	9	1,805	95	82	13	1,710	87 07%	94 74%	95 42%
23	1,930	0	0	1,930	249	105	9	1,567	202	172	30	1,365	76.43%	87 11%	88 81%
24	1,885	0	0	1,885	208	104	8	1,565	93	71	22	1,472	84 07%	94 06%	95 40%
25	1,744	0	0	1,744	40	48	2	1,654	154	98	56	1,500	91 58%	90 69%	93 87%
26	1,653	0	0	1,653	95	59	4	1,495	56	42	14	1,439	91 31%	96 25%	97 16%
27	1,622	0	0	1,622	85	116	10	1,411	254	206	48	1,157	79 90%	82 00%	84 89%
28	1,554	0	0	1,554	64	145	3	1,342	159	132	27	1,183	85 79%	88 15%	89 96%
29	1,551	0	0	1,551	112	31	0	1,408	37	30	7	1,371	90 61%	97 37%	97 86%
30	1,515	0	0	1,515	187	37	6	1,285	158	135	23	1,127	77 78%	87 70%	89 30%
31	1,458	0	0	1,458	105	46	6	1,301	58	42	16	1,243	89 42%	95 54%	96 73%
32	1,348	0	0	1,348	221	110	7	1,010	93	78	15	917	75 41%	90 79%	92 16%
33	1,304	0	0	1,304	239	89	5	971	39	31	8	932	77 54%	95 98%	96 78%
34	1,280	0	0	1,280	113	152	9	1,006	113	57	56	893	84 01%	88 77%	94 00%
35	1,274	0	0	1,274	114	87	0	1,073	44	33	11	1,029	87 50%	95 90%	96 89%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
36	1,253	0	0	1,253	72	69	2	1,110	76	69	7	1,034	88 00%	93 15%	93 74%
37	0	0	1,173	1,173	148	90	8	927	181	143	38	746	71 94%	80 47%	83 91%
38	0	1,171	0	1,171	148	153	1	869	110	95	15	759	75 75%	87 34%	88 88%
39	1,092	0	0	1,092	90	66	0	936	41	36	5	895	87 66%	95 62%	96 13%
40	1,072	0	0	1,072	117	117	3	835	87	75	12	748	79 57%	89 58%	90 89%
41	1,072	0	0	1,072	76	40	1	955	35	30	5	920	89 67%	96 34%	96 84%
42	845	0	0	845	99	36	6	704	88	77	11	616	77 78%	87 50%	88 89%
43	816	0	0	816	71	55	0	690	51	45	6	639	84 64%	92 61%	93 42%
44	802	0	0	802	135	53	1	613	38	30	8	575	77 70%	93 80%	95 04%
45	0	0	779	779	5	28	0	746	6	5	1	740	98 67%	99 20%	99 33%
46	752	0	0	752	86	92	3	571	27	23	4	544	83 31%	95 27%	95 94%
47	727	0	0	727	63	91	5	568	131	64	67	437	77 48%	76 94%	87 23%
48	0	721	0	721	5	188	0	528	46	14	32	482	96 21%	91 29%	97 18%
49	712	0	0	712	67	36	1	608	46	39	7	562	84 13%	92 43%	93 51%
50	681	0	0	681	75	16	1	589	37	30	7	552	84 02%	93 72%	94 85%
51	659	0	0	659	44	54	0	561	29	23	6	532	88 81%	94 83%	95 86%
52	657	0	0	657	10	30	4	613	45	35	10	568	92 66%	92 66%	94 20%
53	648	0	0	648	111	35	6	496	67	47	20	429	73 08%	86 49%	90 13%
54	635	0	0	635	81	24	1	529	27	20	7	502	83 25%	94 90%	96 17%
55	625	0	0	625	110	42	3	470	32	27	5	438	76 17%	93 19%	94 19%
56	614	0	0	614	89	61	2	462	32	25	7	430	79 04%	93 07%	94 51%
57	581	0	0	581	45	23	4	509	34	31	3	475	86 21%	93 32%	93 87%
58	576	0	0	576	95	41	3	437	54	27	27	383	75 84%	87 64%	93 41%
59	0	0	567	567	12	71	0	484	7	7	0	477	96 17%	98 55%	98 55%
60	562	0	0	562	53	28	0	481	22	19	3	459	86 44%	95 43%	96 03%
61	546	0	0	546	25	40	8	473	98	68	30	375	80 13%	79 28%	84 65%
62	521	0	0	521	44	84	3	390	77	61	16	313	74 88%	80 26%	83 69%
63	517	0	0	517	53	22	1	441	18	9	9	423	87 22%	95 92%	97 92%
64	504	0	0	504	61	13	0	430	23	17	6	407	83 92%	94 65%	95 99%
65	500	0	0	500	18	37	2	443	19	15	4	424	92 78%	95 71%	96 58%
66	489	0	0	489	25	31	1	432	35	32	3	397	87 44%	91 90%	92 54%
67	484	0	0	484	87	37	1	359	107	50	57	252	64 78%	70 19%	83 44%
68	461	0	0	461	39	28	2	392	20	16	4	372	87 12%	94 90%	95 88%
69	0	461	0	461	28	48	0	385	6	1	5	379	92 89%	98 44%	99 74%
70	460	0	0	460	6	7	0	447	62	49	13	385	87 50%	86 13%	88 71%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
71	459	0	0	459	25	11	1	422	27	21	6	395	89.57%	93 60%	94 95%
72	459	0	0	459	52	21	4	382	34	20	14	348	82 86%	91 10%	94 57%
73	428	0	0	428	50	36	0	342	23	17	6	319	82 64%	93 27%	94 94%
74	424	0	0	424	54	18	2	350	36	30	6	314	78 89%	89 71%	91 28%
75	410	0	0	410	45	5	2	358	16	13	3	342	85 50%	95 53%	96 34%
76	399	0	0	399	78	19	4	298	35	29	6	263	71 08%	88 26%	90 07%
77	395	0	0	395	52	15	0	328	34	30	4	294	78 19%	89 63%	90 74%
78	391	0	0	391	41	10	2	338	21	16	5	317	84 76%	93 79%	95 20%
79	388	0	0	388	66	10	1	311	23	20	3	288	77 01%	92 60%	93 51%
80	385	0	0	385	55	19	2	309	45	25	20	264	76.74%	85 44%	91 35%
81	384	0	0	384	22	24	1	337	25	22	3	312	87 64%	92 58%	93 41%
82	377	0	0	377	65	24	1	287	40	35	5	247	71 18%	86 06%	87 59%
83	367	0	0	367	14	21	1	331	7	6	1	324	94 19%	97 89%	98 18%
84	350	0	0	350	22	15	2	311	51	38	13	260	81 25%	83 60%	87 25%
85	0	0	348	348	3	22	0	323	11	8	3	312	96 59%	96 59%	97 50%
86	0	0	338	338	1	45	0	292	6	5	1	286	97 95%	97 95%	98 28%
87	330	0	0	330	6	20	1	303	25	15	10	278	92 98%	91 75%	94 88%
88	329	0	0	329	37	25	2	265	15	13	2	250	83 33%	94 34%	95 06%
89	327	0	0	327	10	15	0	302	13	11	2	289	93.23%	95 70%	96 33%
90	314	0	0	314	50	19	0	245	50	19	31	195	73 86%	79 59%	91 12%
91	312	0	0	312	21	5	1	285	16	15	1	269	88 20%	94 39%	94 72%
92	312	0	0	312	22	12	0	278	14	13	1	264	88 29%	94 96%	95 31%
93	310	0	0	310	22	7	0	281	49	45	4	232	77 59%	82 56%	83 75%
94	300	0	0	300	14	6	0	280	9	8	1	271	92 49%	96 79%	97 13%
95	297	0	0	297	42	6	3	246	24	22	2	222	77 62%	90 24%	90 98%
96	0	0	282	282	0	14	0	268	2	1	1	266	99 63%	99 25%	99 63%
97	266	0	0	266	47	15	1	203	33	25	8	170	70 25%	83 74%	87 18%
98	259	0	0	259	22	12	0	225	16	15	1	209	84 96%	92 89%	93 30%
99	247	0	0	247	5	17	2	223	27	13	14	196	91 59%	87 89%	93 78%
100	247	0	0	247	24	31	1	191	39	24	15	152	76 00%	79 58%	86 36%
101	238	0	0	238	3	5	2	228	30	28	2	198	86 46%	86 84%	87 61%
102	234	0	0	234	24	45	0	165	13	10	3	152	81 72%	92 12%	93 83%
103	229	0	0	229	20	11	1	197	6	3	3	191	89 25%	96 95%	98 45%
104	228	0	0	228	30	24	3	171	31	18	13	140	74 47%	81 87%	88 61%
105	219	0	0	219	19	56	0	144	17	10	7	127	81 41%	88 19%	92 70%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
106	213	0	0	213	36	13	0	164	17	14	3	147	74 62%	89 63%	91 30%
107	200	0	0	200	21	3	2	174	15	13	2	159	82 38%	91 38%	92 44%
108	197	0	0	197	26	9	0	162	5	5	0	157	83 51%	96 91%	96 91%
109	184	0	0	184	19	12	1	152	7	4	3	145	86 31%	95 39%	97 32%
110	183	0	0	183	11	16	2	154	12	7	5	142	88 75%	92 21%	95 30%
111	182	0	0	182	6	5	3	168	22	20	2	146	84 88%	86 90%	87 95%
112	0	0	181	181	66	8	0	107	17	13	4	90	53 25%	84 11%	87 38%
113	0	0	166	166	37	24	6	99	20	14	6	79	60 77%	79 80%	84 95%
114	154	0	0	154	25	5	1	123	14	6	8	109	77 86%	88 62%	94 78%
115	0	0	152	152	4	16	0	132	33	23	10	99	78 57%	75 00%	81 15%
116	151	0	0	151	10	21	0	120	45	25	20	75	68 18%	62 50%	75 00%
117	134	0	0	134	5	115	2	12	6	0	6	6	54.55%	50 00%	100 00%
118	133	0	0	133	4	16	1	112	23	20	3	89	78 76%	79 46%	81 65%
119	129	0	0	129	13	25	0	91	8	6	2	83	81 37%	91 21%	93 26%
120	0	0	128	128	3	5	0	120	5	4	1	115	94 26%	95 83%	96 64%
121	127	0	0	127	19	17	0	91	47	40	7	44	42 72%	48 35%	52 38%
122	123	0	0	123	5	3	1	114	10	6	4	104	90 43%	91 23%	94 55%
123	122	0	0	122	3	3	0	116	2	2	0	114	95 80%	98 28%	98 28%
124	121	0	0	121	8	1	0	112	3	3	0	109	90 83%	97 32%	97 32%
125	118	0	0	118	23	18	1	76	20	19	1	56	57 14%	73 68%	74 67%
126	112	0	0	112	22	24	1	65	21	13	8	44	55.70%	67 69%	77 19%
127	112	0	0	112	12	10	0	90	3	2	1	87	86 14%	96 67%	97 75%
128	0	0	109	109	1	18	0	90	0	0	0	90	98 90%	100 00%	100 00%
129	107	0	0	107	15	3	5	84	8	6	2	76	78 35%	90 48%	92 68%
130	104	0	0	104	5	13	1	85	17	12	5	68	80 00%	80 00%	85 00%
131	104	0	0	104	18	6	0	80	2	2	0	78	79 59%	97 50%	97 50%
132	103	0	0	103	7	14	1	81	8	4	4	73	86 90%	90 12%	94 81%
133	103	0	0	103	7	6	0	90	5	3	2	85	89 47%	94 44%	96 59%
134	102	0	0	102	9	3	2	88	29	27	2	59	62 11%	67 05%	68 60%
135	99	0	0	99	6	7	1	85	9	8	1	76	84 44%	89 41%	90 48%
136	98	0	0	98	19	15	1	63	8	6	2	55	68 75%	87 30%	90 16%
137	97	0	0	97	7	0	0	90	8	8	0	82	84 54%	91 11%	91 11%
138	97	0	0	97	9	5	0	83	11	8	3	72	80 90%	86 75%	90 00%
139	96	0	0	96	15	3	0	78	3	3	0	75	80 65%	96 15%	96 15%
140	94	0	0	94	7	16	1	70	20	15	5	50	69 44%	71 43%	76 92%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
141	0	0	92	92	4	8	0	80	8	4	4	72	90 00%	90 00%	94 74%
142	88	0	0	88	10	7	5	66	17	12	5	49	69 01%	74 24%	80 33%
143	84	0	0	84	2	7	0	75	7	6	1	68	89 47%	90 67%	91 89%
144	83	0	0	83	3	5	0	75	3	3	0	72	92 31%	96 00%	96 00%
145	74	0	0	74	13	3	1	57	4	3	1	53	76 81%	92 98%	94 64%
146	74	0	0	74	9	9	2	54	9	5	4	45	76 27%	83 33%	90 00%
147	74	0	0	74	7	1	0	66	3	3	0	63	86 30%	95 45%	95 45%
148	73	0	0	73	0	8	0	65	3	2	1	62	96 88%	95 38%	96 88%
149	71	0	0	71	5	2	3	61	8	5	3	53	84 13%	86 89%	91 38%
150	0	0	69	69	2	24	8	35	28	9	19	7	38 89%	20 00%	43 75%
151	68	0	0	68	3	11	0	54	2	1	1	52	92 86%	96 30%	98 11%
152	67	0	0	67	4	1	0	62	1	0	1	61	93 85%	98 39%	100 00%
153	0	61	0	61	2	13	2	44	18	11	7	26	66 67%	59 09%	70 27%
154	58	0	0	58	6	11	0	41	4	1	3	37	84 09%	90 24%	97 37%
155	56	0	0	56	2	5	1	48	5	4	1	43	87 76%	89 58%	91 49%
156	55	0	0	55	2	15	0	38	7	5	2	31	81 58%	81 58%	86 11%
157	54	0	0	54	0	7	0	47	2	1	1	45	97 83%	95 74%	97 83%
158	53	0	0	53	6	10	1	36	5	4	1	31	75 61%	86 11%	88 57%
159	52	0	0	52	4	11	0	37	8	6	2	29	74 36%	78 38%	82 86%
160	51	0	0	51	2	14	1	34	10	6	4	24	75 00%	70 59%	80 00%
161	48	0	0	48	13	5	1	29	5	2	3	24	61 54%	82 76%	92 31%
162	0	47	0	47	2	8	0	37	12	8	4	25	71 43%	67 57%	75 76%
163	46	0	0	46	3	1	0	42	5	4	1	37	84 09%	88 10%	90 24%
164	45	0	0	45	10	5	0	30	6	2	4	24	66 67%	80 00%	92 31%
165	44	0	0	44	7	6	0	31	6	4	2	25	69 44%	80 65%	86 21%
166	43	0	0	43	2	1	0	40	3	1	2	37	92 50%	92 50%	97 37%
167	40	0	0	40	2	7	1	30	6	3	3	24	82 76%	80 00%	88 89%
168	40	0	0	40	14	0	0	26	4	3	1	22	56 41%	84 62%	88 00%
169	36	0	0	36	7	3	1	25	6	4	2	19	63 33%	76 00%	82 61%
170	33	0	0	33	7	14	0	12	0	0	0	12	63 16%	100 00%	100 00%
171	33	0	0	33	1	5	0	27	1	1	0	26	92 86%	96 30%	96 30%
172	32	0	0	32	2	1	1	28	1	1	0	27	90 00%	96 43%	96 43%
173	29	0	0	29	3	6	0	20	3	2	1	17	77 27%	85 00%	89 47%
174	29	0	0	29	21	0	0	8	0	0	0	8	27 59%	100 00%	100 00%
175	28	0	0	28	1	16	1	10	8	2	6	2	40 00%	20 00%	50 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
176	27	0	0	27	1	3	0	23	4	3	1	19	82 61%	82 61%	86 36%
177	27	0	0	27	5	9	0	13	2	1	1	11	64 71%	84 62%	91 67%
178	27	0	0	27	2	17	0	8	2	0	2	6	75 00%	75 00%	100 00%
179	25	0	0	25	1	4	1	19	7	2	5	12	80 00%	63 16%	85 71%
180	0	24	0	24	0	3	0	21	10	4	6	11	73 33%	52 38%	73 33%
181	0	24	0	24	0	5	0	19	16	7	9	3	30 00%	15 79%	30 00%
182	23	0	0	23	3	2	0	18	0	0	0	18	85 71%	100 00%	100 00%
183	22	0	0	22	4	6	0	12	4	1	3	8	61 54%	66 67%	88 89%
184	22	0	0	22	2	10	0	10	1	0	1	9	81 82%	90 00%	100 00%
185	22	0	0	22	2	2	0	18	3	3	0	15	75 00%	83 33%	83 33%
186	21	0	0	21	10	0	0	11	1	1	0	10	47 62%	90 91%	90 91%
187	21	0	0	21	0	6	0	15	2	2	0	13	86 67%	86 67%	86 67%
188	20	0	0	20	1	2	0	17	1	1	0	16	88 89%	94 12%	94 12%
189	19	0	0	19	0	1	2	16	1	0	1	15	100 00%	93 75%	100 00%
190	19	0	0	19	0	5	4	10	2	0	2	8	100 00%	80 00%	100 00%
191	19	0	0	19	1	1	0	17	1	1	0	16	88 89%	94 12%	94 12%
192	18	0	0	18	3	0	0	15	3	2	1	12	70 59%	80 00%	85 71%
193	17	0	0	17	0	2	0	15	1	1	0	14	93 33%	93 33%	93 33%
194	17	0	0	17	1	3	0	13	2	2	0	11	78 57%	84 62%	84 62%
195	15	0	0	15	1	3	0	11	2	2	0	9	75 00%	81 82%	81 82%
196	15	0	0	15	2	0	0	13	7	7	0	6	40 00%	46 15%	46 15%
197	14	0	0	14	2	2	0	10	0	0	0	10	83 33%	100 00%	100 00%
198	14	0	0	14	0	0	0	14	1	1	0	13	92 86%	92 86%	92 86%
199	0	14	0	14	1	3	0	10	2	1	1	8	80 00%	80 00%	88 89%
200	14	0	0	14	1	8	0	5	0	0	0	5	83 33%	100 00%	100 00%
201	14	0	0	14	1	2	0	11	1	1	0	10	83 33%	90 91%	90 91%
202	13	0	0	13	0	3	0	10	0	0	0	10	100 00%	100 00%	100 00%
203	0	0	12	12	0	9	1	2	2	2	0	0	0 00%	0 00%	0 00%
204	12	0	0	12	1	2	1	8	4	3	1	4	50 00%	50 00%	57 14%
205	12	0	0	12	0	1	0	11	2	1	1	9	90 00%	81 82%	90 00%
206	12	0	0	12	1	0	0	11	1	1	0	10	83 33%	90 91%	90 91%
207	12	0	0	12	0	3	0	9	0	0	0	9	100 00%	100 00%	100 00%
208	11	0	0	11	1	7	0	3	0	0	0	3	75 00%	100 00%	100 00%
209	11	0	0	11	0	0	0	11	0	0	0	11	100 00%	100 00%	100 00%
210	11	0	0	11	0	0	0	11	0	0	0	11	100 00%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual Rejects		Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
211	0	11	0	11	0	1	0	10	2	2	0	8	80 00%	80 00%	80 00%
212	10	0	0	10	1	3	0	6	2	0	2	4	80 00%	66 67%	100 00%
213	9	0	0	9	0	0	0	9	0	0	0	9	100 00%	100 00%	100 00%
214	9	0	0	9	0	1	1	7	2	2	0	5	71 43%	71 43%	71 43%
215	8	0	0	8	4	1	0	3	0	0	0	3	42 86%	100 00%	100 00%
216	8	0	0	8	0	0	0	8	0	0	0	8	100 00%	100 00%	100 00%
217	7	0	0	7	5	1	0	1	0	0	0	1	16 67%	100 00%	100 00%
218	7	0	0	7	0	0	0	7	0	0	0	7	100 00%	100 00%	100 00%
219	7	0	0	7	0	4	1	2	2	1	1	0	0 00%	0 00%	0 00%
220	7	0	0	7	2	1	0	4	1	1	0	3	50 00%	75 00%	75 00%
221	0	6	0	6	1	1	0	4	0	0	0	4	80 00%	100 00%	100 00%
222	6	0	0	6	1	3	0	2	1	1	0	1	33 33%	50 00%	50 00%
223	6	0	0	6	0	1	0	5	0	0	0	5	100 00%	100 00%	100 00%
224	6	0	0	6	0	4	0	2	0	0	0	2	100 00%	100 00%	100 00%
225	6	0	0	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
226	6	0	0	6	1	3	0	2	2	2	0	0	0 00%	0 00%	0 00%
227	0	5	0	5	0	2	0	3	3	1	2	0	0 00%	0 00%	0 00%
228	5	0	0	5	1	2	1	1	1	0	1	0	0 00%	0 00%	0 00%
229	5	0	0	5	0	5	0	0	0	0	0	0	0 00%	0 00%	0 00%
230	0	0	5	5	3	0	0	2	0	0	0	2	40 00%	100 00%	100 00%
231	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
232	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
233	4	0	0	4	0	1	0	3	1	1	0	2	66 67%	66 67%	66 67%
234	4	0	0	4	0	0	0	4	0	0	0	4	100 00%	100 00%	100 00%
235	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
236	3	0	0	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
237	3	0	0	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
238	3	0	0	3	0	0	0	3	1	1	0	2	66 67%	66 67%	66 67%
239	3	0	0	3	1	0	1	1	0	0	0	1	50 00%	100 00%	100 00%
240	3	0	0	3	0	2	0	1	1	1	0	0	0 00%	0 00%	0 00%
241	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
242	3	0	0	3	0	0	0	3	2	2	0	1	33 33%	33 33%	33 33%
243	3	0	0	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
244	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
245	0	0	2	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
246	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
247	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
248	0	2	0	2	0	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
249	0	0	2	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
250	0	0	2	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
251	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
252	2	0	0	2	0	1	0	1	1	1	0	0	0 00%	0 00%	0 00%
253	0	2	0	2	1	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
254	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
255	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
256	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
257	0	0	2	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
258	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
259	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
260	0	1	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
261	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
262	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
263	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
264	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
265	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
266	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
267	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
268	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
LENS Subtotal	178,145	0	0	178,145	15,607	17,383	757	144,398	17,421	13,148	4,273	126,977	81 54%	87 94%	90 62%
EDI Subtotal	0	25,137	0	25,137	503	5,780	6	18,848	6,515	3,364	3,151	12,333	76 13%	65 43%	78 57%
TAG Subtotal	0	0	18,436	18,436	484	1,185	76	16,691	2,209	1,537	672	14,482	87 75%	86 77%	90 41%
TOTAL INTERFACES	178,145	25,137	18,436	221,718	16,594	24,348	839	179,937	26,145	18,049	8,096	153,792	**81.62%**	**85.47%**	**89.50%**

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	2,352	0	0	2,352	345	443	55	1,509	530	377	153	979	57 55%	64 88%	72 20%
2	1,042	0	0	1,042	208	231	17	586	257	186	71	329	45 50%	56 14%	63 88%
3	815	0	0	815	209	85	12	509	106	65	41	403	59.53%	79 17%	86 11%
4	282	0	0	282	52	26	5	199	80	61	19	119	51 29%	59 80%	66 11%
5	264	0	0	264	28	71	1	164	30	22	8	134	72 83%	81 71%	85 90%
6	257	0	0	257	35	15	2	205	45	40	5	160	68 09%	78 05%	80 00%
7	230	0	0	230	171	19	2	38	14	10	4	24	11 71%	63 16%	70 59%
8	222	0	0	222	30	15	7	170	114	85	29	56	32 75%	32 94%	39 72%
9	0	195	0	195	19	30	2	144	49	33	16	95	64 63%	65 97%	74 22%
10	0	0	171	171	64	20	0	87	27	11	16	60	44 44%	68 97%	84 51%
11	153	0	0	153	20	21	3	109	27	16	11	82	69 49%	75 23%	83 67%
12	150	0	0	150	39	13	3	95	28	17	11	67	54 47%	70 53%	79 76%
13	147	0	0	147	33	6	0	108	13	11	2	95	68 35%	87 96%	89 62%
14	123	0	0	123	34	39	0	50	8	6	2	42	51 22%	84 00%	87 50%
15	102	0	0	102	36	8	0	58	15	10	5	43	48 31%	74 14%	81 13%
16	101	0	0	101	29	6	0	66	26	14	12	40	48 19%	60 61%	74 07%
17	100	0	0	100	20	15	2	63	21	16	5	42	53.85%	66 67%	72 41%
18	0	0	92	92	55	10	1	26	12	9	3	14	17 95%	53 85%	60 87%
19	90	0	0	90	90	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
20	86	0	0	86	15	5	2	64	27	25	2	37	48 05%	57 81%	59 68%
21	77	0	0	77	10	5	1	61	20	10	10	41	67 21%	67 21%	80 39%
22	76	0	0	76	19	3	0	54	8	7	1	46	63 89%	85 19%	86 79%
23	73	0	0	73	12	10	1	50	7	5	2	43	71 67%	86 00%	89 58%
24	71	0	0	71	11	9	1	50	15	11	4	35	61 40%	70 00%	76 09%
25	67	0	0	67	17	2	1	47	19	8	11	28	52 83%	59 57%	77 78%
26	64	0	0	64	7	7	1	49	18	14	4	31	59 62%	63 27%	68 89%
27	64	0	0	64	25	3	0	36	13	11	2	23	38 98%	63 89%	67 65%
28	0	63	0	63	19	6	2	36	19	13	6	17	34 69%	47 22%	56 67%
29	59	0	0	59	24	9	1	25	9	2	7	16	38 10%	64 00%	88 89%
30	59	0	0	59	16	4	1	38	8	7	1	30	56 60%	78 95%	81 08%
31	0	0	57	57	23	7	0	27	8	5	3	19	40 43%	70 37%	79 17%
32	55	0	0	55	5	9	0	41	8	4	4	33	78 57%	80 49%	89 19%
33	0	55	0	55	18	26	0	11	9	7	2	2	7 41%	18 18%	22 22%
34	53	0	0	53	5	8	1	39	9	8	1	30	69 77%	76 92%	78 95%
35	53	0	0	53	52	0	0	1	0	0	0	1	1 89%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
36	0	53	0	53	53	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
37	52	0	0	52	6	5	1	40	9	9	0	31	67 39%	77 50%	77 50%
38	49	0	0	49	2	11	6	30	9	2	7	21	84 00%	70 00%	91 30%
39	0	0	49	49	19	5	0	25	7	2	5	18	46 15%	72 00%	90 00%
40	48	0	0	48	12	9	0	27	18	6	12	9	33 33%	33 33%	60 00%
41	39	0	0	39	9	0	0	30	18	16	2	12	32 43%	40 00%	42 86%
42	0	36	0	36	3	10	1	24	11	2	9	13	72 22%	54 17%	86 67%
43	0	37	0	37	2	10	0	25	17	13	4	8	34 78%	32 00%	38 10%
44	0	0	36	36	0	7	0	29	14	8	6	15	65 22%	51 72%	65 22%
45	0	0	36	36	0	1	0	35	19	11	8	16	59 26%	45 71%	59 26%
46	36	0	0	36	3	3	0	30	12	5	7	18	69 23%	60 00%	78 26%
47	33	0	0	33	0	9	0	24	6	5	1	18	78 26%	75 00%	78 26%
48	32	0	0	32	8	5	0	19	2	1	1	17	65 38%	89 47%	94 44%
49	0	0	31	31	8	9	0	14	7	1	6	7	43 75%	50 00%	87 50%
50	28	0	0	28	6	7	1	14	9	7	2	5	27 78%	35 71%	41 67%
51	27	0	0	27	2	1	0	24	3	3	0	21	80 77%	87 50%	87 50%
52	26	0	0	26	1	2	0	23	5	4	1	18	78 26%	78 26%	81 82%
53	26	0	0	26	6	3	0	17	5	3	2	12	57 14%	70 59%	80 00%
54	25	0	0	25	4	1	0	20	7	6	1	13	56 52%	65 00%	68 42%
55	24	0	0	24	15	1	0	8	5	3	2	3	14 29%	37 50%	50 00%
56	23	0	0	23	4	7	2	10	2	1	1	8	61 54%	80 00%	88 89%
57	0	22	0	22	0	4	0	18	12	4	8	6	60 00%	33 33%	60 00%
58	22	0	0	22	0	0	0	22	2	2	0	20	90 91%	90 91%	90 91%
59	22	0	0	22	6	6	0	10	4	2	2	6	42 86%	60 00%	75 00%
60	0	22	0	22	3	6	0	13	7	4	3	6	46 15%	46 15%	60 00%
61	21	0	0	21	5	2	0	14	8	4	4	6	40 00%	42 86%	60 00%
62	21	0	0	21	4	0	0	17	7	3	4	10	58 82%	58 82%	76 92%
63	20	0	0	20	4	1	0	15	8	5	3	7	43 75%	46 67%	58 33%
64	20	0	0	20	2	6	0	12	2	2	0	10	71 43%	83 33%	83 33%
65	20	0	0	20	2	11	0	7	6	2	4	1	20 00%	14 29%	33 33%
66	20	0	0	20	7	1	0	12	5	2	3	7	43 75%	58 33%	77 78%
67	19	0	0	19	5	2	0	12	10	8	2	2	13 33%	16 67%	20 00%
68	19	0	0	19	3	5	0	11	5	3	2	6	50 00%	54 55%	66 67%
69	19	0	0	19	4	0	0	15	1	1	0	14	73 68%	93 33%	93 33%
70	19	0	0	19	0	5	0	14	8	7	1	6	46 15%	42 86%	46 15%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
71	18	0	0	18	6	1	0	11	10	3	7	1	10 00%	9 09%	25 00%
72	18	0	0	18	2	2	1	13	4	3	1	9	64 29%	69 23%	75 00%
73	17	0	0	17	3	5	2	7	1	0	1	6	66 67%	85 71%	100 00%
74	17	0	0	17	4	3	0	10	2	2	0	8	57 14%	80 00%	80 00%
75	16	0	0	16	1	4	0	11	4	4	0	7	58 33%	63 64%	63 64%
76	16	0	0	16	2	5	0	9	2	1	1	7	70 00%	77 78%	87 50%
77	0	0	15	15	3	6	0	6	0	0	0	6	66 67%	100 00%	100 00%
78	15	0	0	15	4	1	0	10	5	4	1	5	38 46%	50 00%	55 56%
79	0	0	15	15	0	1	0	14	7	5	2	7	58 33%	50 00%	58 33%
80	14	0	0	14	2	4	0	8	7	5	2	1	12 50%	12 50%	16 67%
81	0	0	14	14	3	0	0	11	3	2	1	8	61 54%	72 73%	80 00%
82	13	0	0	13	8	4	0	1	1	1	0	0	0 00%	0 00%	0 00%
83	13	0	0	13	0	0	0	13	1	1	0	12	92 31%	92 31%	92 31%
84	13	0	0	13	2	1	0	10	2	2	0	8	66 67%	80 00%	80 00%
85	12	0	0	12	1	0	0	11	2	2	0	9	75 00%	81 82%	81 82%
86	12	0	0	12	3	0	0	9	6	5	1	3	27 27%	33 33%	37 50%
87	0	0	12	12	0	3	0	9	4	3	1	5	62 50%	55 56%	62 50%
88	12	0	0	12	2	1	0	9	3	1	2	6	66 67%	66 67%	85 71%
89	11	0	0	11	1	4	0	6	1	1	0	5	71 43%	83 33%	83 33%
90	11	0	0	11	3	1	0	7	0	0	0	7	70 00%	100 00%	100 00%
91	11	0	0	11	3	0	0	8	4	2	2	4	44 44%	50 00%	66 67%
92	10	0	0	10	7	0	0	3	1	1	0	2	20 00%	66 67%	66 67%
93	9	0	0	9	0	0	0	9	0	0	0	9	100 00%	100 00%	100 00%
94	9	0	0	9	7	0	0	2	0	0	0	2	22 22%	100 00%	100 00%
95	9	0	0	9	5	0	0	4	0	0	0	4	44 44%	100 00%	100 00%
96	9	0	0	9	0	1	0	8	1	1	0	7	87 50%	87 50%	87 50%
97	9	0	0	9	4	0	0	5	0	0	0	5	55 56%	100 00%	100 00%
98	9	0	0	9	0	2	0	7	4	2	2	3	60 00%	42 86%	60 00%
99	9	0	0	9	0	1	0	8	5	4	1	3	42 86%	37 50%	42 86%
100	9	0	0	9	0	3	0	6	6	3	3	0	0 00%	0 00%	0 00%
101	8	0	0	8	0	1	0	7	1	0	1	6	100 00%	85 71%	100 00%
102	8	0	0	8	5	0	0	3	1	1	0	2	25 00%	66 67%	66 67%
103	8	0	0	8	2	3	0	3	0	0	0	3	60 00%	100 00%	100 00%
104	8	0	0	8	1	5	0	2	1	0	1	1	50 00%	50 00%	100 00%
105	8	0	0	8	2	2	0	4	0	0	0	4	66 67%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
106	0	0	8	8	0	1	0	7	1	1	0	6	85 71%	85 71%	85 71%
107	0	7	0	7	5	0	0	2	2	1	1	0	0.00%	0 00%	0 00%
108	7	0	0	7	1	2	0	4	0	0	0	4	80.00%	100 00%	100 00%
109	7	0	0	7	0	0	0	7	2	2	0	5	71.43%	71 43%	71 43%
110	7	0	0	7	4	1	0	2	1	1	0	1	16 67%	50 00%	50 00%
111	0	0	7	7	7	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
112	7	0	0	7	0	3	0	4	0	0	0	4	100 00%	100 00%	100 00%
113	7	0	0	7	3	0	0	4	1	1	0	3	42 86%	75 00%	75 00%
114	6	0	0	6	3	0	0	3	0	0	0	3	50 00%	100 00%	100 00%
115	6	0	0	6	1	0	1	4	4	2	2	0	0 00%	0 00%	0 00%
116	0	0	6	6	0	2	0	4	3	1	2	1	50.00%	25 00%	50 00%
117	0	0	6	6	3	2	0	1	0	0	0	1	25 00%	100 00%	100 00%
118	6	0	0	6	0	2	0	4	3	0	3	1	100 00%	25 00%	100 00%
119	6	0	0	6	3	0	0	3	0	0	0	3	50 00%	100 00%	100 00%
120	6	0	0	6	1	3	0	2	0	0	0	2	66 67%	100 00%	100 00%
121	6	0	0	6	1	2	1	2	0	0	0	2	66 67%	100 00%	100 00%
122	6	0	0	6	2	0	0	4	0	0	0	4	66 67%	100 00%	100 00%
123	0	6	0	6	0	4	0	2	1	0	1	1	100 00%	50 00%	100 00%
124	6	0	0	6	2	3	0	1	0	0	0	1	33 33%	100 00%	100 00%
125	6	0	0	6	0	3	0	3	1	1	0	2	66 67%	66 67%	66 67%
126	5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
127	5	0	0	5	1	2	0	2	0	0	0	2	66 67%	100 00%	100 00%
128	5	0	0	5	1	3	0	1	0	0	0	1	50 00%	100 00%	100 00%
129	5	0	0	5	0	3	0	2	0	0	0	2	100 00%	100 00%	100 00%
130	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
131	5	0	0	5	0	3	0	2	0	0	0	2	100 00%	100 00%	100 00%
132	5	0	0	5	1	3	0	1	0	0	0	1	50.00%	100 00%	100 00%
133	0	0	5	5	2	0	0	3	0	0	0	3	60 00%	100 00%	100 00%
134	5	0	0	5	0	0	0	5	0	0	0	5	100 00%	100 00%	100 00%
135	5	0	0	5	0	2	0	3	2	1	1	1	50 00%	33 33%	50 00%
136	5	0	0	5	0	0	0	5	1	0	1	4	100 00%	80 00%	100 00%
137	0	4	0	4	4	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
138	0	0	4	4	3	0	0	1	0	0	0	1	25 00%	100 00%	100 00%
139	4	0	0	4	0	0	1	3	0	0	0	3	100 00%	100 00%	100 00%
140	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Suppe (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
141	4	0	0	4	2	0	0	2	1	1	0	1	25.00%	50 00%	50 00%
142	4	0	0	4	0	0	0	4	3	2	1	1	33 33%	25 00%	33 33%
143	4	0	0	4	4	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
144	4	0	0	4	0	3	0	1	0	0	0	1	100 00%	100 00%	100 00%
145	4	0	0	4	1	1	0	2	0	0	0	2	66 67%	100 00%	100 00%
146	4	0	0	4	0	0	0	4	4	4	0	0	0 00%	0 00%	0 00%
147	4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
148	4	0	0	4	0	1	0	3	0	0	0	3	100 00%	100 00%	100 00%
149	4	0	0	4	0	0	0	4	0	0	0	4	100.00%	100 00%	100 00%
150	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
151	3	0	0	3	0	0	0	3	1	1	0	2	66 67%	66 67%	66 67%
152	0	0	3	3	1	1	0	1	0	0	0	1	50 00%	100 00%	100 00%
153	0	0	3	3	0	0	0	3	3	0	3	0	0 00%	0 00%	0 00%
154	0	0	3	3	1	0	0	2	1	1	0	1	33 33%	50 00%	50 00%
155	0	0	3	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
156	3	0	0	3	0	0	0	3	2	1	1	1	50.00%	33 33%	50 00%
157	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
158	3	0	0	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
159	0	0	3	3	0	2	0	1	0	0	0	1	100 00%	100 00%	100 00%
160	3	0	0	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
161	3	0	0	3	3	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
162	3	0	0	3	1	0	1	1	1	1	0	0	0 00%	0 00%	0 00%
163	0	3	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
164	3	0	0	3	1	0	0	2	0	0	0	2	66 67%	100 00%	100 00%
165	2	0	0	2	0	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
166	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
167	0	0	2	2	0	1	0	1	1	0	1	0	0 00%	0 00%	0 00%
168	2	0	0	2	1	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
169	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
170	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100.00%	100 00%
171	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
172	2	0	0	2	0	0	0	2	2	2	0	0	0 00%	0 00%	0 00%
173	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
174	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
175	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
176	0	0	2	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
177	0	0	2	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
178	0	0	2	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
179	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
180	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
181	2	0	0	2	0	0	0	2	2	2	0	0	0 00%	0 00%	0 00%
182	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
183	2	0	0	2	1	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
184	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
185	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
186	2	0	0	2	2	0	0	0	0	0	0	0	0.00%	0 00%	0 00%
187	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
188	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
189	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
190	0	0	1	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
191	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
192	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
193	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
194	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
195	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
196	0	0	1	1	1	0	0	0	0	0	0	0	0.00%	0 00%	0 00%
197	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
198	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
199	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
200	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
201	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
202	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
203	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
204	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
205	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
206	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
207	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
208	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
209	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
210	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
211	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
LENS Subtotal	8,630	0	0	8,630	1,854	1,294	136	5,346	1,765	1,236	529	3,581	53 68%	66 98%	74 34%
EDI Subtotal	0	505	0	505	126	96	5	278	127	77	50	151	42 66%	54 32%	66 23%
TAG Subtotal	0	0	589	589	195	81	1	312	119	61	58	193	42 98%	61 86%	75 98%
TOTAL INTERFACES	8,630	505	589	9,724	2,175	1,471	142	5,936	2,011	1,374	637	3,925	**52.52%**	**66.12%**	**74 07%**

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
1	0	35,115	0	35,115	2,631	4,090	124	28,270	3,721	2,723	998	24,549	82 10%	86 84%	90 02%
2	0	0	13,123	13,123	1,202	2,581	142	9,198	2,410	1,583	827	6,788	70 91%	73 80%	81 09%
3	5,237	0	0	5,237	456	424	38	4,319	702	585	117	3,617	77 65%	83 75%	86 08%
4	4,240	0	0	4,240	253	400	30	3,557	1,718	1,577	141	1,839	50 12%	51 70%	53 83%
5	3,490	0	0	3,490	3,091	131	1	267	131	113	18	136	4 07%	50 94%	54 62%
6	3,456	0	0	3,456	432	448	46	2,530	498	382	116	2,032	71 40%	80 32%	84 18%
7	3,447	0	0	3,447	120	71	9	3,247	135	110	25	3,112	93 12%	95 84%	96 59%
8	3,277	0	0	3,277	3,070	96	3	108	9	5	4	99	3 12%	91 67%	95 19%
9	3,198	0	0	3,198	124	118	10	2,946	113	91	22	2,833	92 95%	96 16%	96 89%
10	2,873	0	0	2,873	695	317	14	1,847	616	517	99	1,231	50 39%	66 65%	70 42%
11	0	2,507	0	2,507	172	371	0	1,964	598	189	409	1,366	79 10%	69 55%	87 85%
12	0	0	2,222	2,222	393	337	35	1,457	507	381	126	950	55 10%	65 20%	71 37%
13	2,134	0	0	2,134	184	226	28	1,696	290	184	106	1,406	79.26%	82 90%	88 43%
14	2,012	0	0	2,012	84	171	11	1,746	1,182	1,112	70	564	32 05%	32 30%	33 65%
15	0	1,828	0	1,828	296	218	12	1,302	375	278	97	927	61 76%	71 20%	76 93%
16	0	0	1,753	1,753	243	204	9	1,297	371	267	104	926	64 48%	71 40%	77 62%
17	1,592	0	0	1,592	114	155	21	1,302	255	181	74	1,047	78 02%	80 41%	85 26%
18	0	0	1,548	1,548	111	17	59	1,361	286	246	40	1,075	75 07%	78 99%	81 38%
19	1,389	0	0	1,389	241	143	5	1,000	120	86	34	880	72 91%	88 00%	91 10%
20	1,121	0	0	1,121	109	160	8	844	172	130	42	672	73 77%	79 62%	83 79%
21	1,091	0	0	1,091	113	80	14	884	234	180	54	650	68 93%	73 53%	78 31%
22	1,077	0	0	1,077	236	98	14	729	212	172	40	517	55 89%	70 92%	75 04%
23	1,064	0	0	1,064	80	67	4	913	62	51	11	851	86 66%	93 21%	94 35%
24	0	0	1,024	1,024	151	140	14	719	201	160	41	518	62 48%	72 04%	76 40%
25	0	0	908	908	185	116	13	594	208	167	41	386	52 30%	64 98%	69 80%
26	0	0	834	834	126	93	8	607	216	169	47	391	57 00%	64 42%	69 82%
27	0	831	0	831	204	115	5	507	197	166	31	310	45.59%	61 14%	65 13%
28	787	0	0	787	48	74	5	660	179	105	74	481	75 87%	72 88%	82 08%
29	748	0	0	748	34	33	6	675	192	139	53	483	73 63%	71 56%	77 65%
30	714	0	0	714	141	60	16	497	108	84	24	389	63 36%	78 27%	82 24%
31	645	0	0	645	92	115	3	435	126	93	33	309	62 55%	71 03%	76 87%
32	582	0	0	582	70	36	4	472	89	72	17	383	72 95%	81 14%	84 18%
33	569	0	0	569	67	62	5	435	51	35	16	384	79 01%	88 28%	91 65%
34	0	0	554	554	72	62	1	419	124	101	23	295	63 03%	70 41%	74 49%
35	0	524	0	524	31	54	14	425	74	65	9	351	78 52%	82 59%	84 38%
36	0	0	517	517	83	17	8	409	82	40	42	327	72 67%	79 95%	89 10%
37	0	516	0	516	100	88	7	321	58	41	17	263	65 10%	81 93%	86 51%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
38	513	0	0	513	44	42	9	418	80	54	26	338	77 52%	80 86%	86 22%
39	497	0	0	497	63	58	6	370	155	137	18	215	51.81%	58 11%	61 08%
40	0	493	0	493	385	86	1	21	10	7	3	11	2 73%	52 38%	61 11%
41	470	0	0	470	78	53	7	332	124	95	29	208	54.59%	62 65%	68 65%
42	421	0	0	421	58	47	3	313	65	49	16	248	69 86%	79 23%	83 50%
43	0	417	0	417	23	45	4	345	115	101	14	230	64 97%	66 67%	69 49%
44	405	0	0	405	11	16	32	346	258	215	43	88	28 03%	25 43%	29 04%
45	0	350	0	350	37	35	5	273	95	39	56	178	70 08%	65 20%	82 03%
46	0	0	276	276	51	17	1	207	51	38	13	156	63 67%	75 36%	80 41%
47	254	0	0	254	36	14	6	198	46	40	6	152	66 67%	76 77%	79 17%
48	249	0	0	249	19	22	2	206	53	41	12	153	71 83%	74 27%	78 87%
49	0	0	241	241	28	19	0	194	31	25	6	163	75 46%	84 02%	86 70%
50	0	239	0	239	1	25	3	210	61	41	20	149	78 01%	70 95%	78 42%
51	0	0	233	233	35	18	1	179	70	59	11	109	53 69%	60 89%	64 88%
52	215	0	0	215	23	22	3	167	36	28	8	131	71 98%	78 44%	82 39%
53	198	0	0	198	23	11	1	163	30	23	7	133	74 30%	81 60%	85 26%
54	196	0	0	196	18	10	1	167	17	15	2	150	81.97%	89 82%	90 91%
55	170	0	0	170	42	21	5	102	23	12	11	79	59 40%	77 45%	86 81%
56	0	157	0	157	21	37	0	99	26	17	9	73	65 77%	73 74%	81 11%
57	0	0	157	157	4	4	30	119	103	75	28	16	16 84%	13 45%	17 58%
58	0	151	0	151	19	20	0	112	33	27	6	79	63 20%	70 54%	74 53%
59	0	0	148	148	7	39	4	98	49	25	24	49	60 49%	50 00%	66 22%
60	0	0	148	148	12	11	5	120	52	31	21	68	61 26%	56 67%	68 69%
61	140	0	0	140	23	47	0	70	15	11	4	55	61 80%	78 57%	83 33%
62	138	0	0	138	15	14	2	107	55	42	13	52	47 71%	48 60%	55 32%
63	0	137	0	137	110	12	0	15	12	9	3	3	2 46%	20 00%	25 00%
64	127	0	0	127	6	12	1	108	12	10	2	96	85 71%	88 89%	90 57%
65	0	126	0	126	11	13	0	102	19	12	7	83	78 30%	81 37%	87 37%
66	0	121	0	121	24	23	0	74	17	8	9	57	64 04%	77 03%	87 69%
67	0	0	119	119	15	14	0	90	7	4	3	83	81 37%	92 22%	95 40%
68	119	0	0	119	16	9	4	90	19	16	3	71	68 93%	78 89%	81 61%
69	108	0	0	108	22	5	3	78	23	19	4	55	57 29%	70 51%	74 32%
70	0	0	99	99	25	13	14	47	27	19	8	20	31 25%	42 55%	51 28%
71	98	0	0	98	37	11	1	49	15	11	4	34	41 46%	69 39%	75 56%
72	0	0	98	98	16	8	5	69	40	30	10	29	38 67%	42 03%	49 15%
73	0	94	0	94	16	16	0	62	21	20	1	41	53 25%	66 13%	67 21%
74	92	0	0	92	9	5	0	78	8	7	1	70	81 40%	89 74%	90 91%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
75	89	0	0	89	7	4	1	77	43	38	5	34	43 04%	44 16%	47 22%
76	0	0	82	82	1	17	1	63	20	11	9	43	78 18%	68 25%	79 63%
77	0	79	0	79	12	17	0	50	19	14	5	31	54 39%	62 00%	68 89%
78	0	77	0	77	17	3	0	57	23	6	17	34	59 65%	59 65%	85 00%
79	77	0	0	77	6	14	0	57	7	7	0	50	79 37%	87 72%	87 72%
80	76	0	0	76	25	6	0	45	9	3	6	36	56 25%	80 00%	92 31%
81	0	0	74	74	7	22	0	45	12	8	4	33	68 75%	73 33%	80 49%
82	72	0	0	72	18	40	6	8	2	2	0	6	23 08%	75 00%	75 00%
83	0	0	71	71	15	6	2	48	7	4	3	41	68 33%	85 42%	91 11%
84	0	71	0	71	6	15	0	50	13	10	3	37	69 81%	74 00%	78 72%
85	0	0	69	69	5	7	0	57	32	22	10	25	48 08%	43 86%	53 19%
86	66	0	0	66	11	8	0	47	4	4	0	43	74 14%	91 49%	91 49%
87	63	0	0	63	38	2	0	23	0	0	0	23	37 70%	100 00%	100 00%
88	57	0	0	57	11	6	0	40	9	4	5	31	67 39%	77 50%	88 57%
89	0	51	0	51	41	6	0	4	3	2	1	1	2 27%	25 00%	33 33%
90	0	51	0	51	12	3	0	36	10	5	5	26	60 47%	72 22%	83 87%
91	0	0	50	50	5	15	0	30	11	11	0	19	54 29%	63 33%	63 33%
92	49	0	0	49	11	3	0	35	8	5	3	27	62 79%	77 14%	84 38%
93	48	0	0	48	1	9	0	38	6	5	1	32	84 21%	84 21%	86 49%
94	0	46	0	46	8	4	1	33	24	5	19	9	40 91%	27 27%	64 29%
95	0	46	0	46	0	31	0	15	10	7	3	5	41 67%	33 33%	41 67%
96	46	0	0	46	3	11	1	31	12	10	2	19	59 38%	61 29%	65 52%
97	45	0	0	45	7	24	0	14	0	0	0	14	66 67%	100 00%	100 00%
98	44	0	0	44	0	10	0	34	5	5	0	29	85.29%	85 29%	85 29%
99	43	0	0	43	5	4	3	31	5	3	2	26	76 47%	83 87%	89 66%
100	43	0	0	43	6	3	1	33	10	8	2	23	62.16%	69 70%	74 19%
101	42	0	0	42	5	12	2	23	5	4	1	18	66 67%	78 26%	81 82%
102	41	0	0	41	4	13	5	19	4	1	3	15	75 00%	78 95%	93 75%
103	41	0	0	41	15	1	0	25	3	0	3	22	59 46%	88 00%	100 00%
104	36	0	0	36	1	1	0	34	9	7	2	25	75 76%	73 53%	78 13%
105	0	0	36	36	0	3	0	33	0	0	0	33	100 00%	100 00%	100 00%
106	35	0	0	35	5	4	1	25	13	8	5	12	48 00%	48 00%	60 00%
107	32	0	0	32	0	10	0	22	12	11	1	10	47 62%	45 45%	47 62%
108	32	0	0	32	14	1	0	17	6	4	2	11	37 93%	64 71%	73 33%
109	0	0	31	31	0	9	0	22	3	3	0	19	86 36%	86 36%	86 36%
110	31	0	0	31	2	7	1	21	11	3	8	10	66 67%	47 62%	76 92%
111	0	30	0	30	4	5	0	21	7	4	3	14	63 64%	66 67%	77 78%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING								FLOWTHROUGH		
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
112	30	0	0	30	0	5	0	25	10	10	0	15	60 00%	60 00%	60 00%
113	0	0	28	28	2	4	0	22	3	2	1	19	82 61%	86 36%	90 48%
114	27	0	0	27	0	4	1	22	17	15	2	5	25 00%	22 73%	25 00%
115	0	0	27	27	6	19	0	2	1	0	1	1	14 29%	50 00%	100 00%
116	26	0	0	26	12	1	9	4	0	0	0	4	25 00%	100 00%	100 00%
117	26	0	0	26	0	0	0	26	3	2	1	23	92 00%	88 46%	92 00%
118	0	26	0	26	1	2	0	23	13	6	7	10	58 82%	43 48%	62 50%
119	0	26	0	26	23	2	0	1	1	0	1	0	0 00%	0 00%	0 00%
120	0	25	0	25	0	0	2	23	12	9	3	11	55 00%	47 83%	55 00%
121	0	25	0	25	2	1	0	22	7	6	1	15	65 22%	68 18%	71 43%
122	0	24	0	24	3	5	0	16	6	3	3	10	62 50%	62 50%	76 92%
123	24	0	0	24	2	0	1	21	1	0	1	20	90 91%	95 24%	100 00%
124	0	0	23	23	7	4	0	12	10	5	5	2	14 29%	16 67%	28 57%
125	23	0	0	23	0	5	0	18	10	6	4	8	57 14%	44 44%	57 14%
126	23	0	0	23	17	0	0	6	3	3	0	3	13 04%	50 00%	50 00%
127	21	0	0	21	7	10	0	4	2	1	1	2	20 00%	50 00%	66 67%
128	21	0	0	21	13	5	0	3	0	0	0	3	18 75%	100 00%	100 00%
129	0	21	0	21	10	0	3	8	7	7	0	1	5 56%	12 50%	12 50%
130	21	0	0	21	12	0	0	9	6	5	1	3	15 00%	33 33%	37 50%
131	20	0	0	20	2	10	1	7	4	2	2	3	42 86%	42 86%	60 00%
132	19	0	0	19	2	2	0	15	2	2	0	13	76 47%	86 67%	86 67%
133	18	0	0	18	2	0	0	16	4	2	2	12	75 00%	75 00%	85 71%
134	17	0	0	17	0	4	0	13	3	0	3	10	100 00%	76 92%	100 00%
135	17	0	0	17	0	4	0	13	7	6	1	6	50 00%	46 15%	50 00%
136	0	17	0	17	1	2	0	14	1	1	0	13	86 67%	92 86%	92 86%
137	0	0	16	16	4	0	0	12	8	3	5	4	36 36%	33 33%	57 14%
138	16	0	0	16	0	0	2	14	0	0	0	14	100 00%	100 00%	100 00%
139	15	0	0	15	0	7	0	8	2	0	2	6	100 00%	75 00%	100 00%
140	15	0	0	15	0	2	0	13	3	2	1	10	83 33%	76 92%	83 33%
141	13	0	0	13	1	6	0	6	0	0	0	6	85 71%	100 00%	100 00%
142	13	0	0	13	4	0	1	8	1	0	1	7	63 64%	87 50%	100 00%
143	13	0	0	13	0	1	0	12	3	3	0	9	75 00%	75 00%	75 00%
144	13	0	0	13	1	8	0	4	4	2	2	0	0 00%	0 00%	0 00%
145	12	0	0	12	3	1	1	7	4	3	1	3	33 33%	42 86%	50 00%
146	12	0	0	12	0	3	0	9	0	0	0	9	100 00%	100 00%	100 00%
147	12	0	0	12	0	2	0	10	2	1	1	8	88 89%	80 00%	88 89%
148	11	0	0	11	2	4	1	4	1	0	1	3	60 00%	75 00%	100 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
149	11	0	0	11	0	3	0	8	2	0	2	6	100 00%	75 00%	100 00%
150	0	0	10	10	0	3	0	7	1	1	0	6	85 71%	85 71%	85 71%
151	10	0	0	10	0	5	0	5	1	0	1	4	100 00%	80 00%	100 00%
152	10	0	0	10	0	0	0	10	5	0	5	5	100 00%	50 00%	100 00%
153	0	0	10	10	0	1	0	9	1	1	0	8	88 89%	88 89%	88 89%
154	10	0	0	10	0	1	0	9	0	0	0	9	100 00%	100 00%	100 00%
155	0	0	9	9	1	2	4	2	1	1	0	1	33 33%	50 00%	50 00%
156	9	0	0	9	0	1	0	8	2	0	2	6	100 00%	75 00%	100 00%
157	9	0	0	9	1	4	0	4	1	1	0	3	60 00%	75 00%	75 00%
158	0	0	9	9	9	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
159	9	0	0	9	3	0	0	6	3	3	0	3	33 33%	50 00%	50 00%
160	8	0	0	8	0	1	0	7	1	1	0	6	85.71%	85 71%	85 71%
161	8	0	0	8	0	0	2	6	6	5	1	0	0 00%	0 00%	0 00%
162	8	0	0	8	0	0	0	8	2	2	0	6	75 00%	75 00%	75 00%
163	8	0	0	8	0	3	1	4	2	2	0	2	50 00%	50 00%	50 00%
164	0	8	0	8	5	1	0	2	2	2	0	0	0 00%	0 00%	0 00%
165	0	0	7	7	0	1	0	6	0	0	0	6	100 00%	100 00%	100 00%
166	7	0	0	7	0	3	1	3	0	0	0	3	100 00%	100 00%	100 00%
167	7	0	0	7	1	0	1	5	4	2	2	1	25 00%	20 00%	33 33%
168	7	0	0	7	0	0	0	7	2	1	1	5	83 33%	71 43%	83 33%
169	7	0	0	7	1	2	1	3	2	0	2	1	50 00%	33 33%	100 00%
170	0	7	0	7	0	7	0	0	0	0	0	0	0 00%	0 00%	0 00%
171	0	0	7	7	5	0	0	2	0	0	0	2	28 57%	100 00%	100 00%
172	0	0	6	6	0	2	0	4	0	0	0	4	100 00%	100 00%	100 00%
173	0	0	6	6	0	3	0	3	0	0	0	3	100 00%	100 00%	100 00%
174	6	0	0	6	0	1	0	5	1	1	0	4	80 00%	80 00%	80 00%
175	6	0	0	6	0	1	2	3	0	0	0	3	100 00%	100 00%	100 00%
176	6	0	0	6	2	0	0	4	1	0	1	3	60 00%	75 00%	100 00%
177	5	0	0	5	0	2	1	2	0	0	0	2	100 00%	100 00%	100 00%
178	4	0	0	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
179	0	0	4	4	0	2	0	2	0	0	0	2	100 00%	100 00%	100 00%
180	4	0	0	4	0	2	0	2	1	1	0	1	50 00%	50 00%	50 00%
181	4	0	0	4	1	2	0	1	0	0	0	1	50 00%	100 00%	100 00%
182	4	0	0	4	0	0	2	2	0	0	0	2	100 00%	100 00%	100 00%
183	0	4	0	4	0	0	0	4	2	2	0	2	50 00%	50 00%	50 00%
184	4	0	0	4	0	0	0	4	1	1	0	3	75 00%	75 00%	75 00%
185	4	0	0	4	0	2	0	2	1	1	0	1	50 00%	50 00%	50 00%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
186	3	0	0	3	2	0	0	1	0	0	0	1	33 33%	100 00%	100 00%
187	3	0	0	3	0	0	0	3	0	0	0	3	100 00%	100 00%	100 00%
188	0	0	3	3	2	0	0	1	1	0	1	0	0 00%	0 00%	0 00%
189	0	3	0	3	2	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
190	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
191	2	0	0	2	0	1	0	1	0	0	0	1	100 00%	100 00%	100 00%
192	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
193	2	0	0	2	0	0	0	2	2	1	1	0	0 00%	0 00%	0 00%
194	2	0	0	2	1	0	0	1	0	0	0	1	50 00%	100 00%	100 00%
195	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
196	2	0	0	2	0	0	0	2	1	1	0	1	50 00%	50 00%	50 00%
197	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
198	2	0	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
199	2	0	0	2	0	0	0	2	0	0	0	2	100 00%	100 00%	100 00%
200	2	0	0	2	0	0	0	2	2	0	2	0	0 00%	0 00%	0 00%
201	0	2	0	2	0	2	0	0	0	0	0	0	0 00%	0 00%	0 00%
202	0	0	2	2	0	0	0	2	2	2	0	0	0 00%	0 00%	0 00%
203	0	0	2	2	0	0	0	2	1	0	1	1	100 00%	50 00%	100 00%
204	2	0	0	2	2	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
205	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
206	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
207	0	1	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
208	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
209	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
210	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
211	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
212	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0.00%	0 00%
213	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
214	1	0	0	1	1	0	0	0	0	0	0	0	0 00%	0 00%	0 00%
215	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
216	1	0	0	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
217	1	0	0	1	0	0	0	1	1	1	0	0	0 00%	0 00%	0 00%
218	0	0	1	1	0	0	0	1	0	0	0	1	100 00%	100 00%	100 00%
219	1	0	0	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
220	0	0	1	1	0	1	0	0	0	0	0	0	0 00%	0 00%	0 00%
LENS Subtotal	50955	0	0	50955	10690	4223	430	35612	8547	7050	1497	27065	60 41%	76 00%	79 33%
EDI Subtotal	0	44,246	0	44,246	4,228	5,355	181	34,482	5,593	3,833	1,760	28,889	78 18%	83 78%	88 29%

AGGREGATE ORDER TYPES															
Company Info					LSR PROCESSING									FLOWTHROUGH	
					LESOG										
	Mechanized Interface Used				Manual	Rejects	Validated		Errors						
Name	LENS	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	Pending Supps (Z Status)	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Percent Flow Through
TAG Subtotal	0	0	24,588	24,588	2,828	3,831	356	17,573	4,949	3,494	1,455	12,624	66.63%	71.84%	78.32%
TOTAL INTERFACES	**50,955**	**44,246**	**24,588**	**119,789**	**17,746**	**13,409**	**967**	**87,667**	**19,089**	**14,377**	**4,712**	**68,578**	**68.10%**	**78.23%**	**82.67%**

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
1	1,942
2	1,838
3	1,353
4	697
5	387
6	341
7	232
8	226
9	182
10	167
11	113
12	99
13	88
14	87
15	84
16	84
17	80
18	76
19	71
20	68
21	64
22	62
23	58
24	56
25	53
26	48
27	48
28	43
29	37
30	37

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
31	35
32	35
33	35
34	32
35	32
36	30
37	30
38	29
39	29
40	29
41	28
42	28
43	28
44	28
45	28
46	28
47	28
48	27
49	26
50	26
51	25
52	25
53	25
54	24
55	24
56	23
57	23
58	23
59	23
60	22

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
61	22
62	21
63	21
64	21
65	21
66	19
67	19
68	19
69	19
70	18
71	16
72	16
73	15
74	15
75	15
76	14
77	14
78	13
79	13
80	13
81	13
82	13
83	13
84	12
85	12
86	12
87	12
88	12
89	12
90	11

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
91	11
92	11
93	11
94	10
95	10
96	10
97	10
98	9
99	9
100	9
101	9
102	9
103	9
104	9
105	8
106	8
107	8
108	8
109	8
110	8
111	8
112	8
113	8
114	8
115	8
116	8
117	7
118	7
119	7
120	7

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
121	7
122	7
123	7
124	7
125	7
126	6
127	6
128	6
129	6
130	6
131	6
132	6
133	6
134	6
135	5
136	5
137	5
138	5
139	5
140	5
141	5
142	5
143	5
144	5
145	5
146	5
147	5
148	4
149	4
150	4

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
151	4
152	4
153	4
154	4
155	4
156	4
157	4
158	4
159	4
160	4
161	4
162	4
163	4
164	4
165	4
166	4
167	4
168	3
169	3
170	3
171	3
172	3
173	3
174	3
175	3
176	3
177	3
178	3
179	3
180	3

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
181	3
182	3
183	3
184	3
185	3
186	3
187	2
188	2
189	2
190	2
191	2
192	2
193	2
194	2
195	2
196	2
197	2
198	2
199	2
200	2
201	2
202	2
203	2
204	2
205	2
206	2
207	2
208	2
209	2
210	2

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
211	2
212	2
213	2
214	2
215	2
216	1
217	1
218	1
219	1
220	1
221	1
222	1
223	1
224	1
225	1
226	1
227	1
228	1
229	1
230	1
231	1
232	1
233	1
234	1
235	1
236	1
237	1
238	1
239	1
240	1

REPORT: PERCENT FLOW THROUGH SERVICE REQUESTS (FATAL REJECTS)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
241	1
242	1
243	1
244	1
245	1
246	1
247	1
248	1
249	1
250	1
251	1
252	1
253	1
Total	10,662

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
1000	14,712	13 71%	13.71%	IF OHGING CLASS OF SERVICE ALL PERTINENT USOCS MUST BE POPULATED IN AND OUT--	14286	97 10%	19 61%	426	2 90%	1 238%
7020	1,317	1 23%	14 94%	NUM= TELNO= TN NOT FOUND IN CRIS	1316	99 92%	1 81%	1	0 08%	0 003%
7055	2,136	1 99%	16 93%	NUM= TELNO= ACCOUNT IS FINAL	2133	99 86%	2 93%	3	0 14%	0 009%
7095	8	0 01%	16 94%	INCORRECT RATE ZONE DATA RECEIVED FROM RSAG	2	25 00%	0 00%	6	75 00%	0 017%
7110	919	0 86%	17.80%	COFFI NOT AVAILABLE	347	37 76%	0 48%	572	62 24%	1 662%
7115	21	0 02%	17 82%	DSAP TELEPHONE NUMBER NOT ACTIVE/FOUND IN SITE	4	19 05%	0 01%	17	80 95%	0 049%
7150	6	0 01%	17 82%	UNE - ERROR GENERATING ECCKT	6	100 00%	0 01%	0	0 00%	0 000%
7235	467	0 44%	18 26%	10 DIGIT TN REQUIRED WITH USOC/FID=ZCRN	318	68 09%	0 44%	149	31 91%	0 433%
7245	627	0.58%	18 84%	NUM= ZCRT FID, DATA, OR DELIMITER IS MISSING	430	68 58%	0 59%	197	31 42%	0 572%
7250	366	0 34%	19 18%	LSR HOUSENUMBER INCORRECT	365	99 73%	0 50%	1	0 27%	0 003%
7260	1	0 00%	19.19%	LISTING TYPE INVALID	1	100 00%	0 00%	0	0 00%	0 000%
7267	6	0 01%	19.19%	UNE - LOCBAN MISSING FOR LINP ORDER	6	100 00%	0 01%	0	0 00%	0 000%
7295	11	0 01%	19 20%	LINE CLASS OF SERVICE MISSING. NUM AND TN REQUIRED	5	45 45%	0 01%	6	54 55%	0 017%
7300	16	0 01%	19 22%	UNE - CANNOT GENERATE CLASS OF SERVICE USOC	14	87 50%	0 02%	2	12 50%	0 006%
7315	291	0 27%	19.49%	CANNOT GENERATE BILLING NAME AND ADDRESS FIDS	247	84 88%	0 34%	44	15 12%	0 128%
7375	24	0.02%	19 51%	UNE - BOCABS SCREEN ERROR BOE001 ACCOUNT NUMBER NOT FOUND	19	79 17%	0 03%	5	20 83%	0 015%
7380	78	0 07%	19 58%	UNE - ACTL INVALID	78	100 00%	0 11%	0	0 00%	0 000%
7400	5,704	5.32%	24.90%	CLEC DOES NOT OWN THIS ACCOUNT	5702	99 96%	7 83%	2	0 04%	0 006%
7445	41	0 04%	24 94%	UNE - CALL FORWARD TN REQUIRED	41	100 00%	0 06%	0	0 00%	0 000%
7465	1,244	1 16%	26 10%	CANNOT CANCEL ORDER	825	66 32%	1 13%	419	33 68%	1 218%
7495	31	0.03%	26 13%	UNE - DIR LOCATOR PROBLEM	3	9 68%	0 00%	28	90 32%	0 081%
7555	135	0 13%	26 25%	FID MISSING IN FEATURE DETAIL	123	91 11%	0 17%	12	8 89%	0 035%
7630	68	0.06%	26 32%	MEMORY CALL SERVICE NOT AVAILABLE IN SWITCH	28	41 18%	0 04%	40	58 82%	0 116%
7645	2,653	2 47%	28 79%	MATCH IN CSR SA AND LSR HOUSENUM NOT FOUND	1297	48 89%	1 78%	1,356	51 11%	3 940%
7660	7	0 01%	28 80%	USOC FUJ1X NOT FOR RESALE	7	100 00%	0 01%	0	0 00%	0 000%
7690	18	0.02%	28.81%	UNE - ACTL AND ENDUSER LSO MUST BE THE SAME FOR LOOP/LINP SERVICE	18	100 00%	0 02%	0	0 00%	0 000%
7710	314	0 29%	29 10%	CANNOT CANCEL OR CHANGE DUE DATE ON NON-EXISTENT ORDER	211	67 20%	0 29%	103	32 80%	0 299%
7715	7	0 01%	29 11%	SOCS TIMEOUT/NOT AVAILABLE	7	100 00%	0 01%	0	0 00%	0 000%
7718	1,889	1.76%	30.87%	UNABLE TO RETRIEVE PSO TO PROCESS SUP	712	37 69%	0 98%	1,177	62 31%	3 420%
7725	65	0.06%	30.93%	WAITING PERIOD EQUALS 5 MINUTES	23	35 38%	0 03%	42	64 62%	0 122%
7735	49	0.05%	30.98%	INVALID/MISSING LISTING NAME OR TYPE	49	100 00%	0 07%	0	0 00%	0 000%
7740	9	0 01%	30 99%	LOCAL CALLING PLUS INDICATOR NOT FOUND	8	88 89%	0 01%	1	11 11%	0 003%
7755	5	0 00%	30 99%	UNE - NPANXX NOT FOUND IN CLLI TABLE	4	80 00%	0 01%	1	20 00%	0 003%
7805	111	0 10%	31 10%	SITE COULD NOT BE DETERMINED	37	33 33%	0 05%	74	66 67%	0 215%
7815	58	0 05%	31 15%	FID=RCU INVALID OR MISSING DATA	46	79 31%	0 06%	12	20 69%	0 035%
7825	1	0 00%	31 15%	RSAG-INCORRECT TELEPHONE NUMBER FORMAT	1	100 00%	0 00%	0	0 00%	0 000%
7860	151	0 14%	31 29%	RSAG - NO EXACT MATCH ON STREET NAME	151	100 00%	0 21%	0	0 00%	0 000%
7890	12	0 01%	31 30%	RSAG - NO EXACT MATCH ON SUPPLEMENTAL ADDRESS	12	100 00%	0 02%	0	0 00%	0 000%
7900	4	0 00%	31 31%	RSAG - NO MATCH ON STREET NAME	4	100 00%	0 01%	0	0 00%	0 000%
7905	3,068	2.86%	34 17%	RSAG - INCORRECT COMMUNITY, INCORRECT ZIP CODE OR INVALID ADDRESS FORMAT	3064	99 87%	4 21%	4	0 13%	0 012%
7910	1,771	1 65%	35 82%	RSAG - NO MATCH ON EXACT STREET NAME	1526	86 17%	2 09%	245	13 83%	0 715%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
7930	2	0 00%	35 82%	RSAG-STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	2	100 00%	0 00%	0	0 00%	0 000%
7935	18	0 02%	35 84%	RSAG-SIMILAR STREET FOUND IN DIFFERENT COMMUNITY AND/OR ZIP	18	100 00%	0 02%	0	0 00%	0 000%
7945	19	0.02%	35 85%	RSAG SYSTEM ERROR	11	57 89%	0 02%	8	42 11%	0 023%
8150	67	0 06%	35 92%	ORDER HAS BEEN REQUEUED FOR THE MAXIMUM NUMBER OF OCCURRENCES	19	28 36%	0 03%	48	71 64%	0 139%
8167	45	0 04%	35 96%	INVALID USOC CHARACTER FORMAT SAE 013 I1 CREXI	45	100 00%	0 06%	0	0 00%	0 000%
8170	360	0.34%	36.29%	USOC MAY ONLY APPEAR ONCE FORMAT SAE 110 I1 CREX1 /TN	360	100 00%	0 49%	0	0 00%	0 000%
8173	122	0 11%	36 41%	INVALID CLASS OF SERVICE. FORMAT IDNT 131 UEPRL=	122	100 00%	0 17%	0	0 00%	0 000%
8175	1	0.00%	36 41%	USOC NOT AVAILABLE IN SWITCH FORMAT SAE 180N I1 ESXDC	1	100 00%	0 00%	0	0 00%	0 000%
8180	190	0.18%	36.58%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED	190	100 00%	0 26%	0	0 00%	0 000%
8183	21	0 02%	36.60%	AREA CALLING PLAN USOC MISMATCH FORMAT 320 LINE UPP :0000000 / LINE ASSIGN .0000001 USOC QUAN MIS	21	100 00%	0 03%	0	0 00%	0 000%
8185	64	0.06%	36.66%	ESC/ESCWT NOT VALID COMBINATION FORMAT SAE 424 I1 ESCWT	64	100 00%	0 09%	0	0 00%	0 000%
8187	1,502	1 40%	38 06%	USOC MAY NOT APPEAR ON REQUEST FORMAT SAE 431 T1 EMP1S /TN	1502	100 00%	2 06%	0	0 00%	0 000%
8189	569	0 53%	38 59%	USOC IS NOT VALID ON BST FILE. FORMAT SAE 433 I1 CREX6	567	99 65%	0 78%	2	0 35%	0 006%
8190	1,125	1.05%	39.64%	INVALID USOC FOR BASIC CLASS OF SERVICE FORMAT SAE 434 I1 S98CP /TN	1082	96 18%	1 49%	43	3 82%	0 125%
8193	7	0.01%	39 65%	USOC NOT VALID WITH CALLER ID FORMAT SAE 473 I1 NXMCR /TN	7	100 00%	0 01%	0	0 00%	0 000%
8195	439	0.41%	40.06%	CALL FORWARDING USOC MUST NOT APPEAR. FORMAT SAE 540 I1 GCJ /TN	439	100 00%	0 60%	0	0 00%	0 000%
8197	548	0 51%	40 57%	CALL FORWARDING USOC MUST APPEAR FORMAT SAE 541	548	100 00%	0 75%	0	0 00%	0 000%
8199	62	0 06%	40 63%	GCJRC/GCJ COMBINATION INVALID FORMAT SAE 560 I1 GCJRC /TN	62	100 00%	0 09%	0	0 00%	0 000%
8204	185	0 17%	40 80%	BCR/NSS/NX8 INVALID USOC COMBINATION FORMAT SAE 575 R1 NSS /TN	185	100 00%	0 25%	0	0 00%	0 000%
8207	95	0.09%	40 89%	BRD/NSQ/NX9 INVALID USOC COMBINATION FORMAT SAE 576 I1 NX9 /TN	95	100 00%	0 13%	0	0 00%	0 000%
8209	509	0 47%	41 36%	USOC COMBINATION IS INVALID FORMAT SAE 587 I1 ESXDC /TN	509	100 00%	0 70%	0	0 00%	0 000%
8240	188	0 18%	41 54%	INVALID LINE CLASS OF SVC FOR REQUESTED SERVICE	187	99 47%	0 26%	1	0 53%	0 003%
8250	45	0 04%	41 58%	USOC= NOT APPLICABLE TO PORT LOOP SERVICE	45	100 00%	0 06%	0	0 00%	0 000%
8415	14	0 01%	41 59%	LSF LP ALREADY EXISTS ON ACCOUNT	14	100 00%	0 02%	0	0 00%	0 000%
8430	1	0 00%	41.59%	LSF DOES NOT EXIST ON ACCOUNT	1	100 00%	0 00%	0	0 00%	0 000%
8700	5	0.00%	41.60%	RSAG-INVALID SEARCH AREA	5	100 00%	0 01%	0	0 00%	0 000%
8820	10,758	10 03%	51 63%	SOCS ERROR: LUD BILL 004 ACT CODE NOT FOR THIS ORD TYPE	3214	29 88%	4 41%	7,544	70 12%	21 921%
8825	17,592	16 40%	68 03%	ORDER ERR:	3802	21 61%	5 22%	13,790	78 39%	40 071%
8830	1,061	0 99%	69 02%	CLEC ALREADY OWNS THIS ACCOUNT	1061	100 00%	1 46%	0	0 00%	0 000%
8850	50	0 05%	69.06%	CFA NOT FOUND,PLEASE VERIFY CFA	50	100 00%	0 07%	0	0 00%	0 000%
8855	2	0 00%	69 07%	NO ACTL IN LSR	2	100 00%	0 00%	0	0 00%	0 000%
8925	454	0.42%	69.49%	CFN HAS INVALID FORMAT ON COFFI SCREEN	177	38 99%	0 24%	277	61 01%	0 805%
8940	1,135	1 06%	70.55%	CALL FORWARDING NUMBER MISSING OR INVALID	1135	100 00%	1 56%	0	0 00%	0 000%
8945	30	0 03%	70 57%	LINECLSSVC AND TOS DO NOT MATCH	30	100 00%	0 04%	0	0 00%	0 000%
8970	935	0.87%	71 45%	FID RCU WITH TWC FOUND ON SAME LINE AS 3-WAY CALLING USOC	934	99 89%	1 28%	1	0 11%	0 003%
8995	3	0 00%	71.45%	SEMICOLON DISALLOWED WITH (+) SIGN IN PERSONAL NAME LISTINGS	3	100 00%	0 00%	0	0 00%	0 000%
9000	6	0 01%	71 45%	LSO/LOCBAN (NPANXX) MISSING OR INVALID	6	100 00%	0 01%	0	0 00%	0 000%
9015	1	0 00%	71 46%	SUP FAILED TO UPDATE DUE DATE	0	0 00%	0 00%	1	100 00%	0 003%
9040	1	0 00%	71 46%	DDD/DDD-CC REQUIRED	0	0 00%	0 00%	1	100 00%	0 003%
9110	2	0 00%	71 46%	TELNO= PIC REQUIRED PER UNIQUE TELEPHONE NUMBER ON A, V, P9 LINE ACTIVITY TYPES	2	100 00%	0 00%	0	0 00%	0 000%
9115	2	0 00%	71 46%	TELNO= LPIC REQUIRED PER UNIQUE TELNO ON A, V, P9 LINE ACTIVITY TYPES	2	100 00%	0 00%	0	0 00%	0 000%

AGGREGATE ORDER TYPES											
ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION						
					CLEC Caused			BST Caused			
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9145	1	0.00%	71.46%	ACCOUNT IS DENIED	1	100.00%	0.00%	0	0.00%	0.000%
9155	62	0.06%	71.52%	UNE - PORTED OUT NUMBER	62	100.00%	0.09%	0	0.00%	0.000%
9160	1	0.00%	71.52%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	1	100.00%	0.00%	0	0.00%	0.000%
9245	291	0.27%	71.79%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	291	100.00%	0.40%	0	0.00%	0.000%
9428	1	0.00%	71.79%	DLNUM=0001 LTN= INVALID NICK DATA	1	100.00%	0.00%	0	0.00%	0.000%
9432	1	0.00%	71.79%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100.00%	0.00%	0	0.00%	0.000%
9433	2	0.00%	71.79%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100.00%	0.00%	0	0.00%	0.000%
9438	3	0.00%	71.80%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	3	100.00%	0.00%	0	0.00%	0.000%
9439	138	0.13%	71.93%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	138	100.00%	0.19%	0	0.00%	0.000%
9442	521	0.49%	72.41%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	515	98.85%	0.71%	6	1.15%	0.017%
9466	54	0.05%	72.46%	UNABLE TO DETERMINE BLOCK CHOICE	54	100.00%	0.07%	0	0.00%	0.000%
9471	19	0.02%	72.48%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	17	89.47%	0.02%	2	10.53%	0.006%
9475	679	0.63%	73.11%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	679	100.00%	0.93%	0	0.00%	0.000%
9476	68	0.06%	73.18%	IS NOT FOUND ON CSR TO DISCONNECT	68	100.00%	0.09%	0	0.00%	0.000%
9477	63	0.06%	73.24%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	62	98.41%	0.09%	1	1.59%	0.003%
9479	113	0.11%	73.34%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	112	99.12%	0.15%	1	0.88%	0.003%
9481	2,129	1.98%	75.33%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2117	99.44%	2.91%	12	0.56%	0.035%
9484	21	0.02%	75.34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	21	100.00%	0.03%	0	0.00%	0.000%
9488	399	0.37%	75.72%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	399	100.00%	0.55%	0	0.00%	0.000%
9495	83	0.08%	75.79%	EATN= MUST EXIST FOR ACT P AND Q	83	100.00%	0.11%	0	0.00%	0.000%
9496	2,080	1.94%	77.73%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2079	99.95%	2.85%	1	0.05%	0.003%
9497	1	0.00%	77.73%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	1	100.00%	0.00%	0	0.00%	0.000%
9498	26	0.02%	77.76%	EAN= ON LNUM= AND LEAN= ARE POPULATED	26	100.00%	0.04%	0	0.00%	0.000%
9508	4	0.00%	77.76%	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN NUST BE NUMERIC	4	100.00%	0.01%	0	0.00%	0.000%
9515	1,305	1.22%	78.98%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1302	99.77%	1.79%	3	0.23%	0.009%
9516	18	0.02%	79.00%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	17	94.44%	0.02%	1	5.56%	0.003%
9517	17	0.02%	79.01%	UNDC INVALID IF PIC ALREADY EXISTS	17	100.00%	0.02%	0	0.00%	0.000%
9518	2	0.00%	79.01%	UNDC INVALID IF LPIC ALREADY EXISTS	0	0.00%	0.00%	2	100.00%	0.006%
9523	6	0.01%	79.02%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	6	100.00%	0.01%	0	0.00%	0.000%
9526	5	0.00%	79.02%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	5	100.00%	0.01%	0	0.00%	0.000%
9529	1,840	1.72%	80.74%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1837	99.84%	2.52%	3	0.16%	0.009%
9530	1	0.00%	80.74%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	1	100.00%	0.00%	0	0.00%	0.000%
9543	44	0.04%	80.78%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	43	97.73%	0.06%	1	2.27%	0.003%
9545	5	0.00%	80.79%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	5	100.00%	0.01%	0	0.00%	0.000%
9602	4,128	3.85%	84.63%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	4108	99.52%	5.64%	20	0.48%	0.058%
9604	22	0.02%	84.65%	TN ON SUP DOES NOT MATCH ORIGINAL TN	14	63.64%	0.02%	8	36.36%	0.023%
9605	156	0.15%	84.80%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	156	100.00%	0.21%	0	0.00%	0.000%
9606	16	0.01%	84.81%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	16	100.00%	0.02%	0	0.00%	0.000%
9613	1	0.00%	84.82%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	1	100.00%	0.00%	0	0.00%	0.000%
9616	21	0.02%	84.83%	YPH INVALID	21	100.00%	0.03%	0	0.00%	0.000%
9623	7	0.01%	84.84%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	7	100.00%	0.01%	0	0.00%	0.000%

ERROR DETAILS (Auto Clarifications (A) & Errors (E))					CAUSATION					
					CLEC Caused			BST Caused		
Error Type (by error code)	Count	%	Σ %	Error Description	Count	% of Agg	% of CLEC	Count	% of Agg	% of BST Caused
9145	1	0 00%	71 46%	ACCOUNT IS DENIED	1	100 00%	0 00%	0	0 00%	0 000%
9155	62	0 06%	71 52%	UNE - PORTED OUT NUMBER	62	100 00%	0 09%	0	0 00%	0 000%
9160	1	0.00%	71.52%	LOCBAN INVALID FOR PORTED NUMBER ACTIVITY	1	100 00%	0 00%	0	0 00%	0 000%
9245	291	0.27%	71 79%	CORRECT ECCKT IS REQUIRED FOR LNA , LNUM	291	100 00%	0 40%	0	0 00%	0 000%
9428	1	0 00%	71 79%	DLNUM=0001 LTN= INVALID NICK DATA	1	100 00%	0 00%	0	0 00%	0 000%
9432	1	0.00%	71 79%	DLNUM=0002 LTN= LTXTY OF CR REQUIRES SEE AS FIRST WORD IN LTEXT	1	100 00%	0 00%	0	0 00%	0 000%
9433	2	0 00%	71 79%	DLNUM=0001 LTN=HTN ACCOUNT NOT OWNED BY CLEC	2	100 00%	0 00%	0	0 00%	0 000%
9438	3	0 00%	71 80%	DLNUM=0001 LTN= ACCOUNT ACTIVITY OF N CAN ONLY HAVE AN LACT OF N	3	100 00%	0 00%	0	0 00%	0 000%
9439	138	0 13%	71 93%	LTN= DISPOSITION OF LISTINGS ON MIGRATED LINES REQUIRED	138	100 00%	0 19%	0	0 00%	0 000%
9442	521	0 49%	72 41%	DLNUM=0002 LTN= ALI MUST BE UNIQUE	515	98 85%	0 71%	6	1 15%	0 017%
9466	54	0 05%	72 46%	UNABLE TO DETERMINE BLOCK CHOICE	54	100 00%	0 07%	0	0 00%	0 000%
9471	19	0 02%	72 48%	TOTAL QUANTITY OF VCA AND SCO SHOULD EQUAL IWJQ	17	89 47%	0 02%	2	10 53%	0 006%
9475	679	0.63%	73 11%	ACT= ALLOWED ONLY ON SAME LOCNUM SERVICE ADDRESS	679	100 00%	0 93%	0	0 00%	0 000%
9476	68	0 06%	73 18%	IS NOT FOUND ON CSR TO DISCONNECT	68	100 00%	0 09%	0	0 00%	0 000%
9477	63	0.06%	73 24%	LSR LNUM=00002 INVALID LNA, NO RECORDED CHANGE FOR TELEPHONE NUMBER	62	98 41%	0 09%	1	1 59%	0 003%
9479	113	0.11%	73.34%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO MODIFY	112	99 12%	0 15%	1	0 88%	0 003%
9481	2,129	1 98%	75 33%	LNUM=00001 FEATURE DOES NOT EXIST ON ACCOUNT TO DISCONNECT	2117	99 44%	2 91%	12	0 56%	0 035%
9484	21	0.02%	75 34%	TNS= FOR LNUM=00001 ALREADY EXIST ON ATN=	21	100 00%	0 03%	0	0 00%	0 000%
9488	399	0.37%	75 72%	DISPOSITION OF ALL LINES REQUIRED ON ACT V	399	100 00%	0 55%	0	0 00%	0 000%
9495	83	0 08%	75 79%	EATN= MUST EXIST FOR ACT P AND Q	83	100 00%	0 11%	0	0 00%	0 000%
9496	2,080	1 94%	77 73%	TNS= ON LNUM=00004 NOT FOUND ON EATN= FOR ACT=	2079	99 95%	2 85%	1	0 05%	0 003%
9497	1	0.00%	77.73%	LEATN= ON LNUM=00001 AND EATN= ARE NOT COMPATIBLE	1	100 00%	0 00%	0	0 00%	0 000%
9498	26	0.02%	77 76%	EAN= ON LNUM= AND LEAN= ARE POPULATED	26	100 00%	0 04%	0	0 00%	0 000%
9508	4	0 00%	77 76%	DLNUM=0001 LTN= FIRST THREE CHARACTERS OF NSTN NUST BE NUMERIC	4	100 00%	0 01%	0	0 00%	0 000%
9515	1,305	1 22%	78 98%	WKG SVC-INPUT ADL, CONVERSION ORDER OR NOTE ABANDONED STATION	1302	99 77%	1 79%	3	0 23%	0 009%
9516	18	0 02%	79.00%	WSOP OF V AND ADL NOT ALLOWED ON SAME ATN	17	94 44%	0 02%	1	5 56%	0 003%
9517	17	0.02%	79 01%	UNDC INVALID IF PIC ALREADY EXISTS	17	100 00%	0 02%	0	0 00%	0 000%
9518	2	0.00%	79.01%	UNDC INVALID IF LPIC ALREADY EXISTS	0	0 00%	0 00%	2	100 00%	0 006%
9523	6	0.01%	79.02%	LOCNUM=000 HNUM=00001 HT= MIXED NPA(S) ARE NOT ALLOWED FOR HUNTING IN THIS SWITCH TYPE	6	100 00%	0 01%	0	0 00%	0 000%
9526	5	0.00%	79 02%	BLOCK CHOICE DOES NOT EXIST ON ACCOUNT	5	100 00%	0 01%	0	0 00%	0 000%
9529	1,840	1.72%	80 74%	CANNOT RESTORE A LINE WHICH IS NOT SUSPENDED/DENIED	1837	99 84%	2 52%	3	0 16%	0 009%
9530	1	0 00%	80 74%	APPOINTMENT TIME CANNOT BE PRIOR TO 800A OR LATER THAN 500P	1	100 00%	0 00%	0	0 00%	0 000%
9543	44	0.04%	80 78%	LOCNUM= HNUM= HT= HT CANNOT BE IN MORE THAN ONE HID	43	97 73%	0 06%	1	2 27%	0 003%
9545	5	0 00%	80 79%	LOCNUM= HNUM=00001 HA OF D NOT ALLOWED	5	100 00%	0 01%	0	0 00%	0 000%
9602	4,128	3 85%	84.63%	USOC=NSS ALREADY EXISTS ON CUSTOMER RECORD	4108	99 52%	5 64%	20	0 48%	0 058%
9604	22	0 02%	84.65%	TN ON SUP DOES NOT MATCH ORIGINAL TN	14	63 64%	0 02%	8	36 36%	0 023%
9605	156	0 15%	84.80%	USOC NOT FOR RESALE FORMAT SAE 959 T1 PGRAX /ZPGR 1 /RMKR (A)	156	100 00%	0 21%	0	0 00%	0 000%
9606	16	0 01%	84 81%	TNS CANNOT BE REASSIGNED FOR 90 DAYS	16	100 00%	0 02%	0	0 00%	0 000%
9613	1	0 00%	84.82%	EXISTING ACCOUNT TYPE NOT AUTHORIZED FOR MIGRATION YET	1	100 00%	0 00%	0	0 00%	0 000%
9616	21	0.02%	84.83%	YPH INVALID	21	100 00%	0 03%	0	0 00%	0 000%
9623	7	0 01%	84 84%	TOUCHTONE IS INVALID WITH AREA PLUS SERVICE	7	100 00%	0 01%	0	0 00%	0 000%

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	**Count**	**%**	**Σ %**	**Error Description**
1005	3	0.02%	0.02%	CCNA REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1007	8	0.05%	0.07%	DUPLICATE CC, PON, VER
1015	3,356	22.58%	22.66%	PON DUPLICATE ON INITIAL LSR
1023	24	0.16%	22.82%	NO ORIGINAL LSR FOUND FOR THIS SUP
1025	19	0.13%	22.94%	VER MUST BE GREATER THAN PREVIOUS VERSION
1027	3	0.02%	22.96%	PREVIOUS LSR AGED OFF - (K) STATUS
1030	538	3.62%	26.58%	VER MUST BE GREATER THAN PREVIOUS VERSION
1035	4	0.03%	26.61%	VER MUST BE TWO NUMERICS - 01 OR GREATER FOR 860
1040	13	0.09%	26.70%	VER MUST BE SPACES OR ZEROES FOR 850
1050	16	0.11%	26.81%	D/SENT - D/SENT CENTURY MUST BE CURRENT OR FUTURE DATE
1055	19	0.13%	26.93%	AN REQUIRED FOR THIS REQTYP/ACT TYPE COMBINATION WHEN ATN IS NOT POPULATED
1060	8	0.05%	26.99%	AN PROHIBITED WHEN ATN IS POPULATED UNLESS REQTYP IS B
1065	15	0.10%	27.09%	AN MUST BE 10 OR 13 ALPHANUMERICS
1070	6	0.04%	27.13%	DDD/DDD-CC MUST BE CURRENT OR FUTURE DATE
1075	21	0.14%	27.27%	ATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION WHEN AN IS NOT POPULATED
1080	8	0.05%	27.32%	DDD/DDD-CC MUST BE A VALID DATE
1085	2	0.01%	27.34%	DDDO-CC/DDDO MUST BE CURRENT OR FUTURE DATE
1090	2	0.01%	27.35%	ATN OR AN REQUIRED WHEN EATN IS POPULATED
1100	2	0.01%	27.37%	SERVICE CENTER MUST BE LCSC
1110	131	0.88%	28.25%	INVALID REQTYP - ACCOUNT ACTIVITY TYPE COMBINATION
1120	1	0.01%	28.25%	DDD REQUIRED
1125	162	1.09%	29.34%	DDD MUST BE GREATER THAN OR EQUAL TO D/TSENT
1131	195	1.31%	30.66%	DDD IS LESS THAN CALC DATE ON PRIOR VERSION LSR OR SERVICE ORDER DUE DATE
1135	2	0.01%	30.67%	APPTIME-DDD MUST BE HHMM-HHMM (MILITARY TIME) COVERING A SPAN OF TIME OF ONE HOUR OR GREATER
1140	9	0.06%	30.73%	DDDO REQUIRED WHEN ACT IS T AND REQTYP IS A, E, M, OR N
1145	5	0.03%	30.76%	INTERVAL BETWEEN DDD AND DDDO MUST BE 30 CALENDAR DAYS OR LESS
1154	1	0.01%	30.77%	LSR/PON IS COMPLETED
1155	1	0.01%	30.78%	DFDT MUST BE POPULATED WITH A SINGLE (HHMM) TIME WHEN CHC IS Y
1157	5	0.03%	30.81%	DFDT PROHIBITED FOR THIS REQTYP/LNA COMBINATION
1166	9	0.06%	30.87%	CHC IS PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
1180	4	0.03%	30.90%	INVALID REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1200	22	0.15%	31.05%	SUP REQUIRED WHEN VER IS GREATER THAN 00

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1205	2	0.01%	31.06%	SUP VALID ENTRIES ARE 01, 04, OR 05
1215	58	0.39%	31.45%	ACTL MUST BE 11 ALPHANUMERIC CHARACTERS
1230	2,969	19.98%	51.43%	LSO MUST BE 6 NUMERICS
1270	9	0.06%	51.49%	SECNCI MUST BE A MINIMUM OF 5 ALPHANUMERIC CHARACTERS
1275	1	0.01%	51.49%	PORTTYP PROHIBITED ON THIS REQTYP/ACT TYPE COMBINATION
1285	3	0.02%	51.51%	ACTL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1290	6	0.04%	51.55%	ACTL MUST BE 11 ALPHANUMERICS
1335	58	0.39%	51.94%	LSO REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
		0.02%	51.96%	TOS REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION (STOP EDIT)
1360	2	0.01%	51.98%	TOS SECOND CHARACTER MUST BE A, B, C, D, H, J, OR - (HYPHEN) (STOP EDIT)
1390	11	0.07%	52.05%	TOS SECOND CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB
1392	3	0.02%	52.07%	TOS SECOND CHARACTER OF J IS PROHIBITED ON REQTYP OF A,B,C,F OR J (STOP EDIT)
1395	1	0.01%	52.08%	TOS THIRD CHARACTER MUST BE - (HYPHEN) IF REQTYP IS JB, BB OR CB
1430	17	0.11%	52.19%	CIC REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1453	23	0.15%	52.35%	BAN1 REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1455	50	0.34%	52.68%	BAN1 VALID ENTRY MUST BE VALID BILLING ACCOUNT NUMBER OR E WITH TRAILING BLANKS
1457	3	0.02%	52.70%	BAN1 MUST BE ENTRY OF E IF REQTYPE A-LINE SHARE CO BASED
1490	1	0.01%	52.71%	DRC MUST BE 3 ALPHANUMERICS
1505	2	0.01%	52.73%	INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1510	2	0.01%	52.74%	TEL NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
		0.11%	52.85%	TEL NO-INIT FORMAT MUST BE 10 NUMERICS OR UP TO 15 ALPHANUMERICS
		0.06%	52.91%	FAX NO-INIT REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1530	25	0.17%	53.07%	IMPCON REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
1540	1	0.01%	53.08%	TEL NO IMPCON FORMAT MUST BE 10 NUMERICS IN THE FIRST 10 POSITIONS
1605	125	0.84%	53.92%	REMARKS VIRGULES (/) AND ASTERISKS NOT ALLOWED IN THIS FIELD
1620	5	0.03%	53.96%	BCS REQUIRED WITH REQTYP/ACT TYPE/TOS COMBINATION
1630	100	0.67%	54.63%	CANNOT SUP A PREVIOUSLY CANCELED LSR/PON
1635	80	0.54%		
1640	265	1.78%	56.95%	NO ORIGINAL LSR FOUND FOR THIS SUP
1645	1,875	12.62%	69.57%	LSR/PON AGED OFF
1650	543	3.65%	73.22%	LSR/PON COMPLETED
1655	1	0.01%	73.23%	LSR ORIGINATING FORMAT (TCIF) NOT SAME AS ORIGINATING FORMAT

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
1660	25	0.17%	73.40%	SUP NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
1662	6	0.04%	73.44%	SUP NOT ALLOWED ON RESTORAL WHEN THE REASON WAS DENIED
1664	63	0.42%	73.86%	SUP 03 NOT ALLOWED ON THIS ACCOUNT ACTIVITY TYPE
2000	3	0.02%	73.88%	EU-NAME REQUIRED
2015	12	0.08%	73.96%	EU-STATE REQUIRED
2035	2	0.01%	73.97%	LOCNUM=000 NAME EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2040	7	0.05%	74.02%	LOCNUM=000 SANO PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2045	2	0.01%	74.03%	IWBAN VALID ENTRIES ARE: E, N, OR 13 ALPHANUMERIC BILLING ACCOUNT NUMBER
2050	1	0.01%	74.04%	LOCNUM=000 SASD PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2055	7	0.05%	74.09%	LOCNUM=000 SASD VALID ENTRY IS E, W, N, S, NE, NW, SE, OR SW AT THIS LOCATION
2060	21	0.14%	74.23%	LOCNUM=000 SASN REQUIRED WITH THIS REQTYP/ACT TYP COMBINATION AT THIS LOCATION
2065	28	0.19%	74.42%	LOCBAN REQUIRED
2070	1	0.01%	74.42%	LOCNUM=000 SATH PROHIBITED WHEN SASN IS NOT POPULATED AT THIS LOCATION
2080	22	0.15%	74.57%	LOCNUM=000 SADLO REQUIRED WHEN SANO IS NOT POPULATED AT THIS LOCATION
2085	19	0.13%	74.70%	LOCNUM=000 FLOOR-EU MUST NOT BE POPULATED WITH FLR IN ANY POSITION AT THIS LOCATION
2090	12	0.08%	74.78%	LOCNUM=000 ROOM-EU MUST NOT BE POPULATED WITH RM OR ROOM IN ANY POSITION AT THIS LOCATION
2095	5	0.03%	74.81%	LOCNUM=000 BLDG-EU MUST NOT BE POPULATED WITH BLDG IN ANY POSITION AT THIS LOCATION
2100	4	0.03%	74.84%	LOCNUM=000 CITY-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2104	9	0.06%	74.90%	LOCNUM=000 STATE-EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
	4	0.03%	74.93%	LOCNUM=000 STATE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
	61	0.41%	75.34%	LOCNUM=000 ZIP CODE=EU REQUIRED WHEN SASN IS POPULATED AT THIS LOCATION
	318	2.14%	77.48%	LOCNUM=000 ZIP CODE-EU REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION AT THIS LOCATION
2115	6	0.04%	77.52%	FBCON-TELNO MUST BE MINIMUM OF 10 NUMERICS
	329	2.21%	79.73%	EATN, EAN, ATN OR AN ARE PROHIBITED ON THIS REQTYP/ACT CODE
2130	5	0.03%	79.77%	LOCNUM=000 TEL NO-LCON MUST BE 10 NUMERICS AT THIS LOCATION
2145	1	0.01%	79.77%	LOCBAN MUST EQUAL EAN OR EATN
2200	2	0.01%	79.79%	EATN MUST BE 10 NUMERICS
2285	5	0.03%	79.82%	LOCNUM= DNUM MUST BE 5 NUMERIC
2295	5	0.03%	79.85%	DNUM MUST BE GREATER THAN PREVIOUS DNUM
2325	2	0.01%	79.87%	LOCNUM= TER MUST BE UP TO 10 ALPHANUMERICS
2350	19	0.13%	80.00%	ERL REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
2355	4	0.03%	80.02%	ERL PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%		
3000	2	0.01%		
3010	34	0.23%	80.27%	REFNUM=0001-TELNO= LINE ACTIVITY MUST BE Y OR L WHEN ACCOUNT ACTIVITY = SS OR RS
3015	1	0.01%	80.27%	REFNUM=0001-TELNO= LNA REQUIRED
3020	4	0.03%	80.30%	LOCNUM=000 - LNUM=00001 FIRST CHARACTER OF CABLE ID MUST BE P OR V
3035	6	0.04%	80.34%	REFNUM=0001-TELNO= OTN MUST BE 10 NUMERICS
3045	34	0.23%	80.57%	REFNUM=0001 ECCKT MUST BE CLT, CLF OR CLS FORMAT
3047	39	0.26%	80.83%	LNUM=00001 CFA LOC A OR LOC Z CLLI DOES NOT MATCH ACTL
3050	12	0.08%	80.91%	LOCNUM=000 LNUM=00001 CFA FORMAT IS INVALID
3080	2	0.01%	80.92%	LOCNUM=000 - LNUM=00002 CHAN/PAIR REQUIRED FOR SERVICE TYPE
3110	64	0.43%	81.36%	LOCNUM=001 LNUM=00001 TELNO= CKR FORMAT INVALID
3115	53	0.36%	81.71%	LOCNUM=000 LNUM=00002 TELNO= ECCKT IS PROHIBITED WITH REQTYP/ACT/LNA COMBINATION
3120	2	0.01%	81.73%	LOCNUM=000 LNUM=00002 TELNO= ECGKT IS REQUIRED WITH REQTYP/ACT/LNA COMBINATION
3125	9	0.06%	81.79%	LOCNUM=000 LNUM=00001 TELNO= ECCKT FORMAT INVALID
3130	2	0.01%	81.80%	REFNUM=0001-TELNO= TC PER-CC/TC PER-DATE MUST BE CURRENT OR FUTURE DATE
3135	41	0.28%	82.08%	REFNUM=0001-TELNO TC PER-CC/TC PER-DATE REQUIRED WHEN TCTO-PRIMARY FIELD IS POPULATED
3140	3	0.02%	82.10%	LOCNUM=000 LNUM=00001 TELNO= ECCKT REQUIRED WHEN EAN OR LEAN IS POPULATED
3155	6	0.04%	82.14%	LOCNUM=000 LNUM=00001 TELNO= FA PROHIBITED IF THE LNA IS D, W, P, L, B OR R
3160	1	0.01%	82.14%	LOCNUM=000 LNUM=00001 TELNO= FA VALID ENTRY MUST BE N, C OR D
3165	22	0.15%	82.29%	REFNUM=0001-TELNO=TBE PROHIBITED ON THIS ACTIVITY FOR THIS REQTYPE
3170	16	0.11%	82.40%	REFNUM=0001-TELNO= CFA INVALID FORMAT
3190	22	0.15%	82.55%	LOCNUM=000 LNUM=00001 TELNO= FEATURE MUST BE 3, 5 OR 6 ALPHANUMERICS
----	4	0.03%	82.57%	LOCNUM=000 LNUM=00001 TELNO= FEATURE PROHIBITED WITH LINE ACTIVITY OF W, P, L OR B
----	29	0.20%	82.77%	LOCNUM=000 LNUM=00001 TELNO= FEATURE DETAIL REQUIRED WHEN FA IS C
	2	0.01%	82.78%	LOCNUM=000 LNUM=00001 TELNO= IWJQ REQUIRED WHEN JR IS Y
	9	0.06%	82.84%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N IF ACT IS N
	86	0.58%	83.42%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE D, G, N, P, V, W OR X IF ACT IS V, P OR Q
3390	80	0.54%	83.96%	LOCNUM=000 LNUM=00002 TELNO= LNA REQUIRED WHEN ACT TYP IS N, C, T, R, V, S, P OR Q
3400	5	0.03%	83.99%	LOCNUM=000 LNUM=00001 TELNO= LNA MUST BE N OR C IF ACT IS T
3410	88	0.59%	84.58%	LNUM=00001 TELNO= LNA MUST BE X OR G IF OTN IS POPULATED
3415	85	0.57%	85.16%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE N, C, D, R, X, V, G, W, P, L OR B
3420	4	0.03%	85.18%	LOCNUM=000 LNUM=1 TELNO= LNA MUST BE N, C, D, P, OR X IF ACT IS C
3422	5	0.03%	85.22%	LNUM=00001 LNA MUST BE N OR D IF REQTYP IS A DIGITAL, DATA DESIGNED (DS1)

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
3427	3	0.02%	85.24%	LNUM=00001 TELNO= LNA OF G PROHIBITED ON REQTYP/ACT TYP COMBINATION
3430	16	0.11%	85.35%	FOR REQTYP E,F OR M, IF ACT IS P, Q OR V AT LEAST ONE LNA MUST BE G, P, V, W OR X
		0.01%	85.35%	ONLY LNA OF N OR D ALLOWED WITH LNA OF G
		0.54%	85.89%	LOCNUM=000 LNUM=00002 TELNO= LNA MUST BE D, N OR V IF ACT IS P, Q OR V AND REQTYP IS B OR C
3439		0.02%	85.91%	LNUM=00001 TN= LNA MUST BE D ON ACT OF D WHEN REQTYP IS A WITH SECNCI POPULATED
3460	2	0.01%	85.92%	LOCNUM=000 LNUM= TELNO= LNUM REQUIRED WITH THIS REQTYP/LNA TYPE COMBINATION (STOP EDIT)
3470	6	0.04%	85.96%	LOCNUM=000 LNUM=00001 TELNO=LNUM MUST BE UNIQUE WITHIN EACH LOCNUM EXCEPT FOR REQTYP E-IS
3485	5	0.03%	86.00%	LOCNUM=001 LNUM=00001 LOCNUM DOES NOT MATCH AN END USER LOCNUM FOR THIS LSR
3505	2	0.01%	86.01%	LOCNUM=000 LNUM=00005 TELNO= NPI VALID ENTRY MUST BE C OR D FOR REQTYP E, F OR M
3545	2	0.01%	86.02%	LNUM=00001 TELNO= OTN REQUIRED WITH THIS REQTYP/LNA COMBINATION
3596	2	0.01%	86.04%	LNUM=00001 RELAY RACK REQUIRED WITH THIS REQTYP/LNA COMBINATION
3613	6	0.04%	86.08%	LOCNUM=000 LNUM=00001 TELNO= RTI REQUIRED ON REQTYP B WHEN LNA IS V AND NPT IS A OR C
3630	2	0.01%	86.09%	LNUM=00001 TELNO= SHELF REQUIRED ON REQTYP F IF LNA IS C, G, N OR V
3642	2	0.01%	86.11%	LNUM=00001 TELNO= SLOT REQUIRED FOR THIS REQTYP/LNA COMBINATION
3705	6	0.04%	86.15%	LNUM=00001 TNS MUST BE A MINIMUM OF 10 OR A MAXIMUM OF 15 ALPHANUMBERIC INCLUDING HYPHEN
3730	13	0.09%	86.23%	LNUM=00004 TELNO= FPI INVALID ON REQTYP/LNA COMBINATION
3735	15	0.10%	86.33%	LNUM=00001 TELNO= PIC REQUIRED ON LNA G, N, P OR V
3745	42	0.28%	86.62%	LNUM=00001 TELNO= PIC VALID ENTRIES ARE NONE, UNDC OR A VALID PIC CODE WHEN LNA IS G, N OR
3750	14	0.09%	86.71%	LNUM=00001 TELNO= PIC INVALID ON REQTYP/LNA COMBINATION
3755	19	0.13%	86.84%	LNUM=00001 TELNO= LPIC REQUIRED ON LNA G, N, P OR V
		0.01%	86.85%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC, NC OR VALID LPIC CODE WHEN LNA IS C P
		0.24%	87.09%	LNUM=00001 TELNO= LPIC VALID ENTRIES ARE NONE, UNDC OR A VALID LPIC CODE WHEN LNA IS G, N
3770	14	0.09%	87.19%	LNUM=00001 TELNO= LPIC INVALID ON REQTYP/LNA COMBINATION
3790	28	0.19%	87.38%	LNUM=00001 - TELNO= PTKCON REQUIRED WHEN THE LNA IS G, N OR V
3930	6	0.04%	87.42%	LNUM=00001 TELNO=
3945	1	0.01%	87.42%	LNUM=00001 TELNO= BLOCK ENTRY OF A, B, OR C ALLOWED ONLY IN FIRST POSITION IN THIS FIELD
3955	1	0.01%	87.43%	LNUM=00001 TELNO= BLOCK VALID VALUES ARE A, B, C, H OR BLANK ON REQTYP E, F, OR M
3963	1	0.01%	87.44%	LNUM=00001 TELNO= BLOCK IS REQUIRED WITH BA ENTRY OF A OR D
4000	19	0.13%	87.57%	DL DATA ELEMENTS REQUIRED
4005	3	0.02%	87.59%	DL DATA ELEMENTS PROHIBITED
4015	4	0.03%	87.61%	REFNUM=0001-TELNO= **LIST MUST BE VALID ENTRY**
4020	13	0.09%	87.70%	DLNUM=0001 LTN= DLNUM MUST BE UNIQUE

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error code)	Count	%	Σ %	Error Description
4030	36	0.24%	87.94%	DLNUM=0001 LTN= LACT REQUIRED
4035	7	0.05%	87.99%	DLNUM=0001 LTN=ALI CODE PROHIBITED WHEN THE RTY 2ND AND 3RD CHARACTERS ARE ML
4040	7	0.05%	88.04%	REFNUM=0001-TELNO= LISTED ADDRESS REQUIRED WITH THIS REQTYP AND ACTIVITY TYPE
4045	327	2.20%	90.24%	REFNUM=0001-TELNO=0 LISTED ADDRESS PROHIBITED WITH THIS RECTYP AND ACTIVITY TYPE
4050	18	0.12%	90.36%	INVALID YPH ENTRY
4055	43	0.29%	90.65%	YPH REQUIRED WHEN FIRST CHARACTER OF TOS IS 1 OR 3
4060	3	0.02%	90.67%	DLNUM=0001 LTN= VALID RTY REQUIRED
4061	4	0.03%	90.69%	DLNUM=0001 LTN= LASN,ADI,OR LALOC REQUIRED FOR REQTYP J, RTY OF LML, AND LACT OF N
4065	318	2.14%	92.83%	DLNUM=&DLNM LTN=&LTN ASSOCIATED LACT COMBINATION I AND O IS MISSING
4075	21	0.14%	92.98%	MAIN LISTING REQUIRED
4090	34	0.23%	93.20%	DLNUM=0001 LTN= VALID LTY REQUIRED
4110	25	0.17%	93.37%	DLNUM=0001 LTN=4 VALID STYC CI, SH, SI, OR SL REQUIRED
4120	6	0.04%	93.41%	DLNUM=0001 LTN= TOA B, R, RP OR BP REQUIRED
4160	28	0.19%	93.60%	DLNUM=0001 LTN= DOI REQUIRED VALUE MUST BE 0 - 6
4180	30	0.20%	93.80%	DLNUM=0001 LTN= DOI VALUE MUST BE ZERO
4185	14	0.09%	93.90%	DLNUM=0002 LTN= DOI DATA INVALID WITH LTY 3
4190	7	0.05%	93.94%	DLNUM=0002 LTN= DOI VALUE INVALID FOR STYLE CODE
4195	3	0.02%	93.96%	DLNUM=0003 LTN PROHIBITED WITH RTY FCR OR LCR
4205	8	0.05%	94.02%	DLNUM=0001 LTN REQUIRED
4220	8	0.05%	94.07%	DLNUM=0001 LTN= LNLN REQUIRED
4265	4	0.03%	94.10%	DLNUM=0001 LTN=4075632496 TITLE OF LINEAGE INVALID
4280	10	0.07%	94.17%	DLNUM=0001 LTN= TITLE1 DATA INVALID
4310	1	0.01%	94.17%	DLNUM=0001 LTN= LANO PROHIBITED WITHOUT LASN
4320	5	0.03%	94.21%	DLNUM=0001 LTN=9043740664 LASF PROHIBITED WITHOUT LANO
4330	1	0.01%	94.21%	DLNUM=0001 LTN=8504338476 LASD PROHIBITED WITH LACT Z
4365	4	0.03%	94.24%	DLNUM=0001 LTN= LASS ENTRY INVALID
4385	24	0.16%	94.40%	DLNUM=0001 LTN= INVALID LAST ENTRY
4470	7	0.05%	94.45%	DLNUM=0001 LTN= LTXNUM MUST BE CONSECUTIVE AND UNIQUE WITHIN THE DLNUM
4475	5	0.03%	94.48%	DLNUM=0002 LTN= INVALID YPH ENTRY
4478	28	0.19%	94.67%	DLNUM=0001 LTN= YPH ENTRY MUST BE 999001 WHEN LTY IS 2 OR 3
4480	1	0.01%	94.68%	DLNUM=0001 LTN= YPH PROHIBITED WITH LACT Z
4485	13	0.09%	94.77%	DLNUM=0001 LTN= YPH REQUIRED WHEN THE TOS IS 1 OR 3 AND RTY IS ML, AM OR CM

AGGREGATE ORDER TYPES

ERROR DETAILS (Fatal Errors)

Error Type (by error	Count	%	Σ %	Error Description
4490	47	0.32%	95.08%	DLNUM=0001 LTN= YPH PROHIBITED WITH THIS RTY
4505	14	0.09%	95.18%	DLNUM=0001 LTN= SIC REQUIRED WHEN ACT IS N, V, OR P
4510	42	0.28%	95.46%	DLNUM=0001 LTN=ONLY ONE SIC ALLOWED PER ACCOUNT
4525	1	0.01%	95.46%	DLNUM=0002 LTN=9046832672 ADI PROHIBITED WITH LACT Z
4550	1	0.01%	95.47%	DLNUM=0003 LTN= DIRNAME REQUIRED ON FOREIGN OR SECONDARY LISTING
4600	22	0.15%	95.62%	DLNUM=0001 LTN= AMPERSAND REQUIRED WITH DLNM
4830	2	0.01%	95.63%	ONLY ONE DACT PER LSR
4837	45	0.30%	95.94%	DACT REQUIRED
5005	46	0.31%	96.25%	LOCNUM=000 THE FOLLOWING FIELDS ARE REQUIRED; HNUM, HA, AND HID
5015	22	0.15%	96.39%	HTQTY MUST EQUAL TOTAL NUMBER OF HNUM ON THIS REQUEST
5025	43	0.29%	96.68%	LOCNUM=000 HNUM= HA=G HA MUST BE N, E, C, OR D
5035	2	0.01%	96.70%	REFNUM=0001-TELNO= **TER MUST BE 4 NUMERICS**
5065	6	0.04%	96.74%	LOCNUM=000 HNUM=00001 HID ENTRY FOR HNTYP 1 2 3 OR 4 MUST BE N OR UP TO 3 ALPHAS OR 4 NUMERICS
5070	5	0.03%	96.77%	LOCNUM=000 HNUM=00001 HID MUST BE N WHEN HA IS N AND HNTYP IS 1, 2, 3 OR 4
5095	1	0.01%	96.78%	LOCNUM=000 HNUM=00001 TLI PROHIBITED WHEN HNTYP IS 1, 2, 3 OR 4 AND NOTYP IS T
5098	7	0.05%	96.82%	LOCNUM=000 HNUM=00001 HNTYP REQUIRED FOR THIS ACT TYPE/HA COMBINATION
5105	1	0.01%	96.83%	LOCNUM=000 HNUM=00001 HLA=C HLA VALID ENTRIES ARE N, E OR D
5115	4	0.03%	96.86%	LOCNUM=000 HNUM=00001 HLA=E HLA OF E PROHIBITED WHEN HUNT GROUP ACTIVITY IS N
5125	1	0.01%	96.86%	LOCNUM=000 HNUM=00001 HTSEQ=0003 SAME HTSEQ NOT ALLOWED FOR MORE THAN ONE HT WHEN HLA IS N OR E
5135	5	0.03%	96.90%	LOCNUM=000 HNUM=00001 HTSEQ=0005 SAME HT NOT ALLOWED IN MORE THAN ONE HTSEQ WHEN HLA IS N OR E
5138	1	0.01%	96.90%	LOCNUM=000 HNUM=00001 NOTYP REQUIRED FOR THIS HA/HLA COMBINATION
5153	2	0.01%	96.92%	LOCNUM=000 HNUM=00001 HT REQUIRED FOR THIS HA/HLA COMBINATION
5160	2	0.01%	96.93%	LOCNUM=000 HNUM=00001 HT WITH HLA OF E OR N, CANNOT EXCEED 3 IN AN HID WHEN TOS IS 2A IN AL
5185	17	0.11%	97.05%	LOCNUM=000 HNUM=00001 HT= FOR HNTYP 5 OR 6, HT MUST BE 5 OR 10 ALPHANUMERIC
6005	5	0.03%	97.08%	NC CODE INVALID
6010	2	0.01%	97.09%	REFNUM=0001 -ECCKT REQUIRED WHEN ACT FIELD IS C, D, M, T OR R ON REQTYP'S A OR B
6021	2	0.01%	97.11%	NCI CODE INVALID
6030	2	0.01%	97.12%	SECNCI REQUIRED FOR NC
6045	51	0.34%	97.46%	INVALID NC/NCI/SECNCI COMBINATION (STOP EDIT)
6046	2	0.01%	97.48%	SECNCI CODE INVALID
6050	22	0.15%	97.62%	REQTYP/LOOP TYPE COMBINATION INVALID
6055	4	0.03%	97.65%	LQTY IS REQUIRED FOR REQTYP/ACT COMBINATION

AGGREGATE ORDER TYPES				
ERROR DETAILS (Fatal Errors)				
Error Type (by error code)	Count	%	Σ %	Error Description
7000	11	0.07%	97.73%	EAN OR EATN OR LEATN ON LINES OR LEAN ON LINES IS REQUIRED WHEN ACT IS P, Q OR V
7055	80	0.54%	98.26%	NUM= TELNO= ACCOUNT IS FINAL
7080	1	0.01%	98.27%	EATN AND AN ARE REQUIRED FOR REQTYP
8005	7	0.05%	98.32%	DNUM=00001 TC OPT PROHIBITED WITH THIS REQTYP/ACT TYPE COMBINATION
8040	6	0.04%	98.36%	LOCNUM= DISCNBR=&DISCNM DNUM=&DNUM TC TO PRIMARY CANNOT BE THE SAME AS THE NUMBER BEING REFFER
8110	9	0.06%	98.42%	LOCNUM= DNUM=00001 TC PER DATE IS INVALID, MUST BE LATER THAN THE LSR RECEIPT DATE
8120	1	0.01%	98.43%	LNUM=00002 TC OPT VALID ENTRY IS ST, NO, CA OR TC
8125	6	0.04%	98.47%	LNUM=00001 TC OPT OF CA IS INVALID WHEN LNA IS ANYTHING BUT C, G, N OR V
8140	91	0.61%	99.08%	LNUM=00001 TC OPT PROHIBITED IF TC FR IS NOT POPULATED ON REQTYP E, F OR M FOR LNA C, G, N OR V
8180	21	0.14%	99.22%	LNUM=00001 TC TO PRIMARY NUMBER MUST BE DIFFERENT FROM NUMBER BEING REFERRED
8210	8	0.05%	99.27%	LNUM=00002 TC PER PROHIBITED WHEN LNUM TC OPT IS NOT ST OR TC
8215	15	0.10%	99.37%	LNUM=00001 TC PER DATE INVALID. IT MUST BE LATER THAN THE LSR RECEIPT DATE
8255	91	0.61%	99.99%	INVALID ACTIVITY TYPE
9870	2	0.01%	100.00%	ATN OR EATN REQUIRED WITH THIS REQTYP/ACT TYPE COMBINATION
TOTAL	14,862			

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 EQU!
8825	ORDER ERR: LN LIST 010 LIN SEE SOER DOCUMENTATION! ILN
8825	ORDER ERR: RCU SAE 009 LIN RCU CODESET INVALID! I1 14R /
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: PDN IDNT 008 LI PDN MISSING OR DATA INCORRECT!
8825	ORDER ERR: SS BILL 007 LIN SS DATA FORMAT INCORRECT! ISS

AGGREGATE ORDER TYPES

ERROR DETAILS - 8825

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

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
1000	ERR PLACED IN E-STAT ORDER COMPLETED
1000	CLEARED ERR FOR ORDER # , PON#,
1000	CORRECT SYSTEM ERRORS
1000	CORRECT SYSTEM ERRORS

AGGREGATE ORDER TYPES

ERROR DETAILS - 1000

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

	PERCENT ACHIEVED FLOW-THROUGH	PERCENT FLOW THROUGH
CLEC AGGREGATE		
REGION ALL SERVICES	47.86%	87.62%

ORDERING

REPORT: PERCENT LNP FLOW THROUGH SERVICE REQUESTS (AGGREGATE DETAIL)
REPORT PERIOD: 12/01/2001 - 12/31/2001

Exhibit December PM Data
Attachment 2G

AGGREGATE ORDER TYPES													
Company Info				LSR PROCESSING							FLOWTHROUGH		
	Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flov Through
1	3264	0	3264	1054	202	2008	556	295	261	1452	51.84%	72.31%	83 11%
2	2,601	0	2,601	289	190	2,122	291	83	208	1,831	83.11%	86 29%	95 66%
3	2,526	0	2,526	842	135	1,549	142	38	104	1.407	61.52%	90 83%	97 37%
4	0	1,841	1,841	1,703	138	0	0	0	0	0	0 00%	0.00%	0 00%
5	0	1,629	1,629	805	182	642	231	125	106	411	30.65%	64.02%	76 68%
6	1,076	0	1,076	274	120	682	79	51	28	603	64 98%	88 42%	92 20%
7	0	925	925	288	127	510	143	59	84	367	51.40%	71.96%	86 15%
8	630	0	630	248	95	287	111	71	40	176	35.56%	61.32%	71 26%
9	0	536	536	271	90	175	62	41	21	113	26.59%	64.57%	73 38%
10	519	0	519	207	26	286	38	20	18	248	52.21%	86 71%	92 54%
11	513	0	513	213	97	203	48	20	28	155	39.95%	76 35%	88 57%
12	377	0	377	143	8	226	144	117	27	82	23.98%	36.28%	41 21%
13	201	0	201	104	26	71	35	27	8	36	21.56%	50 70%	57 14%
14	0	199	199	46	13	140	27	21	6	113	62.78%	80 71%	84 33%
15	195	0	195	27	26	142	40	35	5	102	62.20%	71 83%	74 45%
16	143	0	143	71	22	50	18	6	12	32	29.36%	64 00%	84 21%
17	123	0	123	54	22	47	11	4	7	36	38 30%	76 60%	90 00%
18	0	97	97	29	18	50	7	3	4	43	57.33%	86.00%	93 48%
19	86	0	86	29	27	30	11	4	7	19	36.54%	63.33%	82 61%
20	82	0	82	75	2	5	4	2	2	1	1.28%	20.00%	33 33%
21	61	0	61	51	9	1	0	0	0	1	1.92%	100 00%	100 00%
22	51	0	51	15	11	25	9	4	5	16	45 71%	64 00%	80 00%
23	0	43	43	10	10	23	3	0	3	20	66.67%	86.96%	100 00%
24	0	40	40	18	13	9	4	2	2	5	20.00%	55 56%	71 43%
25	0	20	20	16	2	2	1	0	1	1	5.88%	50.00%	100 00%
26	0	17	17	13	2	2	0	0	0	2	13.33%	100.00%	100 00%
27	0	8	8	2	6	0	0	0	0	0	0 00%	0 00%	0 00%
						0	0	0	0	0	0.00%	0 00%	0 00%
29	0	2	2	0	0	2	0	0	0	2	100.00%	100 00%	100 00%
EDI Subtotal	12,045	5,130	17,175	6,585	1,497	9,093	1,965	1,009	956	7,128	48.42%	78 39%	87 60%

AGGREGATE ORDER TYPES													
Company Info				LSR PROCESSING							FLOWTHROUGH		
	Mechanized Interface Used			Manual	Rejects	Validated	Errors						
Name	EDI	TAG	Total Mech LSR's	Total Manual Fallout	Auto Clarification	LSR's	Total System Fallout	BST Caused Fallout	CLEC Caused Fallout	Issued SO's	Percent Achieved Flowthrough	Base Calculation	Pecent Flow Through
TAG Subtotal		229	632	313	123	196	50	19	31	146	30.54%	74 49%	88 48%
TOTAL INTERFACES	**12,045**	**5,359**	**17,807**	**6,898**	**1,620**	**9,289**	**2,015**	**1,028**	**987**	**7,274**	**47.86%**	**78.31%**	**87.62%**

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
1	300
2	274
3	113
4	111
5	110
6	90
7	63
8	59
9	58
10	50
11	50
12	47
13	46
14	37
15	32
16	27
17	25
18	23
19	15
20	11
21	10
22	7
23	6
24	6
25	5
26	4
27	0
28	0

REPORT: PERCENT LNP FLOWTHROUGH SERVICE REQUESTS
(FATAL REJECTS BY CLEC)
REPORT PERIOD: 12/01/2001 - 12/31/2001

AGGREGATE ORDER TYPES	
Company Info	
Name	FATAL REJECTS
29	0
Total	1579

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
Jan-01	NF	BellSouth	0.0000	0.0000	0.0005	0.0000	0.0000	0.0000	0.0027	0.0056	0.0012	0.0007	0.0039	0.0037	0.0037	0.0013	0.0012	0 0104	0.0379	0.0110	0 0061	0 1843	0 3420	0 0163	0 0000	0 0000
		CLEC	0.0027	0.0001	0.0004	0.0001	0.0000	0.0009	0.0002	0 0006	0.0025	0.0178	0.0153	0.0084	0 0042	0 0066	0.0132	0.0315	0.0687	0.0247	0 0566	0 4227	0 6889	0 2345	0 0272	0 0015
		Difference	-0.0027	-0.0001	0.0001	-0.0001	0.0000	-0 0009	0.0024	0.0050	-0.0012	-0.0171	-0 0114	-0.0048	-0 0006	-0.0053	-0.0120	-0 0211	-0.0308	-0 0137	-0.0505	-0 2383	-0 3469	-0 2182	-0 0272	0 0015
	SF	BellSouth	0.0030	0.0000	0.0001	0.0000	0.0000	0.0001	0.0063	0.0129	0.0380	0.0056	0.0193	0.0146	0 0085	0 0253	0.0241	0.0688	0.0727	0 0388	0 0102	0 0301	0 0499	0 0064	0 0039	0 0013
		CLEC	0.0286	0.0010	0.0045	0.0000	0.0261	0.0954	0.0272	0.1394	0.0829	0.0397	0 1624	0.2275	0 0997	0 0409	0.0643	0.1242	0 2107	0 3766	0 1524	0 2638	0 4444	0 3759	0 0241	0 0259
		Difference	-0.0255	-0 0010	-0.0045	0.0000	-0.0261	-0.0954	-0.0219	-0 1266	-0 0449	-0.0341	-0.1431	-0 2130	-0.0913	-0.0156	-0.0402	-0.0554	-0 1380	-0 3378	-0 1422	-0 2337	-0 3945	-0 3695	0 0202	0 0246
Feb-01	NF	BellSouth	0.0000	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0040	0 0003	0 0002	0.0062	0.0130	0.0073	0.0206	0 0154	0.0095	0 0131	0 0078	0 0089	0 0714	0 2478	0 0310	0 0000	0 0010
		CLEC	0.0003	0.0002	0.0002	0.0002	0.0779	0.0292	0.0000	0.0003	0.0259	0.0946	0.1271	0.1021	0 0528	0.0373	0.0836	0 0983	0 0864	0 0218	0 0664	0.4999	0 9690	0 4856	0 0288	0 0018
		Difference	-0.0003	-0 0001	-0.0002	-0.0002	-0.0779	-0.0292	0.0000	0.0038	-0 0256	-0.0945	-0.1209	-0 0891	-0.0454	-0 0167	-0 0681	-0 0888	-0 0733	-0 0141	-0 0576	-0 4285	-0 7213	-0 4546	0 0288	0 0008
	SF	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0008	0.0089	0.0102	0.0161	0.0214	0.0167	0.0230	0.0131	0.0273	0.0216	0 0378	0 0575	0 0595	0 0034	0 0342	0 0330	0 0250	0 0002	0 0009
		CLEC	0.0006	0.0062	0.0169	0.0032	0.0217	0.0007	0.0195	0.1158	0.1720	0.0620	0.3548	0 4414	0 0604	0 0497	0.1393	0.3564	0.3487	0 4954	0 1330	0 1577	0 3080	0 3467	0 0211	0 0017
		Difference	-0.0005	-0 0062	-0 0169	-0.0032	-0.0217	-0.0001	-0.0106	-0.1055	-0.1559	-0.0606	-0.3381	-0 4184	-0 0473	-0 0224	-0 1177	-0 3186	-0 2911	-0 4359	-0 1296	-0 1235	-0 2750	-0 3217	0 0210	0 0008
Mar-01	FL	BellSouth	0 0001	0.0000	0.0004	0.0000	0.0000	0.0001	0.0027	0.0582	0.0131	0.0193	0.0211	0 0294	0.0060	0.0097	0 0122	0 0227	0 0332	0 0260	0.0143	0 0461	0 0735	0 0068	0 0001	0 0047
		CLEC	0.4914	0.0066	0.0053	0.0072	0.0008	0.0070	0.0170	0.1675	0.0418	0.0329	0.0980	0.1293	0.0504	0.0292	0.0502	0 1276	0 2120	0 2847	0 1275	0 1480	0 2645	0 1083	0 0055	0 0256
		Difference	-0.4913	-0.0066	-0.0048	-0.0072	-0.0008	-0.0069	-0.0144	-0.1093	-0.0287	-0.0137	-0.0769	-0 0999	-0.0444	-0.0195	-0.0380	-0 1049	-0 1788	-0 2587	-0 1131	-0 1019	-0 1910	-0 1015	-0 0054	0 0209
Apr-01	FL	BellSouth	0.0008	0 0001	0.0000	0.0063	0.0000	0.0003	0.0011	0.0082	0.0234	0.0025	0 0326	0.0352	0 0134	0 0286	0.0297	0.0487	0.0449	0 0114	0 0008	0 0034	0 0104	0 0100	0 0002	0 0004
		CLEC	0.0010	0.0028	0.0007	0.0293	0.0002	0.0011	0.0150	0.0501	0.0764	0.0290	0.0283	0.0420	0.0298	0 0284	0 0494	0 0977	0.2310	0 3232	0 0929	0 0422	0 0870	0 1428	0 0381	0 0047
		Difference	-0.0003	-0 0027	-0.0007	-0.0240	-0.0002	-0.0007	-0.0139	-0.0419	-0 0529	-0.0265	0 0043	-0 0068	-0.0163	0 0002	-0 0197	-0 0490	-0 1861	-0 3118	-0 0921	-0 0388	-0 0767	-0 1329	-0 0379	0 0043
May-01	FL	BellSouth	0.0001	0 0000	0.0094	0.0000	0.0000	0.0040	0.0029	0.1190	0.0675	0.0055	0.0151	0.0720	0.0076	0 1039	0.0984	0 0566	0 0560	0 0174	0 0047	0 0039	0 0060	0 0023	0 0003	0 0002
		CLEC	0.0031	0.0428	0.0027	0.0109	0.0218	0.0075	0.0183	0.1858	0.1221	0 0255	0.0315	0.0603	0 0154	0 0335	0 0518	0.1592	0 2027	0 3416	0 0852	0 0391	0 0845	0 1109	0 0386	0 0024
		Difference	-0.0030	-0.0428	0.0068	-0.0108	-0.0218	-0.0035	-0.0153	-0.0666	-0.0546	-0.0200	-0 0163	0 0116	-0.0078	0 0705	0 0466	-0 1026	-0 1467	-0 3241	-0 0805	-0 0352	-0 0785	0 1086	0 0383	0 0021
Jun-01	FL	BellSouth	0.0002	0.0000	0.0000	0.0000	0.0001	0.0004	0.0021	0.0506	0.0686	0.0047	0.0128	0.0172	0.0109	0 0104	0.0071	0.0033	0 0057	0 0117	0 0016	0 0025	0 0132	0 0334	0 0145	0 0005
		CLEC	0.1139	0.0374	0.0890	0.0669	0.0777	0.0678	0.0278	0.0296	0.0405	0.0948	0.0848	0.0846	0.0413	0 0292	0 0667	0 0916	0 0699	0 0725	0 0627	0 1410	0 3694	0 3193	0 1157	0 0525
		Difference	-0.1137	-0.0374	-0.0890	-0.0669	-0.0777	-0.0674	-0.0257	0.0210	0.0281	-0.0899	-0.0720	-0.0674	-0 0303	-0 0188	-0 0596	-0 0883	-0 0643	-0 0608	-0 0611	-0 1385	-0 3562	-0 2859	0 1012	0 0521
Jul-01	FL	BellSouth	0.0000	0.0000	0.0000	0.0000	0.0001	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 0866	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	0.0261	0.0218	0.0126	0 0104	0.0095	0.0136	0 1117	0 0158	0 0261	0 0111	0 0198	0 0418	0 0419	0 0221	0 0173
		Difference	-0.0208	-0.0303	-0.0482	-0.1485	-0.0897	-0.0678	-0.0524	-0 0266	-0.0114	-0.0234	-0.0186	-0 0119	-0 0104	-0.0094	-0 0134	-0 1113	-0 0154	-0 0261	-0 0111	-0 0191	-0 0366	-0 0403	-0 0219	0 0173
Oct-01	FL	BellSouth	0.0001	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0000	0.0011	0.0000	0 0022	0 0005	0.0012	0.0021	0 0375	0 0175	0 0001	0 0001	0 0039	0 0045	0 0002	0 0000	0 0000
		CLEC	0.0002	0.0052	0.0004	0.0268	0.2831	0.0613	0.0070	0.0023	0 0361	0.0849	0.0080	0.0547	0 0099	0 0123	0.0307	0.1002	0 1160	0 0961	0 1450	0 2570	0 3677	0 2276	0 0506	0 0009
		Difference	-0.0001	-0.0052	-0.0004	-0.0268	-0.2831	-0.0613	-0.0070	-0.0023	-0.0361	-0.0838	-0 0079	-0 0525	-0 0094	-0 0111	-0.0286	-0 0627	-0 0986	-0 0960	-0 1449	-0 2531	-0 3633	-0 2274	-0 0506	0 0009
Nov-01	FL	BellSouth	0.0000	0.0003	0.0000	0.0000	0.0002	0.0000	0.0000	0.0000	0 0000	0.0014	0.0030	0.0022	0.0006	0 0011	0 0027	0.0068	0 0053	0 0016	0 0022	0.0109	0 0072	0 0053	0 0010	0 0000
		CLEC	0.0089	0.0056	0.0018	0.0467	0.0033	0.0136	0.0015	0 0168	0.0185	0.0050	0.0206	0.0049	0.0010	0 0118	0 0159	0 0131	0 0130	0.0229	0 0603	0 1268	0 2037	0 1577	0 0442	0 0004
		Difference	-0.0089	-0.0053	-0 0018	-0.0467	-0.0031	-0.0136	-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